

SOLUTIONS

Microsoft Dynamics CRM for Public Sector

*Leading-edge Constituent Relationship Management Solutions...
Leading Government and Education Forward.*



Microsoft Dynamics CRM

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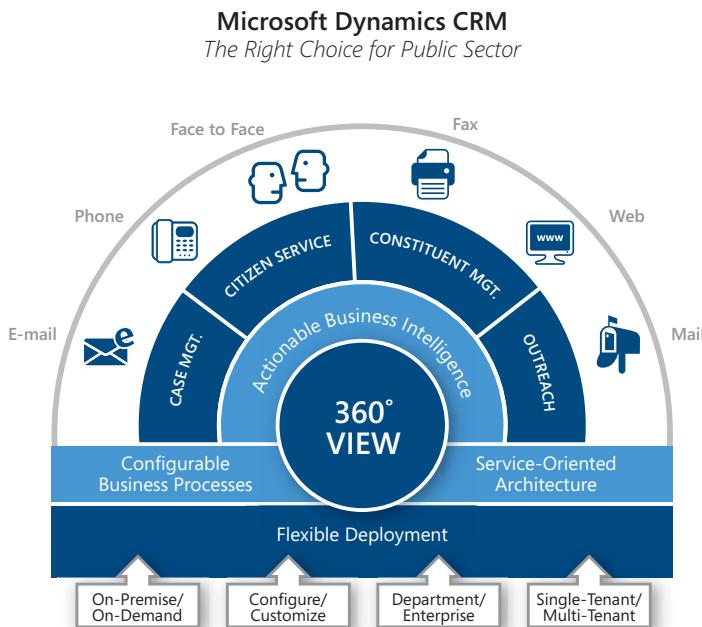
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Introduction

No matter the level or size of your government organization or educational institution, it's a challenge to keep in touch with and be responsive to your constituents — all of whom want fast results, delivered efficiently and economically. Confronted with these same issues, many of your public-sector colleagues are turning to Microsoft Dynamics CRM solutions.

Microsoft® Dynamics™ CRM is a complete citizen-relationship management solution that gives you a 360-degree view of your constituents' needs — from first contact through service fulfillment. Fast, flexible, and affordable, Microsoft Dynamics CRM streamlines important tasks, such as constituent services, grant writing, field inspections, investigation management, case management, call-center management, campus information sharing, emergency response, and much more. Organizations realize higher levels of efficiency with improved workflow tools that enable cross-departmental collaboration and productivity.

In addition to the core functionality available out of the box, Microsoft Dynamics CRM is a robust development platform on which Microsoft-certified Partners can customize applications to meet the processes and needs of your organization, as well as the departments within it.



Through the purchase of a single license, you have the opportunity to create numerous custom applications and integrate them quickly, with minimal risk and cost. The extensive features included with the Microsoft Dynamics CRM platform also save countless hours and dollars normally required for the development of custom applications.

Organizations with a substantial investment in Microsoft infrastructure realize even greater returns. Built on the scalable and secure .NET platform, Microsoft Dynamics CRM leverages standard tools and existing technology your organization already owns — and your employees already know how to use.

Microsoft Dynamics CRM's multi-tenancy allows multiple organizations to be hosted on a single CRM server, giving you the choice of on-demand, on-premise, hybrid, or self-hosted implementations — all delivered on a common architecture and data model. You retain the flexibility to switch deployment models over time if IT needs or preferences change.

The Partner profiles in this resource booklet show innovative, efficient, and fully customized technology solutions that allow your agency to deliver better services to a variety of constituents. In these profiles, you'll discover how Microsoft Dynamics CRM can help your organization meet its challenge of delivering better constituent service. Microsoft and its Partners are ready to make Microsoft Dynamics CRM work for your organization.



Leading-edge Partner solutions, like those depicted in this graphic, enable government organizations to provide faster customer service, keep employees updated on the latest trends and statistics, and give constituents quick, convenient access to records and services.

Microsoft Dynamics CRM Works the Way You Want to Work.

Microsoft Dynamics CRM Partner-developed solutions provide an intuitive, easy-to-use interface that:

- Works the way you do, with integration into the Microsoft Office system software that you're already familiar with.
- Works the way your organization does, by enabling consistent processes with real-time self service.
- Works the way technology should, through fast deployment, simple customization, and easy management.

For more information about any of these solutions, or about developing a fully customized solution for your organization, contact your Microsoft Account Manager or any of the Microsoft Partners listed in this booklet.

To learn more about Microsoft Dynamics CRM for government, visit **www.microsoft.com/governement/crm**. For more information about Microsoft Dynamics CRM for education, visit **www.microsoft.com/education/crm**.



422 Group LLC

Contact: 770.255.0700 | **Web:** www.422group.com

Geographic areas served: ALL

422 Group LLC is a Microsoft Gold Certified technology and professional services company that helps colleges and universities manage relationships more effectively. This is accomplished through the use of proven, familiar Microsoft technology shaped by more than 150 cumulative years of 422 Group experience within the higher education market. 422 Group professionals are among the most knowledgeable product development people associated with higher education relationship management today. Over the past twenty-seven years, 422 Group has developed specialized CRM systems, business intelligence tools and market research services for more than 500 institutions in the U.S. and abroad.

