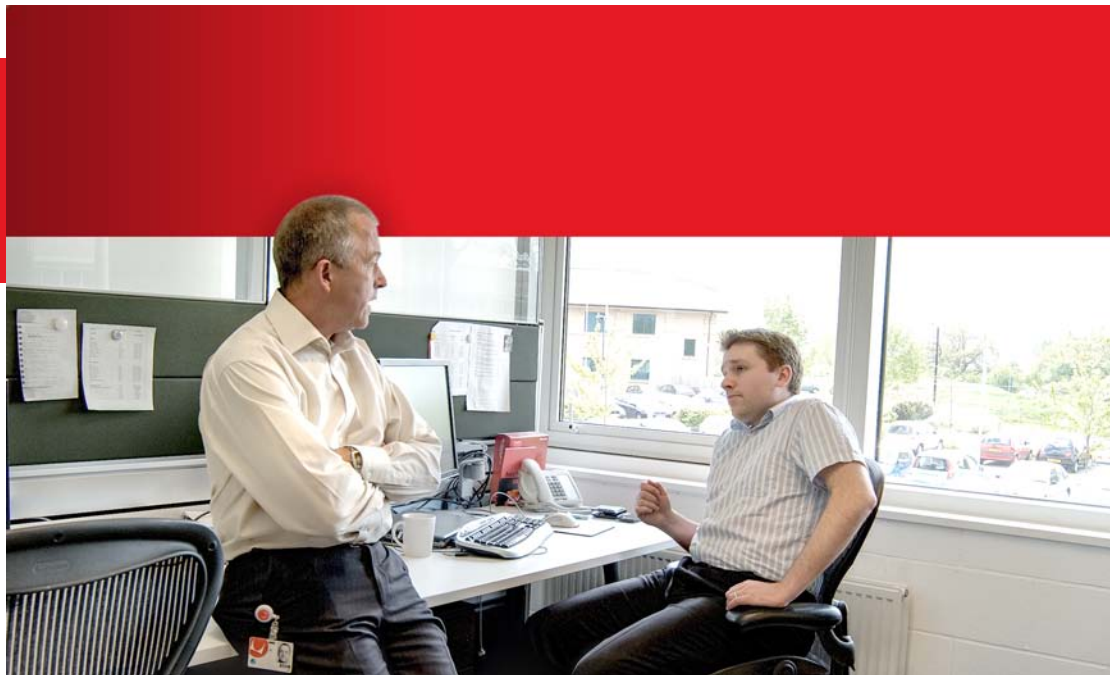
Infor Hansen CRM offers government agencies unsurpassed tools to process and manage citizen requests and complaints.



INFOR HANSEN CRM

DO BUSINESS BETTER.

Citizens demand a high level of service from governments, including 24x7 access to services. The effort to increase service levels leads governments to capitalize on multiple channels of communication including centralized call centers, the internet, faxes, email, interactive voice response, and self service kiosks. Infor Hansen CRM solutions aggregate an agency's communication channels and complete back office integration to manage your citizens' requests throughout your entire organization.

LEVERAGE EXPERIENCE.

For over 25 years, Infor™ Hansen CRM software has provided true citizen-based customer relationship management (CRM) solutions for the public sector. We have listened to our customers and understand the inherent differences between public sector and private sector customer service operations. Whether you're processing a customer complaint, renewing a license, applying for a permit, requesting information on a utility bill, paying property tax, dispatching a work crew, asking for a parade date, or just requesting information, Infor offers the best available CRM solutions in the state and local government market—all using a single open database engine accessible through multiple channels.

GET BUSINESS SPECIFIC.

