



Utility Team Story

City of Waco

Modernizing Customer Service and Utility Operations with a Unified Cloud Platform



Collaborative Partnership with the City and SpryPoint Teams Deliver Modern Utility Operations and Proactive Customer Care

The City of Waco (Texas) Water Utility Services has successfully gone live with a unified Customer Information System (CIS) from SpryPoint, marking a significant step forward in customer engagement, operational efficiency, and data-driven decision-making. The new system supports more than 48,000 utility accounts and helps serve a growing community of more than 143,000 residents.

SpryPoint was selected following a rigorous evaluation process for its cloud-native, utility-focused CIS, which meets the City's immediate needs while scaling for the future. The implementation replaces an outdated, green-screen legacy system and general municipal tools with a modern, purpose-built platform that empowers utility staff and improves customer service.

From Legacy Systems to Confident, Connected Utility Operations

The transition to SpryPoint represents a foundational shift in how Waco Water Utility Services manages operations and serves customers. The City is committed to providing new levels of service and value for its customers and residents. Here are the shifts underway to modernize its systems and business processes.



Outdated, fragmented systems → Modern, integrated, and intuitive experience

Staff and customers now access a cloud-native CIS built specifically for utility workflows, enabling streamlined, efficient day-to-day operations.



Siloed data and systems → Unified data and dashboards

All customer, billing, and operational data now lives in one system, delivering real-time dashboards and new levels of business visibility for stakeholders. Additional key applications at the City are also integrated in real time to reduce redundant entries and manual errors, and to improve data quality.



Manual effort to measure and report → Trusted data, analytics, and insights

Cross-departmental leaders and staff gain immediate access to accurate, reliable information with minimal manual intervention, enabling data-driven decision-making.



Reactive customer communications → Proactive, omnichannel engagement

The utility can now proactively communicate with customers via voice, email, and text, supported by a 24/7 self-service customer portal, important account information, and service updates.

Partnership and Collaboration Drive Successful Modernization

The City's successful migration underscores the importance of strong collaboration between utility teams and technology partners to drive continuous innovation that meets today's requirements and scales to deliver on future needs.

"No utility team wants to change systems without careful consideration of the complexity involved," said Lisa Tyer, Director of Customer Engagement for the City of Waco. "The partnership and trust we built with the SpryPoint team, combined with the modern technology we have implemented, created a positive experience for our staff and better service for our customers."

Advancing Customer Care as a City Priority

The new CIS directly supports a core priority of Waco's City Council: elevating customer service for residents. Customers now have 24/7 access to account and billing information, proactive notifications for leaks or unusual consumption, and multiple ways to communicate with utility staff. Internally, the system provides a unified view for customer care, finance, field, and operations teams—streamlining workflows and improving responsiveness.

"Customer expectations continue to evolve; they want timely answers and proactive communication in the methods and frequency they prefer to be communicated in," said Kevin Clancey, Co-Founder and Chief Business Development Officer at SpryPoint. "With the solution implemented and streamlined processes, both employees and customers are armed with better information, more efficiently and timely."

What's Next

Building on this successful go-live, Waco Water Utility Services plans to deploy SpryPoint Backflow to further its modernization efforts. The SpryBackflow solution will streamline compliance, data management, and reporting within the City's unified SpryPoint platform.



About the City of Waco Water Utility

Waco, Texas is a vibrant Central Texas city that blends history, natural beauty, and steady growth with a strong sense of community. Located along the Brazos River, Waco offers unique attractions such as **Cameron Park**, a 416-acre urban park with extensive trails and river views, the **Waco Mammoth National Monument**, and the **Dr Pepper Museum**, celebrating the city as the birthplace of the iconic soft drink. **Magnolia Market at the Silos** has further helped put Waco on the national map, drawing visitors from across the country.

The City of Waco is equally committed to strong public services. Its water and wastewater utilities provide safe, reliable service to residents and businesses and make ongoing infrastructure investments. In addition, Waco serves as a **wholesale provider of water and wastewater services** to surrounding communities, supporting regional growth and long-term sustainability. Together, these qualities reflect a city focused on quality of life, responsible stewardship, and thoughtful development.

About SpryPoint

Founded in 2011, SpryPoint builds and delivers integrated, cloud-native software solutions to empower utilities to serve customers better, operate more efficiently, and provide new levels of business visibility and data-driven decision-making. Today, more than 100 utilities across the Americas rely on SpryPoint to modernize billing, customer engagement, and field operations. In 2025, SpryPoint was recognized as a Deloitte Technology Fast 50™ company in Canada and a Deloitte Technology Fast 500™ company in North America. For more information, visit www.sprypoint.com or contact info@sprypoint.com.

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