Solutions

Continuum 422 CRM

The success of each college or university is linked directly to its ability to establish deep, long-term relationships with key constituencies such as prospective applicants, enrolled students, alumni, and donors. This is accomplished by effectively managing a "lifecycle" of relationships between the institution and each constituent.

Continuum 422 CRM is an enterprise-capable relationship management system designed to manage, track and evaluate interactions with key constituents across their relationship lifecycle. Built on the Microsoft Dynamics CRM platform and customized specifically for use by colleges, Continuum 422 CRM includes "adaptive workflow rules" to automate communication and data collection, sophisticated data mining capabilities to support business intelligence, and familiar Microsoft tools to enhance staff productivity. Custom features include large-scale e-mail campaign management and tracking, event management and registration, online Web forms (with e-commerce capabilities) and integrated enrollment analytics and dynamic modeling.

Over the past twenty-seven years, 422 Group has developed specialized CRM systems, business intelligence tools and market research services for more than 500 institutions in the U.S. and abroad.

422 Group LLC CONTINUED

Continuum 422 Campaigns

Continuum 422 Campaigns is a hosted Web application that provides colleges and universities with the tools they need to manage all aspects of their electronic communication strategy and evaluate its effectiveness. Continuum 422 Campaigns allows users to easily create, deliver and evaluate large-scale electronic marketing campaigns to prospective and enrolled students, alumni, donors and other key constituents. This includes "multi-format" e-mail messages as well as marketing surveys and online data collection forms. Institutions can also maximize e-mail deliverability, track recipient activity, and evaluate campaign success across a range of recipient characteristics and actions with easy-to-use, integrated optimization and reporting tools.

Continuum 422 Events

Continuum 422 Events is a hosted Web application that enables colleges and universities to configure and manage a wide range of events in support of student prospecting, retention, donor cultivation and alumni relations. From on-campus open houses, scholarship luncheons and orientation sessions, to off-campus information programs, alumni receptions and donor recognition dinners, Event Manager provides the tools you need to bring the right people together. Continuum 422 Events makes it easy to set event parameters and configure event details. In just a few minutes, users can create a new event from scratch and publish it to an interactive calendar on their institution's Web site. There are also options for publishing event details and registration forms, and for generating custom e-mail thank-you, confirmation and cancellation messages.



Arctic Information Technology

Contact: 907.646.7300, info@arcticit.com

Web: www.arcticit.com

Geographic areas served: ALL

Arctic Information Technology (Artic IT) offers the best business systems and applications from industry leader, Microsoft Corporation. If your business needs financial & accounting services, human resource, distribution, job/service management, customer service, Customer Relationship Management, e-commerce or Point of Sale solutions, Arctic IT has a team of experts ready to develop, deploy and support an end-to-end business management solution.

Arctic IT has diversified into two distinctly related solution groups: The Business Software Division, and the Infrastructure and Network Services Division. The world of technology changes very rapidly and Arctic IT's ability to offer an end-to-end business solution to any business is unmatched. Arctic IT is the first Microsoft Gold Certified Partner in the state of Alaska. This distinction is granted to an organization that demonstrates the highest levels of customer satisfaction, depth of services across the organization, and the relentless pursuit of certification by its consulting staff to maintain the highest level of knowledge on Microsoft software products and platform technologies.

Solutions

American Indian Shareholder Management & Member Services

Built on Microsoft Dynamics CRM, the American Indian Shareholder Management & Services module provides easy, yet secure, access to critical shareholder data. You'll be able to streamline your service offerings; more efficiently manage communications with your shareholders, and seamlessly integrate with Microsoft Outlook®, Excel® and Word to enable effective communication with your tribal members and shareholders. This application accurately tracks all Bureau of Indian Affairs (BIA) information as well as providing a "Member Services" area to track all the services offered by the organization to its tribal community on a case by case basis.

The American Indian Shareholder Management & Services allows you to manage the shareholder voting register and proxy manifest; streamline ballot distribution and counting for greater accuracy; track stock certificates and stock transactions of shareholders; implement scholarship tracking; manage shareholder employment services; record, track and report on assistance requests; maintain land records with links to satellite imagery; track and report on other information as required, and more.



Ascentium

Contact: 425.519.7700 | **Web:** www.ascentium.com

Geographic areas served: ALL

Ascentium is a technology consultancy that delivers award-winning experiences, products, and information-driven business solutions. Led by the architects of the Microsoft Dynamics CRM application, Ascentium's development team has adapted the software quality processes learned from Microsoft to drive powerful technology results for clients. The company's status as a Microsoft Gold Certified Partner represents its depth and commitment to providing world-class technology solutions custom-tailored to each client's unique requirements. Nearly 75% of Ascentium's consultants are Microsoft Certified Professionals, and the company is proud to have garnered numerous Microsoft awards, such as the PacWest General Manager Award for outstanding partnership, multiple Pinnacle Awards given for outstanding success with Microsoft Dynamics CRM applications, and numerous Public Sector Partners awards including Federal Partner of the Year.

