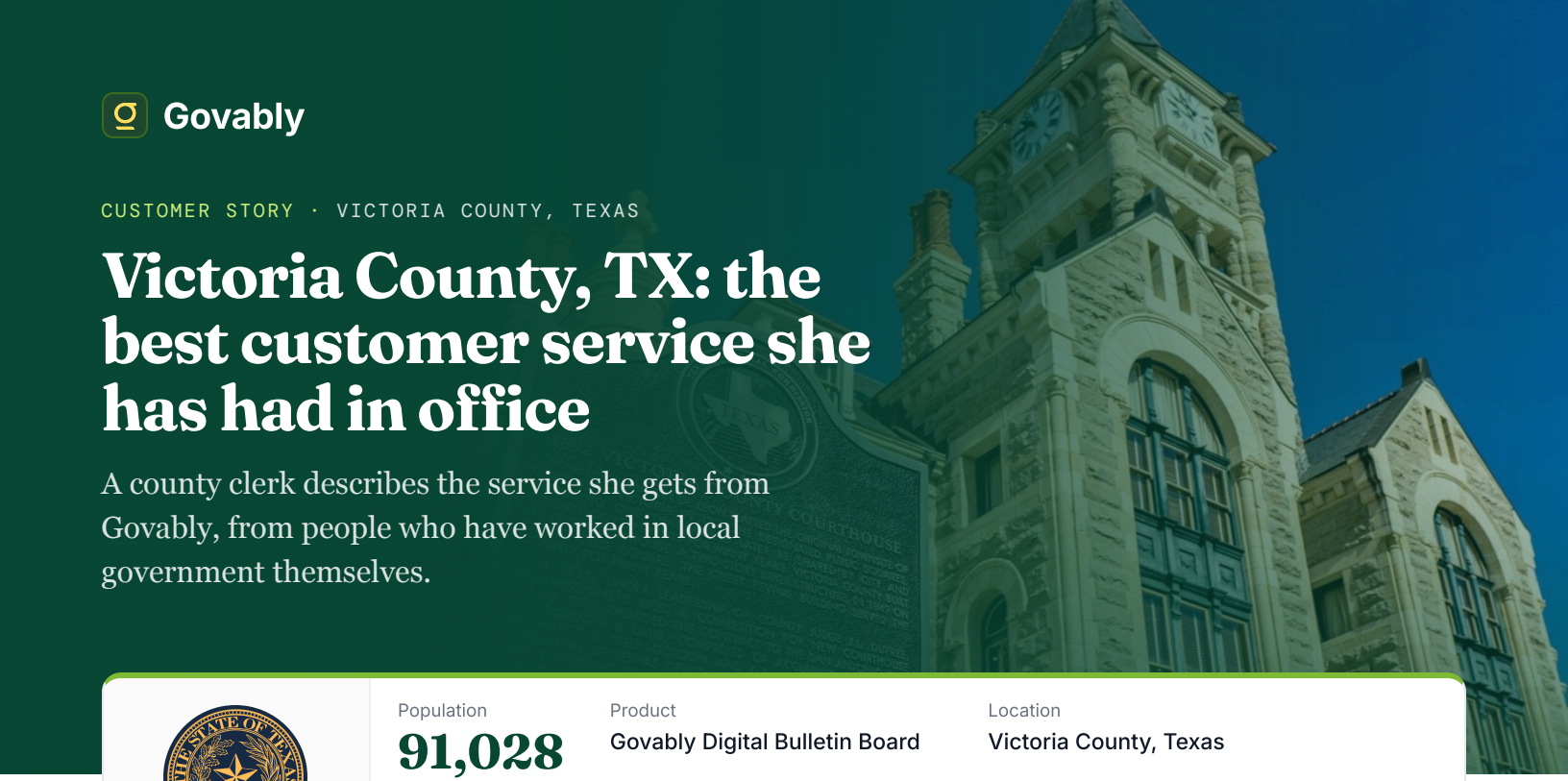
Govably

CUSTOMER STORY · VICTORIA COUNTY, TEXAS

Victoria County, TX: the best customer service she has had in office

A county clerk describes the service she gets from Govably, from people who have worked in local government themselves.



