



The Latest and Most Comprehensive
311 Request Management System



Web-based Citizen Request Management System

System 311 - More than just a CRM

System 311 is a web-based, workflow-driven, complaint management system for handling citizen requests which is fully integrated with GIS and document management systems. In addition to being a Citizen Relationship Management system, it is ALSO a case management system!

Workflow Driven Approach

The entire process is workflow driven, providing all stakeholders, including the citizenry, the ability to monitor and track the case. With the Public Access Link, which is fully integrated with System 311, the citizens can file and track complaints directly over the web in an easy-to-use, user-friendly environment. Users can not only create complaints, but they can check the status of the work orders all the way through to final solution. This is real constituent relationship management.

Built-in Tools

System 311 uses built-in tools and functions, such as integrated GIS data to view and manage assets, material management to make sure work material is available, labor hour tracking to compare estimated costs to actual costs, and integration with your document management repository to store case history, and related photos and documents along with a knowledge base of FAQs necessary to resolve and close the case.



End-to-End Flexibility

System 311 has the flexibility to assign and start various processes associated with being complaint type. Often, multiple calls come in for the same problem. System 311 has the flexibility to associate multiple calls or complaints to a single activity; System 311 can link similar calls to avoid multiple tickets being created for the same complaint. Manage your work quickly and easily with System 311 which is designed specifically for this purpose.

With System 311 you can integrate the data from your independent systems, such as GIS, CRM, financial systems, permitting, code enforcement, and asset management, and link them together through our XML interface.

Order Management

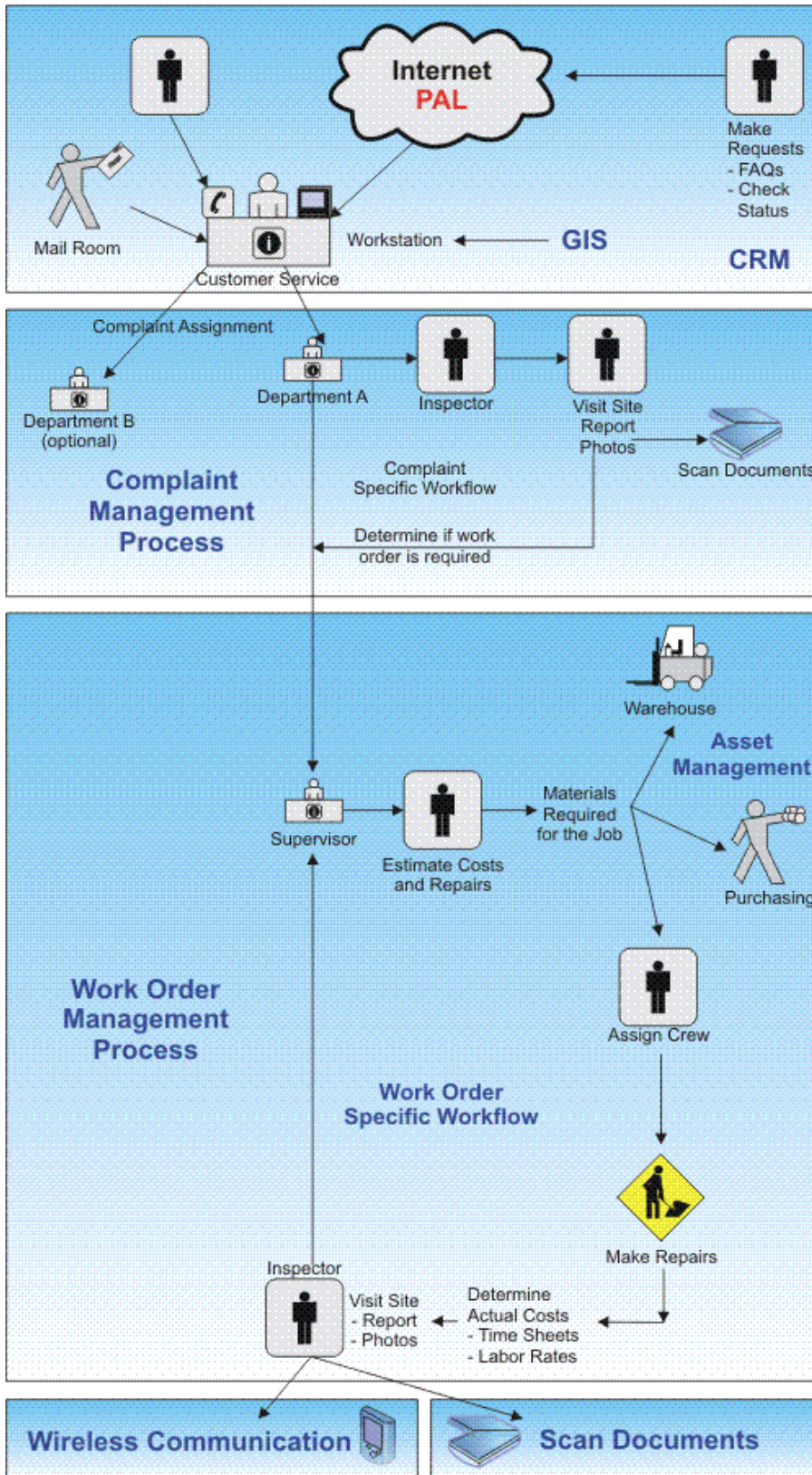
With the use of the built-in workflow manager, it is easy to create new and modify existing workflows, which represent your specific business processes. The system can change its behavior, by just modifying the workflow. It's as easy as drag-and-drop.

Work orders can be tracked, while the tasks are being performed through various stages of the process. As a work order progresses through the system, Managers will have the ability to view its status at any point in the process from beginning to end.

Asset Management

System 311 makes it possible for you to track the availability of materials needed by repair crews to fix the outstanding problems. It avoids sending out crews without materials or manually processing and tracking materials via phone calls prior to sending crews to repair sites.

The warehouse can easily confirm the availability of material or the lack of material necessary for the job. When all the necessary materials are available, then appropriate crews can be scheduled for the job and the work order can be completed.



AINS System 311 Process

CATXpress has the open architecture you need at all stages and levels, from startup through expansion to departments and full enterprise operations. CATXpress harnesses Documentum workflow and records management; and it runs on Oracle or MS SQL Server. Correspondence and documents may be input from all common modalities, with case materials integrated into electronic folders and electronic document attachments.

"an informed client will ultimately be our customer"



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