Solutions

Task Management Tool (TMT)

A web-based solution using the Microsoft Dynamics CRM platform, Task Management Tool (TMT) provides organizations with a common set of tools and processes for managing and securely storing task data. Users can create and manage tasks within Microsoft Outlook which dramatically reduces user training costs and "tool" confusion. Individuals responsible for a task can see exactly where that task is in the overall process at any time. TMT is tightly integrated with Microsoft SharePoint® for organizational document sharing, collaboration, and routing. In addition to the collaboration improvements, TMT reduces task data storage requirements, including shared network drives and e-mail, by as much as ninety percent.

CRM 311 for Governments

This CRM solution is built on Microsoft Dynamics CRM for State, Local and Federal government agencies that want to improve organizational service and responsiveness to citizens while improving the efficiency and collaboration between the internal departments. CRM 311 allows government workers to track citizens, citizen requests and disclosures that are received by phone, e-mail or in person. The solution leverages a self service portal as an additional channel of communication and collaboration and can significantly reduce the time a government organization spends keying data or duplicating citizen communication outreach efforts.

Licensing, Certification and Accreditation Tracking

This solution provides state and local organizations with the ability to track the communications and processes associated with providing licenses, certifications and applications, including e-mails, phone calls, web requests and document management. The system provides a web portal that applicants can use to apply, submit documentation and stay informed of their application's progress. This portal is integrated with the Microsoft Dynamics CRM platform, which provides automated workflow and approval processes, easy integration with other applications and systems, document management, e-mail integration, and detailed reporting and decision support analysis.

Field Inspection

Ascentium's Field Inspection solution for Microsoft Dynamics CRM is a result of years of work with government agencies with service representatives in the field carrying out inspections of various facilities or on items to be completed under contracts. This solution improves efficiency and streamlines processes across all levels and utilizes Microsoft Dynamics CRM to better manage customer information, improve service delivery, and the organization's workflow processes. One implementation of this solution is helping an organization with annual conservation contract reviews, the process of gathering and sharing data with our nation's farmers and assisting them in all phases of conserving our nation's natural resources. Used in both online and offline models, this solution represents a prime example of CRM used as a business application platform and how this approach can bring new features and functionality to the field at speeds unrivaled by custom application development.

Led by the architects of the Microsoft Dynamics CRM application, Ascentium's development team has adapted the software quality processes learned from Microsoft to drive powerful technology results for clients.



Avanade, Inc.

Contact: 206.239.5600 | **Web:** www.avanade.com

Geographic areas served: North America

Avanade is a global IT consultancy dedicated to using the Microsoft platform to help enterprises achieve profitable growth. Through proven solutions that extend Microsoft products, Avanade helps enterprises increase revenue, reduce costs, and reinvest in innovation to gain competitive advantage. We partner with our customers to create new products and services, serve their customers better, streamline operations, and optimize collaboration across all groups and boundaries. Our consultants deliver value according to each customer's requirements, timeline and budget by combining insight, innovation and the talent of our global workforce, which includes an extensive offshore community of Microsoft technology experts.

Solutions

Enterprise CRM for Citizen Service

Expectations are increasing everyday in government organizations to provide a high level of service to the citizens in the face of complex operating challenges. These services are essential to improve the quality of life for citizens and to promote new business and economic growth. Government workers often times operate in disconnected environments — leveraging technology to bring these systems together can reduce response times and greatly increase citizen satisfaction with government services.

Through proven solutions that extend Microsoft products, Avanade helps enterprises increase revenue, reduce costs, and reinvest in innovation to gain competitive advantage.

CRM for Citizen Service addresses these challenges by building a Web, Call Center and back-office solution that captures citizen information from a variety of backend applications and routes the request to the appropriate department. This is achieved with a robust and highly configurable CRM platform architecture and automated business process at a very low cost. Citizen name and address information will automatically appear on the customer service representative screens. The representative can also access the Government Knowledge Base to address the citizens' questions

immediately or create a service request. The ability to manage customer service activities and seamlessly integrate with departments is part of the value provided by our Microsoft-powered solution. At the heart of this solution is Microsoft Dynamics CRM and the underlying .NET architecture.

Enterprise CRM for Case Management

This solution will create, manage, and route government case assignments to the appropriate case workers that have matching skills and experience based on the citizen/business issue. This highly flexible and configurable solution does not limit the type of cases that can be tracked (such as public health issues, welfare eligibility, law enforcement cases, highway repair, tax and revenue audits, etc.) Once the case has been assigned to a case worker, all activities, meetings, notes and documents are tracked within the case for continuous reference. CRM for Case Management's powerful search capability also supports the need to identify trends and action plans across similar cases. This solution continues to monitor case status throughout the life of the case event. Archived and historical cases can also be searched in the future. This solution also helps government worker compliance with federal and state regulations through built-in notification, tracking and reporting.



