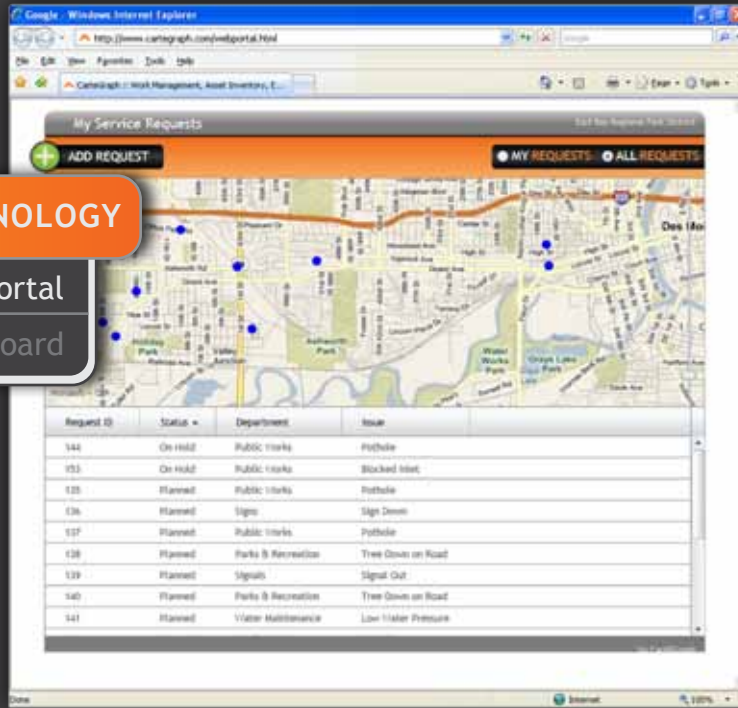


WEB TECHNOLOGY

Request Portal

Dashboard



ADVANTAGES

Productivity Utilizing a specially designed integration server, the Request Portal places reported issues and initiated requests—such as unsafe walkways, potholes, and damaged traffic signs—directly into your CartêGraph database. By streamlining the way that requests are received, an organization is better able to retrieve information and respond quickly to the needs of the public.

Efficiency Giving users the ability to initiate and track their own requests significantly decreases the time that your employees spend fielding issue-related phone calls and entering associated data. This ability to “do more with less,” allows you to maximize your resources by reallocating them toward those priorities that often go unaddressed.

Transparency When upgraded to include mapping functions, the Request Portal gives users access to a dynamic, mapped view of open requests and their accompanying service details. This publicly accessible and continually updated portal demonstrates how and where your organization’s money and resources are being invested.

The Request Portal is a web-based tool that augments your existing work management system by allowing members of your community—including citizens, employees, and elected officials—to personally report issues, initiate service requests, and track the status and history of existing issues within a given area or jurisdiction.

Profile

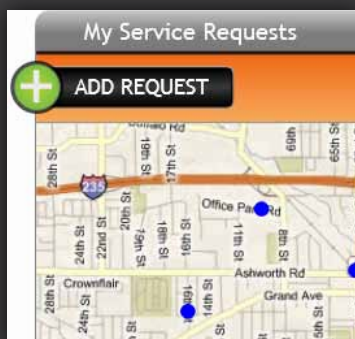
Using stand-alone or Windows NT Authentication, users establish their own secure profile and login credentials.

Map



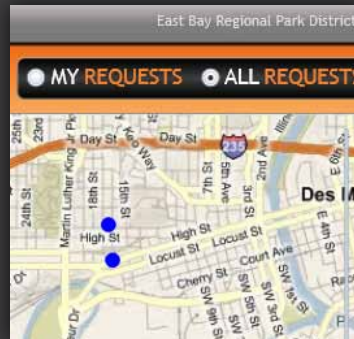
Option to interface with mapped view via ESRI (requires ArcGIS Server 9.3) or Bing maps.

Add Request



Intuitive layout of the Add Request interface allows users to easily add and submit new requests.

My Requests/All Requests



Users have the option to view their own submitted requests and/or all open requests.

Communication Accessibility and ease of use combine to make the Request Portal your key to better communication. By encouraging users to take a proactive role in the upkeep and management of assets and infrastructure, you gain an acute understanding of community needs. With this understanding in place, your organization bolsters its ability to meet and exceed expectations.