We've built the Infor Hansen CRM solutions on our deep knowledge of government operations. We provide the tools you need to serve citizens without forcing you to modify a solution developed for private industry. With Infor Hansen CRM you can record customer service requests, inquiries, and complaint calls. You can quickly check for duplicate calls, schedule inspections, display associated assets, create service requests, and route these requests to the appropriate department. The difference in the Infor Hansen CRM solution is embodied in what happens after routing the service request—our enterprise approach to CRM allows departments acting on a service request to manage the entire process of resolution according to its own unique business process. Infor Hansen CRM lets you:

- Create unique work orders and automatically link them to service requests.
- Create code enforcement violation cases and automatically link them to the service request.
- Manage all work order activities to include cost and scheduling.
- Link work orders to assets for total resolution reporting.
- Escalate code enforcement cases for unresolved issues.
- Associate a service request to an address, parcel, intersection, permit, license, contact, or business.
- Track the histories of all complaints.

Whether you're implementing a departmental CRM solution or an organization wide 311 call center, Infor Hansen CRM can help you accommodate the volume and complexities of any call type. It not only simplifies the intake process and routing of the service requests, it also manages all the individual workflow processes that are required to resolve the situation. Key features of the solution include:

Workflow.
You can configure the entire intake procedure into an easy to use, wizard driven process, including business rules, routing requirements, and data intake.

Request management.
With Infor Hansen CRM, you can associate a service request to an address or to parcels, contacts, licenses, permits, or intersections. The system provides full cross referencing to other Infor Hansen CRM modules and integrates with other enterprise systems.

Unique service request records.
Each service request creates a unique record in the Infor Hansen CRM database. Each process you use to resolve a service request gets managed with its own record identifier to include work order and case information for code enforcement. Infor Hansen CRM does not force a government agency to track a service request as just a work order or a case.

Map drawer.
You can view Geographic Information System (GIS) map data through your Infor Hansen CRM system. You can even view open work orders or service request locations, and create projects through a map based graphical user interface.

Duplicate searching.
GIS can search for service requests that are spatially related to other service requests. This allows for a customer service representative to link calls then manage and route those requests as one.

Enterprise capability between departments.
The Infor Hansen CRM database can improve responsiveness to service requests involving multiple departments. Unique request codes determine departmental responsibilities.

Measures performance and provides accountability.
Managers, supervisors, and officials can track performance and resolution metrics by viewing open work requests, permits, violations and more.

Improved communication between citizen and government.
The Infor Hansen Billing Portal provides citizens with 24x7 access to their government, allowing citizens to submit requests online and receive automatic status updates via email.

Knowledge base.
Save any information such as frequently asked questions (FAQ), business hours, or other details so that you can answer requests more efficiently, quickly, and correctly. The Infor Hansen Billing Portal provides several intention-specific service portals for customers. These portals allow state and local governments to provide automated services from their Web sites as a service to their citizens. The Infor Hansen Billing Portal allows online problem reporting, complaints, bill payment, permit application, licensing, and internet data publishing.

Mobile solutions.
Mobile solutions provide a fully functional, field automation solution. They enhance the capabilities of the application to provide scalable, efficient, and cost effective solutions for improving business processes in the field. These intention-specific solutions match business practices so that every screen streamlines work in the field.

Infor Hansen CRM can help you accommodate the volume and complexities of any call type.

The flexibility of field automation provides real time updates to back office applications.

SEE RESULTS NOW.

Infor Hansen CRM eliminates the need to install, configure, and maintain client side software, such as plug in and, message brokers, as well as adapters, applets, DLLs, or proprietary code that typically requires a PC download. Because Infor Hansen CRM modules are 100% browser based, our applications run on any supported internet client by utilizing already available internet browser components. In addition, Infor Hansen CRM does not rely on specialized programming languages that require dedicated plug ins, making it easy to deploy across your entire enterprise with the thinnest possible footprint.

THERE IS A BETTER WAY.

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy, and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit www.infor.com.

Infor Corporate Headquarters
13560 Morris Road
Suite 4100
Alpharetta, Georgia 30004
USA
Phone: +1(800) 260 2640

www.infor.com

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