Blackstone Technology Group

Contact: 415.837.1400

Web: www.bstonetech.com

Geographic areas served: ALL

Blackstone Technology Group, Inc. is a privately-held information technology (IT) consulting firm founded in 1998. Headquartered in San Francisco, CA, Blackstone has three branch offices in Washington DC, Denver, and Tokyo, with project experience spanning North America, Europe, and Asia-Pacific. Blackstone implements innovative IT that helps industry leaders address business challenges in their specific market. We maintain a strong track

record of superior execution for leading industry enterprises across the Communications, Energy, Financial Services, Government, Healthcare, and Pharmaceutical sectors.

With over 10 years of Integration Solutions history, Blackstone has delivered over 175 integration projects spanning multiple technology and industry domains.

Blackstone differentiates itself through the convergence of industry, integration and PMO solutions for accelerated delivery of industry business value. With over 10 years of Integration Solutions history, Blackstone has delivered over 175 integration projects spanning multiple technology and industry domains. We are a Microsoft Gold Certified Partner and have a dedicated Microsoft practice focused on the business technology portfolio — Microsoft SharePoint, Microsoft Dynamics CRM, and Business Intelligence-BI.

Solutions

CRM for Task Management/Suspense Tracking

Blackstone's Microsoft Dynamics CRM-based Task Management/Suspense Tracking solution is able to receive and respond to numerous taskings or suspenses every day from multiple sources inside and outside of a government entity requesting information about an agency's programs, policies, and organization. The solutions allow almost immediate response to urgent requests and affords the review of various Subject Matter Experts within the organization to review and respond on particular subjects without unnecessary

time delays or risk of any request being lost along the chain of request. Requests are systematically logged-in, routed to the appropriate program office and then to the specific SME. Once an SME is tasked, executive management can track the status across multiple users in real-time until the response has been completed. Responses can also be reviewed by executive management before they are sent back to the requesting organization, even remotely through a mobile device.

This robust task/suspense management solution allows government organizations to improve their ability to manage tasks and confidently respond on time, identify the number of sources for external tasks, find historical documents and task or suspense responses, and most importantly, to accomplish this all within one screen, and within the familiar Microsoft Outlook environment.

CRM for Medical Case Management

Blackstone has implemented a medical case management solution to help streamline the process of managing leads and sales activities and provide a 360 degree view of lead information and sales activities with an "Out of the Box" Microsoft Dynamics CRM system. Prior to implementation, information is captured in multiple areas on Excel spreadsheets, Outlook folders, and other "home grown" systems.



Campus Management Corp.

Contact: 561.923.2500

Web: www.campusmanagement.com

Geographic areas served: ALL

Over 1,100 college and university campuses worldwide rely on Campus Management Corp.[®] for efficient, scalable, and flexible solutions to enhance institutional performance. Campus Management's One Campus Ecosystem platform provides a fully integrated, centralized administrative and e-learning solution that streamlines management and reporting for traditional and non-traditional postsecondary education. Campus Management is a Microsoft Gold Partner, winner of Microsoft's 2003 Global ERP Developer of the Year and 2005 Public Sector Innovator of the Year.

Campus Management's flagship product, CampusVue, is an enterprise student administrative solution best known for centralizing administration and reporting for complex, diversified institutions with hundreds to 100,000 students, multiple campuses, traditional and nontraditional programs, distance education and flexible academic terms.

Over 1,100 college
and university
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performance.

Solutions

CampusCRM

Campus Management extends its leadership with CampusCRM, a breakthrough new CRM solution for student recruiting and enrollment management. CampusCRM combines the power and simplicity of Microsoft Dynamics CRM with Campus Management's proven student lifecycle management.

Today, institutions are challenged to meet their goals of growing enrollments and improving conversion and persistence rates amid increasing competition for students. Marketing, recruiting and admissions now require more sophisticated student segmentation, workflow management, and performance measurement.

CampusCRM manages and measures all stages of student acquisition from lead generation to start through student outcome. Integration with a leading Student Information System, such as Campus Management's CampusVue, enables institutions to streamline student-facing activities and communications across the entire student lifecycle and to target marketing and outreach campaigns based on student segmentation, lead source and channel performance, conversion rates, persistence and academic outcomes.

Campus Management has been a pioneer of CRM in higher education, providing the most robust and proven capabilities across the student lifecycle — designed specifically for institutions delivering a blend of traditional, non-traditional, classroom, and distance education programs. Institutions running Campus Management's solutions grow their enrollments three times faster than the industry average, and consistently achieve higher rates of retention and program completion.



Cogsdale Corporation

Contact: 902.892.3101 | **Web:** www.cogsdale.com

Geographic areas served: ALL

Cogsdale Corporation has been providing complete business solutions to local governments and utilities since 1997. With more than 300 clients worldwide, Cogsdale solutions leverage both Microsoft Dynamics GP and Microsoft Dynamics CRM to provide integrated financial management, people management, asset management, work management and customer management solutions. All Cogsdale solutions are built on the "Systems without Boundaries" concept, integrating business processes across applications to improve day-to-day operations of government organizations.

