

Hiperweb Acquisition – Customer FAQ

Who acquired the company, and why?

gWorks has acquired Hiperweb as part of our commitment to expanding and enhancing the capabilities available to local cities, towns, and municipalities. This acquisition allows us to combine expertise, improve product offerings, and provide even greater value to our customers by delivering more robust and integrated solutions.

How will this acquisition benefit existing customers?

gWorks offers a full suite of products in addition to Hiperweb's existing solutions, including Utility Billing, Human Resources for payroll, Finance for accounting, and more. Our goal is to bring additional capabilities to Hiperweb customers, providing them with greater utility and streamlined workflows. With this acquisition, customers will gain access to a broader range of tools designed to help manage cities more efficiently on a modern, cloud-based platform.

Will there be any changes to customer support?

No, customer support will remain the same. Customers should continue using the same support channels they are accustomed to, with no disruption in service. Response times and service quality will not be affected, and the same support representatives will remain available to assist you.

Are there any new support options or service enhancements?

Yes! In addition to the new capabilities we will offer to Hiperweb customers, we plan to build out additional support resources to help ensure fast resolutions. Our goal is to minimize interruptions and provide an even smoother experience so you can focus on your work with confidence.

Will self-service tools, knowledge bases, or portals remain the same?

Yes, all existing self-service tools, knowledge bases, and portals will remain available. Customers can continue accessing the same resources they currently use without any disruption.

Will the product I use continue to be supported?

Yes, the product you use will continue to be fully supported. Customers can expect ongoing maintenance, updates, and assistance as usual.

Will there be any pricing changes?

No, pricing will remain the same. Customers will continue with their current pricing structure without any changes.

Will my current software integrations still work?

Yes, all current software integrations will continue to work as they do today. There will be no disruptions to existing connections or workflows.

When will these changes take effect?

The acquisition has already been completed. However, there are no immediate changes that will impact customers. Business will continue as usual, and any future updates will be communicated in advance.

How will I be notified about important updates?

Customers will continue to receive updates the same way they always have. There are no changes to how we communicate important information.