



**Crow Canyon
Systems**

Powering Service Productivity

CCS Citizen Request



Service Request Tracking for Municipal Services

Leveraging Microsoft Office, Outlook and the Web

City Services

Track and automate requests for Public Works, Parks and Recreation, Fire, Police and other Services. Requests can be made via the web, email or phone.

Improve Service

Lower Costs

Higher Productivity

Eliminate the manual processes, chaotic emails, that drain staff productivity and increase citizen frustration by automating the request process across your organization.

Incredible ROI

Because CCS Citizen Request is built on Microsoft Outlook, deployment is quick, using it is intuitive, the cost is low and ROI is a matter of weeks. Pricing starts at \$1995.



- Capture requests (tickets) from citizens via the Web, Outlook, and email. Attach relevant forms and documents
- Route the requests (tickets) to appropriate department for assignment and fulfillment.
- Assigned department staff get work orders which they use to fulfill requests.
- Built in workflow and notification for automating communication among all parties
- Management reporting, cost tracking, knowledgebase and more...

Running a city or town is all about providing various services. Services often include police and fire protection; water, sewer and refuse utility services; emergency preparedness; street, storm and waste water drainage maintenance; planning and zoning management and general administrative services. Almost all of these departments are faced with the same challenge, deliver a high level of service with limited resources and funds.

At the core of service productivity is the ability to automate the service request, tracking and fulfillment process. If your organization is still using a manual process for requests for service, then it may be wasting critical staff time and creating frustration for your employees and citizens.

Using email, phone or direct interaction alone can result in a chaotic often time consuming process. How many service requests does each department get, what is their turnaround time? What is the cost of fulfilling the request? How are work orders assigned and tracked? Who communicates completion to the original requester? CCS Citizen Request automates the entire process across multiple departments leveraging what your staff is already using Microsoft Outlook and Office! The request process is all about communications (email), task assignment (tasks), forms (MS Office) and scheduling (calendar) which is core to your existing Microsoft Office platform, we just apply workflow to make it become a productivity solution for your organization.



Powerful Features

- Install in minutes on your existing systems, deploy instantly
- Tickets can be submitted through email, web, Outlook or the phone
- Link and attach existing forms and documents to tickets
- Easily configurable to support your existing processes without IT assistance
- Automatically routes to responsible department or individual for assignment and fulfillment
- Assign to one or many staff, split ticket into multiple tickets
- Track costs and projects related to requests
- Full approval, escalation and emergency notification via email, text messaging
- Knowledgebase for each department to accelerate productivity, implement consistent policies
- Use all Outlook features including calendars for setting appointments, views for listing tickets and task management for tracking assignments
- Quickly identify overdue tickets, high priority status or any other filter with Ticket Views feature.
- Measure your success with full reporting capabilities

Track all types of Services:

- Facilities work orders
- Equipment maintenance
- Custodial requests
- HR and Admin
- Supply requests
- Travel requests
- IT incidents
- Capital requests
- Police/Fire equipment
- Parks and Rec requests
- Public Works
- Permit processing
- Grant requests
- Business license
- Event and meetings
- Inspection requests
- Landscape, road
- and many more...

Over 2000 organizations worldwide use our applications here is some sample customers:

City of Bradenton, FL
City of Decatur, GA
City of Hoover, IL
City Of Menlo Park
City of Mentor, OH
City of Safford, AZ
City of South Lake, TX

Champaign County
Harford County
Goochland County
Prince William County

Canadian Embassies
American Embassies
U.S. Dept of Energy

Flexible

Easily customized to fit your processes

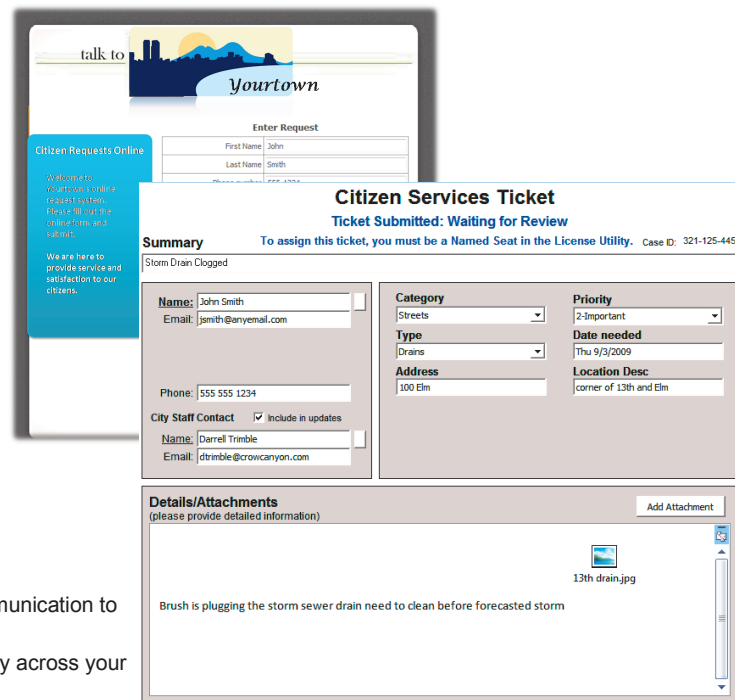
Incredible ROI

CCS Citizen Request often pays for itself in weeks!

High User Acceptance

Because it is built upon Microsoft

Outlook, the user interface is familiar and easy to access



Benefits

- Improve level of service and communication to citizens
- Increase efficiency and productivity across your organization
- Better communication and coordination of city staff

Next Steps

Learn more about CCS Citizen Request - City Services by viewing a flash demo or walk-thru at www.crowcanyon.com/City-Services.html. Or if you would like to bring your team together for a live online demonstration contact sales at sales@crowcanyon.com