Solutions

Cogsdale Land Management System (to be released late in 2008)

The Cogsdale Land Management System (LMS) leverages existing technology provided by Microsoft Dynamics CRM and ESRI ArcGIS to enable local government to effectively manage the increasing demands on land, people and infrastructure. Cogsdale's web-based solution combines geographic and customer information with a configurable workflow to provide an easy-to-use, integrated land management solution, that includes modules specific to planning, permits, inspections, licenses and code enforcement.

With more than 300 clients worldwide, Cogsdale solutions leverage both Microsoft Dynamics GP and Microsoft Dynamics CRM to provide integrated financial management, people management, asset management, work management and customer management solutions.



Crowe Chizek and Company LLC

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Geographic areas served: ALL

Crowe Chizek, a Crowe Group LLP entity, was founded in 1942. One of the top 10 public accounting and consulting firms in the United States, Crowe also serves clients worldwide as a leading member of the Horwath International global professional services organization. In 2007, Crowe was named to the Microsoft Dynamics Inner Circle, an honor awarded to firms at the top echelon of the Microsoft Dynamics global network. What's more, our Microsoft Gold Certified Partner status represents the highest level of expertise with Microsoft technologies, and the closest working relationship with the global software leader.

Solutions

CRM in Higher Education

Crowe's Higher Education Constituent Relationship Management solution is designed to track the prospect/student through the entire student life cycle: recruitment, application, enrollment, graduation, alumni activities, and participation in fund raising. Information starts accumulating at the first contact with a high school student or adult considering a return to the classroom. This stage, comparable to a sales representative's first discussions with a prospect, gives the institution its first data about the individual's goals and personal situation. Each time a recruiter, admissions counselor, adviser, or faculty member interacts with a student, the institution learns something new about that student. Capturing these insights in a constituent relationship management solution allows the institution to engage more meaningfully and improve its overall service to the constituent. The constituent's CRM file gathers information from all contacts with the institution and makes that information available to staff throughout the institution.

Crowe's Microsoft Dynamics CRM-based solution has helped numerous institutions meet their goals of increasing student enrollment while at the same time impacting overall student retention. Better visibility into the pipeline of prospective students increases forecast accuracy, and decreases the time needed to respond to student inquiries. The CRM solution also helps automate and streamline marketing efforts and communications.



EMC Corporation

Contact: 425.462.6605 | **Web:** www.emc.com/mspractice

Geographic areas served: North America

EMC Corporation is the world's leading developer and provider of information infrastructure technology and solutions. A single-point-of-contact for all your information lifecycle needs, we are a Microsoft Global System Integrator, Gold Certified Partner (with eight competencies), 15-time Partner of the Year Award winner, and have extensive experience in Microsoft Dynamics CRM implementations. The Microsoft certified consultants in our Global Services Microsoft Practice provide services for business impact planning, collaboration, business intelligence, application development and integration, user experience design, and infrastructure design and lifecycle management.

Solutions

Incident Response

Incident Response is an issue/case management system built on the Microsoft Dynamics CRM platform. Incident Response can be fully integrated with an existing telephony infrastructure, self-service internal or public sites, e-mail infrastructure and other channels designed to automate the issue capture. Business rules are applied to standardize processes related to issue capture, triage and resolution. Escalation and notification workflow rules are easily managed through an extensible workflow engine.

Incident Response systems are appropriate for such agencies such as Homeland Security/Fusion Centers, Law Enforcement and other Public Sector stakeholders within the First Responder Program (FEMA, SBA, ATF, National Guard and others).

Correspondence Management

Correspondence Management provides the ability to organize constituents, their affiliations and relationships. Correspondence Management is designed for high business productivity, focusing on simplifying user experiences to maximize end-user adoption. Users have flexible options for managing constituents and tracking their interaction from intuitive tools such as Microsoft Outlook, from a Web browser or a mobility device.

Correspondence Management allows your offices to track, manage and rapidly respond to every type of communication. The system is dynamic so users can relate information to the correspondence as well as the constituent while sharing the information with satellite offices and using it for other mission critical activities, such as handling casework or conducting opinion polls.

Grants Management

The grants management function and role in government has increased significantly in the last 10 years in order to help fund critical research, development, studies, and educational projects to advance the mission of government. Grants Management, built using Microsoft Dynamics CRM, provides a single platform for managing the information and workflow related to the grants life cycle including authoring, solicitations, applications, awards and audits.

Collaboration and document management are provided through seamless integration to Microsoft SharePoint Portal Services, allowing teams to collaborate while providing a repository for managing unstructured data and document control. The result is an electronic Grants Management solution that simplifies, streamlines, and standardizes grant processing while also simplifying compliance with all legislative directives.

A single-point-of-contact for all your information lifecycle needs, EMC² is a Microsoft Global System Integrator, Gold Certified Partner (with eight competencies), 15-time Partner of the Year Award winner, and has extensive experience in Microsoft Dynamics CRM implementations.



ePartners

Contact: 469.587.5660 | **Web:** www.epartnersolutions.com

Geographic areas served: ALL

Since 1992, ePartners has been giving businesses like yours the power to reach their goals, to grow, and to discover and profit from new areas of potential. We invite you to see how ePartners is the right partner for your success. At ePartners, we take the time to understand the Government Contractor and Systems Integrator business so we can devise comprehensive technology-based solutions — solutions that are tailored to your specific industry and processes and afford a short learning curve for your valuable business development employees. ePartners specializes in delivering proven Microsoft-based solutions including: pursuit management, business intelligence, collaboration, and enterprise resource management. At ePartners, our mission is to deliver solutions that empower people, drive performance and improve profits.

