

CASE STUDY

Breaking the Limits: How Amarillo Processed \$1.78M Online and Transformed Environmental Health

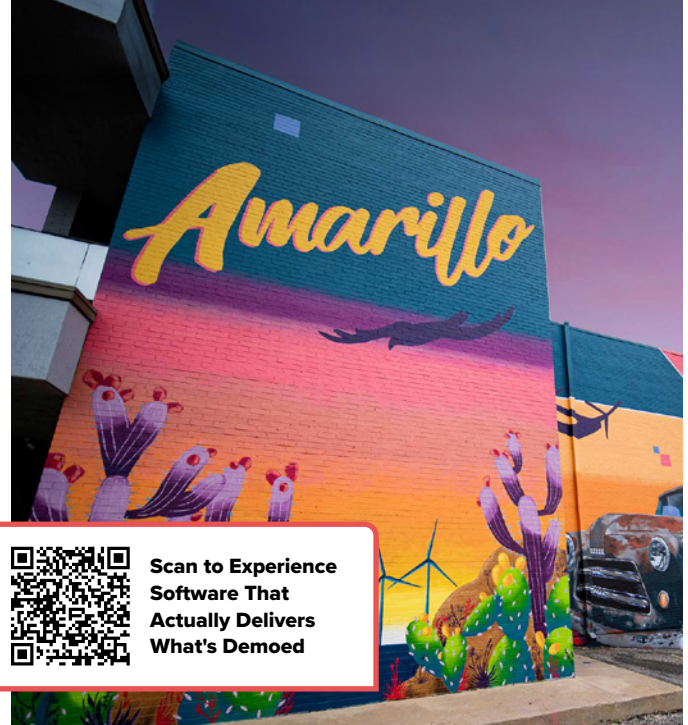
Overview

Client:	City of Amarillo, TX (Environmental Health Division)
Legacy Platform:	Digital Health Department (DHD)
Chosen Solution:	HS GovTech (HS CloudSuite)
Timeline:	12 Months

The Status Quo & Challenges

Having managed environmental health operations for 16 years, leadership at the City of Amarillo Environmental Health Division had already survived multiple frustrating software transitions. After moving away from an ill-fitting legacy platform (Hansen), the division utilized Tyler DHD for six years. While DHD was an initial improvement, operational friction set in: system modifications were painfully slow—taking weeks for simple field additions—and lacked financial integration, forcing administrative staff to manually duplicate every online payment into their cashiering system.

The breaking point arrived when the legacy vendor announced Tyler DHD was sunseting and attempted to push Amarillo onto Tyler Intergov. Amarillo had already tested Intergov on its alcoholic beverage program for a year with unsuccessful results. The software was built for linear, one-time



building safety workflows ("apply, pay, inspect, close"), making it completely unsuited for the cyclical, ongoing nature of Environmental Health. To compound the frustration, the vendor provided no automated migration path, demanding that Amarillo re-sign contracts, re-enter procurement, and repay implementation fees from scratch. Refusing to pay twice for a generic platform, Amarillo set out to find a purpose-built, highly adaptable EH solution.

The Turning Point: A Demo That Actually Delivered

Having endured three previous software implementations where sales teams promised life-changing technology only to confess post-contract, "Oh yeah, our system can't actually do that," Amarillo's team approached procurement with deep skepticism. Environmental Health Director Anthony Spanel candidly advised his evaluation team to expect 60% of demoed features to work in real life at best.

When evaluating HS Cloud alongside competing platforms, that skepticism quickly dissolved. HS GovTech rejected generic "shiny sales pitches" in favor of total functional transparency, demonstrating workflows built on a purpose-built architecture. HS GovTech proved to be the only vendor in Spanel's career that delivered on every single capability

shown during sales presentations. By proving its software was production-ready out of the box without requiring custom coding, HS GovTech immediately earned the evaluation team's full trust.

The Solution: Autonomy, Flexibility, & API Integration

Form Builder & Total Autonomy:

Built on an intuitive form-builder architecture, HS CloudSuite empowers internal staff to make form adjustments, drop-down changes, and workflow tweaks instantly without submitting support tickets or waiting weeks for vendor developers.

Direct Cashiering API Integration:

HS GovTech established a seamless API connection with Amarillo's teller cashiering system, allowing live payment communication and completely eliminating double entry.

Continuous Process Improvement:

The platform's native configurability allows Amarillo to continually make weekly workflow enhancements post-implementation, digitizing new operational processes without hitting rigid system limits.

The Impact & Results



High-Volume Online Cashiering

Powered by HS Cloud's Citizen Portal, the division seamlessly processed over **\$1.78 million** in online renewals across a two-month window.



500% Surge in Public Health Reporting

Digitizing foodborne illness reporting resulted in a 500% surge in anonymous online submissions.



Reallocated Administrative Resources

By shifting complaint filing, record requests, and permit applications to the online portal, administrative workload decreased drastically, allowing Amarillo to reallocate staff resources from three full-time admins down to two.



Cross-Departmental Collaboration

Created digital bridges between Environmental Health and Public Health teams to facilitate secure, real-time data sharing on patient and epidemiological tracking.

Ready To Stop Compromising On Your Agency's Software?

Don't let rigid configurations and endless manual workarounds hold your team back. Whether you are navigating an unexpected software sunset or fighting against an "all-in-one" generic government software retrofit, your agency deserves a platform built specifically for Environmental Health..

Discover how HS GovTech can future-proof your workflows, give you complete system autonomy, and elevate your community service.

[**SCHEDULE YOUR DEMO TODAY**](#)

Get In Touch



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