Victoria County
Texas

Population	Product	Location
91,028	Govably Digital Bulletin Board	Victoria County, Texas

Department	Keys to project
County Clerk's Office	Responsiveness, direct access to the team, changes made quickly

The challenge

Finding a vendor that meets the county's needs and provides exceptional customer service

The solution

A partner with local government experience that answers in under 24 hours

The result

Requests handled immediately, and the best customer service she has had in office

OVERVIEW

Govably is built and run by people who have worked in local government and sold into it

Victoria County, Texas has about 91,000 residents, and its County Clerk's office is where the county's public notices are filed, organized and posted. Heidi Easley has been County Clerk long enough to have bought government software more than once, and the pattern she describes is a familiar one. You send in a request. You wait for a reply. Then you wait longer for the fix.

Govably is run by people who have worked in and with local government. The person Victoria County speaks to day to day used to write the minutes herself. That shows up in the service long before it shows up in the software.

> "I am grateful that I decided to give Govably a chance. The customer service has been among the best I have experienced since I have taken office."
>
> **Heidi Easley**
> County Clerk, Victoria County, Texas

> "The difference with Govably is responsiveness. They are attentive, the quality is there, and they have exceeded expectations."
>
> Heidi Easley, County Clerk, on the difference between Govably and the vendors she had worked with before.

CHALLENGE

The challenge was finding a vendor that could keep up with how often a clerk's office changes

What Heidi had come to expect from software vendors was a wait. You submit something, and sometimes a long time passes before anyone responds. Longer still before you get an answer, or any help fixing the problem.

The reason that costs a county something is not impatience. It is the nature of the work. A clerk's office does not process a fixed amount of anything.

> "Things in our office are always changing. We may have fifty filings in a day, or we may have five. It is really a living, breathing entity."
>
> **Heidi Easley**
> County Clerk, Victoria County, Texas

When software cannot change at the pace the office changes, somebody absorbs the difference by hand. None of that work shows up in a support ticket, and none of it goes away while the ticket sits.

> "With other vendors, I feel like a number. With Govably, I feel like a person."
>
> **Heidi Easley**
> County Clerk, Victoria County, Texas

SOLUTION

She works with a company that answers in under 24 hours, and with a person rather than a robot

Requests from Victoria County do not go into a queue. They go to the people who build the product, who answer them directly and act on them, usually the same day.

> "Every request I have had, every question, and every change we have wanted has been handled immediately."
>
> **Heidi Easley**
> County Clerk, Victoria County, Texas

Her day to day contact came out of local government

Ruth Rivard, Govably's client success manager, worked in local government before she joined, where writing the meeting minutes was her own job rather than something she read about. She is Victoria County's day to day contact now. Heidi met her at the handoff from the sales team, which is the point in most vendor relationships where service quietly drops off.

The software required very little training

Responsiveness matters most when a product needs a lot of it. Victoria County's staff started using Govably without a training program around it.

> "My staff picked it up and ran with it. The process is extremely simple. You have made it straightforward and user-friendly."
>
> **Heidi Easley**
> County Clerk, Victoria County, Texas

RESULTS

Govably keeps up with a clerk's office that is constantly changing

The result Heidi points to first is not a feature. It is that nothing waits. Requests are answered while they still matter, and the office keeps moving instead of working around something for a quarter.

> "Your ability to respond and take action right away keeps us on top of everything. It keeps things moving."
>
> **Heidi Easley**
> County Clerk, Victoria County, Texas

WHAT COMES NEXT

Sharing Govably with the entire county

Victoria County is introducing Govably to residents formally, and expects the county's new website to put their documents in front of more citizens.

Talk to people with local government experience

Book a 20-minute call with Govably. You will be talking to the people who build the product and answer the phone, not to a queue.

govably.com/book

ryan@govably.com