Solutions

ePartners Pursuit Management Solution for Government Contractors and Systems Integrators

Identify, analyze and pursue the “right” contract opportunities with ePartners Pursuit Management solution built on the Microsoft Dynamics CRM platform. The ePartners solution enables your team to manage pursuits, make strategic bid/no bid decisions, generate timely and accurate forecasts and work more productively than ever before. ePartners Pursuit Management solution for Government Contractors and Systems Integrators is the perfect solution for both large and small organizations seeking to streamline their pursuit management process and improve their bottom line.

The ePartners Pursuit Management solution provides the most out-of-the-box features and functionality required by Government Contractors and Systems Integrators on the market. Features of the ePartners Pursuit Management solution include step-by-step workflows designed specifically for Government Contractors and Systems Integrators, partner and competitor SWOT analysis, the ability to import leads from market intelligence sources including FSI and Input, intelligent opportunity management and customizable win probability calculations and many more.

ePartners Pursuit Management solutions is built on the Microsoft Dynamics CRM platform, and is designed to scale and adapt as your business requirements change. Specifically, ePartners Pursuit Management solution includes an integrated, easy-to-use design interface that enables a non-technical resource to add or modify custom fields, forms and system attributes.



Eskel Porter Consulting, Inc.

Contact: 916.492.1212 | **Web:** www.eskelporter.com

Geographic areas served: ALL

Eskel Porter Consulting has been providing information technology services to government entities for over 30 years. We are a State Certified Small Business and have worked extensively with state government clients and understand the unique challenges that face government, especially in the area of service delivery. Eskel Porter combines its expertise in government business processes with Microsoft technology to provide cost-effective, easy-to-use software solutions using Microsoft Dynamics CRM. Eskel Porter is a Microsoft Gold Certified Partner, offering implementation, integration, data migration, training and ongoing support services for applications.

Solutions

Citizen Request Management System/311

Citizen Request Management System/311 is an automated system for handling city government's multitude of citizen requests typically being handled manually by government employees. By installing and implementing Microsoft Dynamics CRM and Microsoft ISV c360 software, cities and towns can link CRM to their local streets & roads database, GIS software, as well as city and township websites.

Microsoft Dynamics CRM allows cities, towns and other agencies with large volumes of direct citizen requests to route and track these Service Requests and assign ownership by an appropriate CRM user automatically. The system manages activities, including phone calls, e-mails, meetings, and other tasks associated with a request from beginning through resolution. The system allows city, state, local and federal agencies to send statuses and satisfaction surveys to citizens via e-mail, and include a portal for citizens to log service requests via the web. The Citizen Request Management System/311 provides centralized management reporting on service requests including case type, status and resolution, and user performance and trends related to requests.

Economic Development System

Government economic development agencies can utilize the Economic Development System to track new business opportunities for their local constituents and enterprises as well as manage requests from existing businesses. Microsoft Dynamics CRM's tight integration with Microsoft Office and other familiar applications offers a seamless automation of processes and procedures which were often managed manually. Integrated with a city or municipality's business licensing application, Economic Developers using Microsoft Dynamics CRM now has a single point of access to all data about each

Eskel Porter Consulting, Inc. CONTINUED

licensed business. With tight integration with Microsoft Outlook, public sector economic development professionals can easily schedule proactive visits to businesses and help with the license renewal process. By leveraging GIS technology investments, economic development staff can quickly address inquiries about business opportunities within specific re-development zones and can easily access zoning ordinances to locate information relevant to the vast variety of economic development situations. Address parameters are passed from CRM into the GIS software and return powerful maps to the CRM user interface.

Using Microsoft Dynamics CRM's powerful reporting capabilities, cities, towns and municipalities can track trends with businesses, anticipate future needs, and adjust resources as necessary to ensure the greater economic vitality.

Call Center/Complaint Management System

Eskel Porter's Complaint Management System utilizes Microsoft Dynamics CRM to help government agencies track complaints and inquiries centrally for all departmental divisions to improve constituent service by giving employees greater access to all records and providing executive management reporting on the status of calls. Call center personnel can easily locate case records associated with any given contact record through a single CRM user interface, making it easier for call center agents to respond quickly.

Microsoft Dynamics CRM allows call center team members to enter and access data easily, create new constituent records and route requests to other divisions automatically for resolution. Microsoft Dynamics CRM allows agencies to consolidate complaint tracking; simplify business processes with robust reporting tools; and better management of the number of complaints, type of call, responses and resolutions.

