



Local software firm retains nearly all customers

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POLSON — Black Mountain Software announced that the company is entering its 25th year of doing business with a lifetime customer retention rate of 98 percent. The Montana-based company develops and sells fund accounting software and utility billing software products in the B-to-G (business-to-government) market.

Asked how the company has achieved extraordinary customer loyalty, Black Mountain Software co-founder and president Wayne Carriere focused on two key factors: attitude and technology that meets needs.

“We are passionate about serving our clients well so they in turn can serve their customers well,” Carriere said. “We hire people that enjoy helping others, so Black Mountain responds to our clients’ needs with genuine care and concern, and with attentiveness that stands out.”

Attitude alone can’t build a 98-percent customer retention rate, though. Providing powerful technology solutions at prices that small to medium-size cities, counties, service districts and schools can afford is another key to Black Mountain Software’s exceptional customer loyalty. Carriere explained that Black Mountain is committed to making it easy for governmental and school entities to efficiently manage their financial record-keeping, payments and receipts, and reporting.

“We engineer our products to meet needs and solve process inefficiencies. Our commitment to making our clients’ work day better creates loyalty,” Carriere said.

Many of the company’s customers recommend Black Mountain Software to others.

One long-time client recently requested that the company provide her with an “I love Black Mountain Software” bumper sticker.

“We sell to the government market,” Carriere stated. “But to us, business is personal. To maintain our 98-percent customer retention rate, we intend to keep serving clerks and their organizations with diligence and thoughtfulness.”

With offices in Polson, Montana and Helena, Montana, Black Mountain Software serves over 500 customers across 24 states. For more information about Black Mountain Software, please visit www.blackmountainsoftware.com, or check us out on Facebook or LinkedIn.