

### Infor Public Sector Mobile Citizen Request

# Crowdsource government reporting services

A mobile revolution is underway. The availability of inexpensive, yet powerful smartphones, the proliferation of mobile application marketplaces, social networking, and consumer-oriented geospatial information systems have converged to create a highly empowered citizenry. Major public sector initiatives, such as eGov, are now aiming to facilitate community-based collaboration, or "crowd sourcing," through consumer-oriented smartphone applications and to use them as a viable mechanism for gathering and disseminating information.

#### Empower the crowd

Infor™ Public Sector brings decades of experience at helping government agencies deliver more with less. Today, municipalities are looking to reach out and interact with their citizenry through personal smartphones. In response, Infor is now offering Infor Public Sector Mobile Citizen Request. An enhancement to web-based or call center-based 311 interfaces, Infor Public Sector Mobile Citizen Request allows anyone to quickly and easily create, submit, and review service requests directly to the appropriate Infor asset management solution.

Enable your citizenry to submit service requests anywhere, anytime through their personal smartphones with Infor Mobile Citizen Request.

#### Get more for less

Municipalities like yours can use Infor Public Sector Mobile Citizen Request to capture more information than is possible through traditional 311 interfaces. Users can download a simple app that runs on any popular smartphone running Apple™ iOS®, Android™, or Windows® phone operating systems to capture the detailed service request information. The app makes it easy for citizens to:

- Submit real-time reports.
- Capture location information from the Global Position System (GPS).
- · Include photos illustrating the issue.
- · Assign the type of report being submitted.
- Add comments.

After submitting reports, citizens can use the app to follow the status of the information they've submitted and stay informed as problems get resolved. Many municipalities find that Infor Public Sector Mobile Citizen Request bolsters their image as a responsive, forward looking community. In addition, the information citizens submit immediately serves as the basis for creating a service request or gets stored in a location catalog for later use, which means that your staff can spend less time entering data—it's already in the system.

Your service crews will have more complete information when they go to perform repairs or answer complaints by referring to the photos that users capture and attach to service request. Users can also provide text comments or contact information as optional information to include with each service request. They can also view the location of all active service requests for the selected municipality.

## Extend your investment without overextending your budget

The Infor Public Sector Mobile Citizen Request infrastructure is cloud-based, running 24x7 over the Internet. This means that you don't need to procure, provision, or support additional hardware to use the solution. It automatically routes service requests through the cloud to the appropriate Infor solution, based upon configuration settings and the service request location. The solution also includes a robust administrative component to protect against malicious software and prevent abuse.

Capture more information than is possible through traditional 311 interfaces, including accurate location data, photographs, and other details.

Infor Public Sector Mobile Citizen Request is licensed as a Software as a Service (SaaS) solution. Rather than purchasing traditional upfront software licenses, you can lease access to the solution on an annual basis. Pricing is coupled to total population size, eliminating guesswork and providing an economical pricing model that spans your municipality's entire potential user base.

#### See better results faster

Crowdsourcing can turn municipal data gathering from an expensive chore to a game that everyone can play. You'll not only gain a new stream of valuable information at almost no cost, you'll create a way to let your citizens feel more immediately involved in the way their community works and generate more complete, up-to-date information at the same time. You'll break new ground in citizen involvement and develop a reputation as a cutting edge municipality that responds quickly and effectively to the needs of your community when you deploy Infor Public Sector Mobile Citizen Request.



641 Avenue of the Americas New York, NY 10011 800-260-2640 infor com

#### About Infor.

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.

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