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**LAFAYETTE CONSOLIDATED GOVERNMENT SELECTS CENTURIONCARES TO  
BRING HIGH QUALITY CUSTOMER SERVICES TO DEVELOPMENT & PLANNING DEPARTMENT**

TAMPA, FL (June 28, 2018) – With a stated mission to enhance the quality of life of the community by providing high-quality, cost-effective services, the Development and Planning department for the Lafayette Consolidated Government has launched an initiative to raise customer service levels to a new high with the deployment of the CARES Contact Center Solution.

Designed, manufactured and installed by Tampa-based CenturionCARES, Inc., the innovative ACD and IVR platform was chosen for a number of reasons, most notably its capacity to integrate seamlessly into the department’s existing network and customer information infrastructure. That integration coupled with user-friendly functionality will drive greater efficiency and lower call volumes by enabling some repeatable processes, such as inspection scheduling, to be automated. Development and Planning officials believe CARES will elevate the quality of service for live agent interactions as well, expecting results similar to what they’ve seen with the successful CARES implementation at Lafayette Utilities System, the largest department of Lafayette Consolidated Government.

“We were sold on the CARES solution based on its success at LUS” offered John Broyles, Permit Supervisor for the Development and Planning Department. “I understand, however, that a product is only as good as the people who administer it, and the CenturionCARES Implementation team did a spectacular job! Our staff was leery of change, but when (CARES Trainer) Jason was finished, not only were they comfortable, they loved it! We couldn’t be happier with our decision.”

“We greatly appreciate the opportunity to help bring a better service experience to the citizens and tax payers within the City and Parish of Lafayette Louisiana.”, said Kirk Wormington, CenturionCARES President/CEO. “Our dedicated staff takes great pride in helping to make the customer service experience better for all. We are committed to do everything we can to ensure valued partners like LCG can efficiently provide world-class customer services for their community for many years to come.”

**ABOUT LAFAYETTE CONSOLIDATED GOVERNMENT/ DEVELOPMENT & PLANNING**

The mission of Lafayette Consolidated Government is to enhance the quality of life of our community by providing high-quality, cost-effective services that meet the needs and expectations of the public. Aligned under the Infrastructure umbrella, the Development and Planning Department is made up of five divisions covering a variety of activities including the purchase or development of property, construction projects, the opening or relocating of businesses, zoning variances, historic property designations, implementing PlanLafayette and alcohol permitting. Visit [www.lafayettela.gov](http://www.lafayettela.gov) for more information.

**ABOUT CENTURIONCARES, INC.**

CenturionCARES software solutions enable organizations to optimize their communications infrastructure and deliver enhanced automated and live agent customer services. For nearly 40 years, CARES ACD and IVR solutions have helped municipalities and government agencies serve their constituents with maximum efficiency and fiscal responsibility. CenturionCARES is headquartered in Oldsmar, Florida with engineering and support facilities in Waukesha, Wisconsin. Please call 727-431-5300 or visit [www.CenturionCARES.com](http://www.CenturionCARES.com) for more information.

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