Sales Force Automation Management System

Sales Force Automation Management is a Microsoft Dynamics CRM-based solution that streamlines the sales process and provides an easy-to-use single application so that departments, such as State Lotteries, can improve their ability to manage sales representatives in the field. Sales Force Automation Management can integrate with your agency's existing IT systems to streamline and automate the process of collecting data and disseminating it to other team members who might need it. The data is easily gathered, easily accessible, and always up to date, so that team members have the latest sales information available. The system is automated, eliminating the need for manual paper processes which are timely and prone to errors. Incoming leads are entered into Microsoft Dynamics CRM and immediately routed to Sales Reps for follow-up. Management reports from Microsoft Dynamics CRM give managers a better overall view of the sales activities and statistics in real time. Sales Reps are able to take current information into the field to better service existing accounts and promptly follow up on leads.



GreenLine Systems, Inc.

Contact: 703.879.697

Web: www.greenlinesystems.com

Geographic areas served: ALL

GreenLine Systems helps government agencies with intelligence, anti-proliferation, and border and transportation security missions meet their security and compliance goals by maximizing the visibility and accountability of in-transit people, conveyances, and cargo; the efficiency of inspection operations; and the facilitation of legitimate trade throughput.

Solutions

iBench

GreenLine's iBench™ solution suite obtains, ingests, transforms, normalizes, analyzes, risk scores, and visualizes data in support of people, conveyance, and cargo risk assessment.

As part of the iBench solution suite, the Observation Manager module utilizes Microsoft Dynamics CRM to integrate the workflow, collaboration, and task management required to effectively manage the work of analysts and operations teams working across a distributed, multi-shift environment.

GreenLine's iBench solution suite obtains, ingests, transforms, normalizes, analyzes, risk scores, and visualizes data in support of people, conveyance, and cargo risk assessment.



Information Strategies

Contact: 202.364.8822

Web: www.infostrat.com

Geographic areas served: ALL

Since 1987, *Information Strategies (Infostrat)* has been delivering IT solutions to government and business customers, focusing on portals, customer relationship management, and custom database applications and integration. We were named Microsoft Federal Partner of the Year in recognition of work with the U.S. government and have won numerous Microsoft Partner Awards.

Information Strategies is a Microsoft Gold Partner with eight solution competencies, including Microsoft Dynamics CRM. Infostrat has completed over 800 technology projects and has written books and white papers on Microsoft development topics, including Microsoft Dynamics CRM as an application development platform.

Solutions

Recruiting

Infostrat built a government recruiting management solution which encompasses the tracking of prospective candidate information, government forms, and enrollment status. Infostrat delivers these recruiting solutions quickly through the use of the RecruitManager solution built on the Microsoft Dynamics CRM platform.

RecruitManager provides a complete and affordable recruiting management solution for government agencies. Infostrat also developed a military version of RecruitManager for Microsoft that is called RecruitMAP. Additional details are available on the Microsoft web site at <http://download.microsoft.com/download/d/a/6/da65a2f9-6dbf-46c9-bd6d-5ced145748fc/RecruitMAPDatasheet.pdf>.

To watch an on-line demo of the RecruitMAP Microsoft Dynamics CRM-based solution that Infostrat built, go to www.microsoft.com/industry/government/crmrmdemo.htm.

E-Permitting

Citizens demand convenient access to government services, including alternatives to manual paperwork processing. E-permitting allows online access to application forms and reporting to help streamline the complicated process of obtaining permits and licenses.

Infostrat built an e-permitting solution which encompasses form submittal, status updates, and ongoing case management. Infostrat delivers these solutions quickly through the use of the Microsoft platform, including Microsoft Dynamics CRM, Microsoft Office, Microsoft InfoPath® and Microsoft SharePoint. PermitManager provides a complete and affordable e-permitting solution for government agencies.

Capital Asset Management

Infostrat offers a capital asset management system for state and local government. The system complies with regulatory requirements for asset management and is based on Microsoft Dynamics CRM.

It addresses financial reporting requirements and provides a flexible life-cycle-reporting methodology for managed assets. The system integrates the physical and financial management of infrastructure assets — from a request by a precinct, through design and construction, to depreciation and maintenance.

Case Management

Infostrat offers a case management system for state and local government based on Microsoft Dynamics CRM. It is used to deliver services to constituents such as housing and social services. It integrates with existing systems and allows customer service representatives to track all contacts relating to a case. The case management system includes standard government forms and advanced reporting capabilities. Workflows are easily customized to the unique requirements of each customer.

Since 1987, Information Strategies (Infostrat) has been delivering IT solutions to government and business customers, focusing on portals, customer relationship management, and custom database applications and integration.



InScope Solutions

Contact: 703.390.1990 | **Web:** www.inscopesolutions.com

Geographic areas served: ALL

InScope Solutions is focused on the rapid deployment of Microsoft technologies. InScope is proud to serve as an extension of Microsoft services, bridging the gap between the expertise of Microsoft and Systems Integrators. The InScope team, including many former members of Microsoft's development and marketing teams, provides clients with the knowledge and experience to overcome the challenges in successfully deploying and maintaining information services without disruption to mission critical systems.

