

## **White Paper**

# **The Most Comprehensive 311 Citizen Management System**



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# The Most Comprehensive 311 Citizen 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

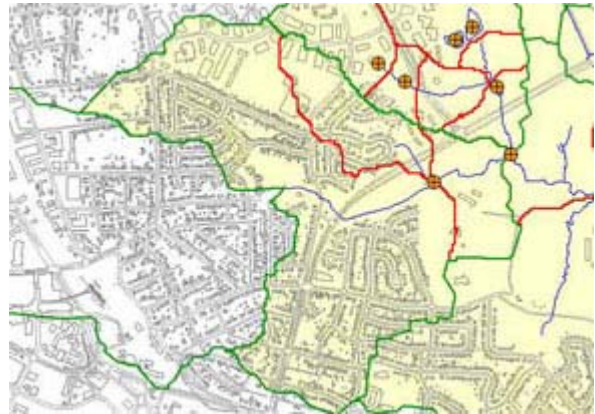
The entire process is workflow driven, providing all stakeholders, including the citizenry, the ability to monitor and track the case. With the Public Access Link, which is fully integrated with System 311, the citizens can file and track complaints directly over the web in an easy-to-use, user-friendly 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.

### Achieve the following goals:

- Improve the quality and consistency of information delivered to citizens
- Integration into back-office applications
- Simplify service request tracking and delivery
- Provide analytical capability to monitor service outcomes
- Achieve efficiencies through cross-agency collaboration
- Simplify access to agency, services and information
- Reduce administrative costs
- Accelerate decision-making
- Maximize citizen-self service



### 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.

You can export at any hierarchical level of the batch, sending the information into various databases, workflows and enterprise-specific systems.

### **Document Management**

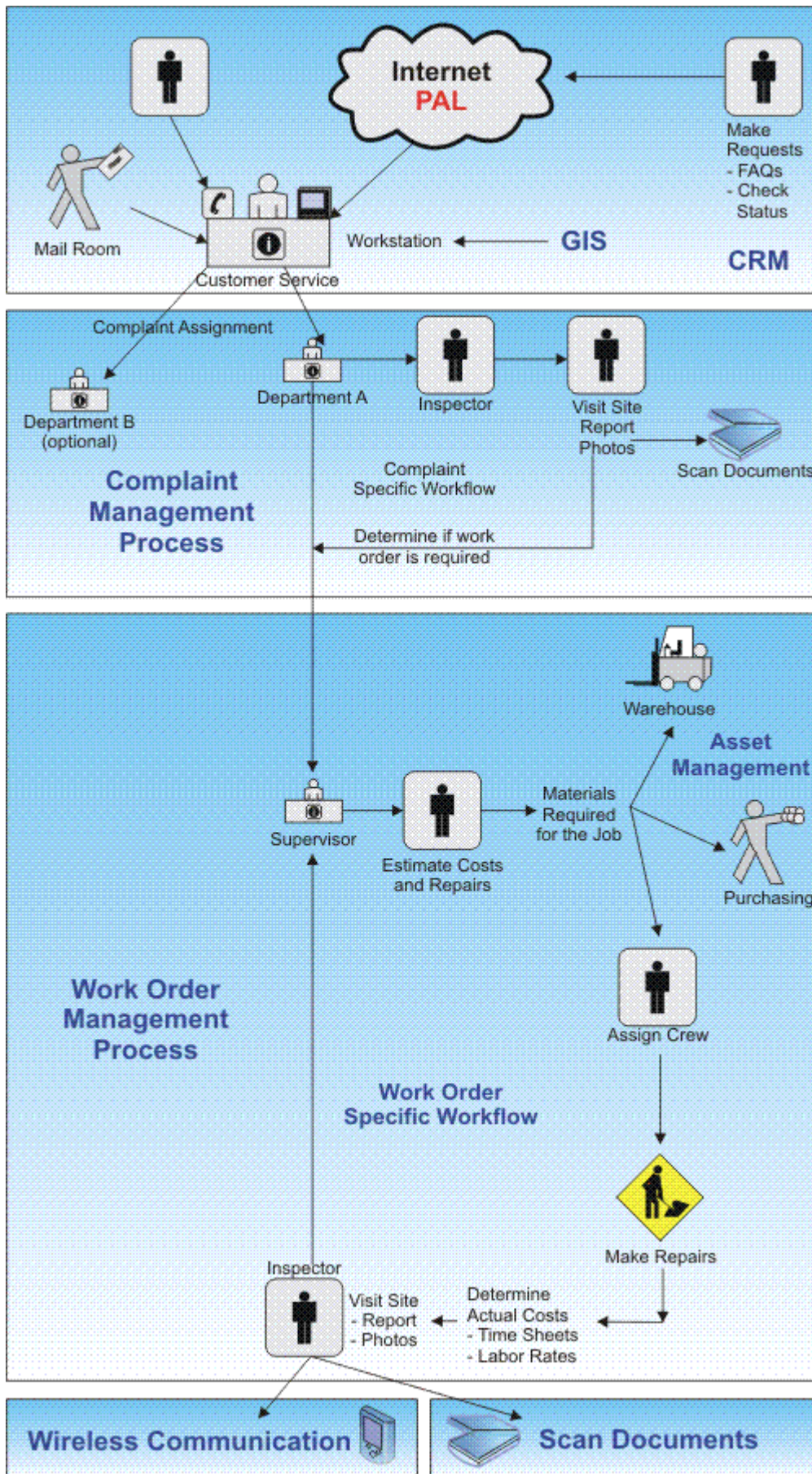
System 311 has the unique capability to scan and attach documents, pictures, and videos to a case in order to track and control all the associated material in a case folder. It's built-in paper capture software allows documents to be easily managed electronically. It is easy and efficient!

This allows sharing case material whenever necessary. This paperless case management feature is seamless and intuitive.

### **REPORTING**

System 311 provides numerous reports for users and managers to track and manage the activities of the system so that they can spot trends early and allow staff to take corrective action before problems become major issues. The system provides statistical and ad-hoc reporting to assist managers in learning about citizens needs based on analysis of requests for service, and improves citizen satisfaction and communication.

System 311 has extensive auditing capabilities. Know who did what on the system. Be in control.



*“an informed client will ultimately be our customer”*

## **Customizable Views**

Access control provides customizable views depending on your role and responsibility. Since System 311 can perform the many tasks necessary to complete the process, its ability to easily configure views for each position type enables users to focus on tasks specific to their work process.

Users can open complaints or work orders directly from the Home Page. The home page is customizable to the user's needs and access rights to deliver the information which is directly relevant to the specific user.

## **ADAPTING TO YOUR BUSINESS NEEDS**

Unlike traditional approaches, where a Customer Relationship Management solution is tailored and force-fit to your business needs, System 311 will adapt to your business process with its workflow driven approach. Most importantly, System 311 provides not only call taking, but integrates calls with your GIS system for quick and seamless lookup, processes work orders, integrates with warehouse inventory, and allows you to drive it according to your business process.

NOW you can spot trends early and allow your staff to take corrective action before problems become major issues. The solution specifically designed for this purpose is here today and can be yours for a fraction of the cost of purchasing multiple products and integrating multiple solutions to force fit your needs. You do not need to risk possible long delays in implementation, and the headache of maintaining a band-aid solution.

Do not delay with riskier, more costly solutions which may ultimately NOT meet your specific needs. Call your System 311 representative today for a presentation. You'll be glad you did!



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