



Utility Team Story

City of Waconia

Modernizing Utility Operations with a Unified Platform That Improves Service and Prepares for Future Growth



The City of Waconia (Minnesota) has officially launched SpryPoint's integrated software suite to transform its operations and customer service, becoming the first Local Government Information Systems (LOGIS) member to adopt the modern, cloud-native utility platform.

With the deployment, Waconia's 5,000+ utility customers now have real-time access to billing, consumption, and account status information, while city staff gain integrated tools to unify financial, customer, and field operations. The system is already helping Waconia streamline processes, reduce manual tasks, and leverage trusted data to make better decisions.

A LOGIS-Backed Modernization

LOGIS, a Minnesota-based consortium of 57 cities, provides its members with cost-effective access to leading-edge public sector technology. A LOGIS "Gold Team" composed of city representatives selected SpryPoint as the preferred customer information system (CIS) following a competitive review. Waconia is the first to implement the solution, setting the stage for other LOGIS members to follow.

"This is an important step forward for Waconia's staff and its citizens," said Chris Miller, Executive Director of LOGIS. "The City of Waconia team going live with an integrated solution demonstrates what's possible with a modern, integrated CIS solution that will meet our members' needs for the foreseeable future."

Benefits for Waconia and Its Customers

Through its partnership with LOGIS and SpryPoint, Waconia is positioned to deliver measurable benefits for both staff and customers, including:



Real-Time Visibility

Customers can instantly view and manage billing, payment, and consumption data on their own terms and at their convenience.



Operational Efficiency

Integration of financial, customer, and field systems reduces duplication and manual work.



Trusted Data

A unified meter-to-cash lifecycle provides integrated, accurate analytics for planning and reporting.



Future-Ready Foundation

The SpryPoint suite supports scalability and ongoing innovation as the city continues to grow.



SpryPoint Solutions at Work for LOGIS and the City of Waconia

SpryPoint's native cloud utility software solution for Waconia includes SpryCIS (Customer Information System), SpryEngage (Customer Self-Service portal), SpryMobile (Mobile Field Service), SpryIDM (Interval Data Management), and SpryBackflow (Water Compliance Management Platform). Together, these solutions allow municipalities like Waconia to modernize customer engagement, billing, and operations with agility and reliability.

“When reviewing utility billing software solutions, the City of Waconia was looking for a solution to not only better service our residents, but also a system that would streamline processes and integrate information shared amongst City departments. We found that solution in SpryPoint and have enjoyed implementing it with the LOGIS team. City staff are proud of the final product and improved services we can offer our residents!” said Nicole Meyer, Finance Director, Waconia.

As Waconia sets the benchmark for deploying SpryPoint within the LOGIS member network, other Minnesota cities now have a proven path to accelerate modernization and deliver a higher standard of service to their residents.

About the City of Waconia

Waconia is a progressively growing community located just 30 minutes west of the Twin Cities of Minneapolis and St. Paul in an area popular with visitors for its many lakes, parks, and other enjoyable destinations. Named a "Tree City USA" by the National Arbor Day Foundation, the City of Waconia is nestled next to scenic Lake Waconia, the third largest lake in the Metro and one of the cleanest lakes in the area. Additionally, Waconia boasts a dynamic economy, established industrial parks, first-class education, and exceptional healthcare facilities. Taken together, these amenities make Waconia a great place to live, work, learn, and play!

About LOGIS

LOGIS provides technological solutions and support that help Minnesota's local governments and the communities they serve thrive. In addition to its utility billing application offering, LOGIS provides software solutions that meet the needs of financial, human resources, public safety, permitting and inspections, GIS, and other critical areas, as well as a comprehensive package of network services, including infrastructure and system design, security, and other managed services.

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.

SpryPoint

401-45 Queen Street
Charlottetown, PE, C1A 4A4

info@sprypoint.com
(855) TRY-SPRY

sprypoint.com