InScope's enterprise strategy consultants work with IT senior management, lead engineers, service managers, and program managers to assist in strategic planning for Microsoft deployment. Using a strategic plan aligned with business goals, InScope works hand in hand with clients to deploy solutions and ensure technology acceptance.

Solutions

Grants Management Solutions

InScope has been successful in helping automate and simplify grants processing within federal agencies. The complex grant application and review process can be comprised of multiple stages of workflow and approvals. This process needs to be carried out in a manner that ensures objectivity, fairness, and maximum competition among entities applying for grants from the U.S. Government. InScope's Microsoft Dynamics CRM-based solutions are able to simplify, automate, and streamline the application process while integrating to existing legacy applications. These solutions were crafted with the involvement of key customer stakeholders to ensure that the best business processes were put in place and that the solution provided efficiencies and improvements to the federal government.

Other Federal Government Solutions

InScope also provides solutions that enable federal agencies to streamline and add greater efficiencies in mission critical areas of Emergency Response, Activity Tracking, Contract Management, and Case Management.



Manatron, Inc.

Contact: 866.471.2900 | **Web:** www.manatron.com

Geographic areas served: ALL

Manatron is the nation's leading provider of integrated, enterprise-level property tax solutions for state and local governments, including Recording, Tax Assessment, Billing and Collection. In business since 1969, today Manatron software provides our 1,400+ customers across North America with the power to manage over 30 million parcels and has helped government jurisdictions collect over one trillion dollars in revenue.

Solutions

Manatron Government Revenue Management® — GRM® (Planned H2 2008)

Manatron GRM will integrate fully with Microsoft Dynamics CRM. The power of these two products combined into a single solution allows tax agencies to provide exceptional call center customer care by offering customer service representatives with greater insight into the caller's history and prior contacts with the agency. When deployed across the organization, the call handler will have a 360 degree view of the taxpayer, and the contacts they've had with them. This ensures coordination between the call center and branch offices or other departments. The audit capability and event logging with the GRM application provides a rich layer of information that can then be utilized by the call center through the CRM application. Sophisticated routing capabilities provide multiple communication channels to citizens to communicate with the agency using voice, e-mail, web interactions and integrated self service options through Manatron's eGov suite.

Manatron GRM Appeals Tracking Module (Planned H2 2008)

Manatron GRM's Appeals Tracking module will be built on top of Microsoft Dynamics CRM and designed to track appeals against one or more Revenue Objects (parcels, personal property filings or business licenses). The design will allow the tracking of multiple hearings related to any appeal and will be integrated with Microsoft Outlook for scheduling functionality. Using Microsoft SharePoint Services, the user will be able to scan documents provided by the appellant and attach them electronically to the appeal record and/or the Hearing record within the appeal. The design also incorporates customizable event tracking to allow the jurisdiction to track key events during the appeal process and to maintain comprehensive notes on all matters and interactions.

Manatron, Inc. CONTINUED

Manatron GRM Audit Module (Planned H2 2008)

Manatron GRM's Audit Module will be built on top of Microsoft Dynamics CRM and will be utilized to provide a full audit on exemption compliance, income on commercial properties, personal property filings, and self reporting taxes across the enterprise. This new module will allow the governmental agency to look at a business in its entirety and expand its audit compliance capabilities by assisting in the audit and verification of exemptions that have an income or age limitation. Because of GRM's shared database

strategies, the audit module can see the personal property filings on the real estate and the business revenue and licensing that may also be required. The module will take advantage of the user defined work flows and custom document and information routing capabilities, incorporate content management functionality contained within Microsoft SharePoint Services, and utilize algorithms for selecting audit targets.

Manatron software provides our 1,400+ customers across North America with the power to manage over 30 million parcels and has helped government jurisdictions collect over one trillion dollars in revenue.



Metaphor Software

Metaphor Software, Inc.

Contact: 630.793.0200

Web: www.metaphorsoftware.com

Geographic areas served: ALL

Metaphor Software is a Gold Certified Microsoft Dynamics Partner. We bring innovative products and services to the Public Sector market place with a special emphasis on education and not-for-profit organizations.

Solutions

Metaphor BACKPACK Student Information Systems (SIS)

Metaphor Backpack is a Student Information System that is robust enough for today's school environment. Aimed squarely at the K-12 educational community, it contains all the features and functionality you expect, including Student Registration/Enrollment, Grade Book, Scheduling, Attendance, Health, Assessment, Special Ed and more.

Fully web-based to provide students, parents, faculty & staff instant access, anytime and anywhere, Metaphor Backpack offers rich multimedia functionality to support attendance-taking and seating chart management; voice and video capturing of teacher and classroom activities; a rich parent/student portal that keeps parents updated and involved in their student's educational progress; tight integration with Microsoft Office; a flexible, industry standard reporting engine for producing everything from schedules to No Child Left Behind reports; and a truly scalable solution using Microsoft technologies that are centrally managed and controlled for lower cost of ownership.

Metaphor FUNDraiser Plus

Metaphor FUNDraiser Plus is a fully web-based fundraising management application and is targeted to any organization or institution that does fundraising, such as not-for-profit organizations and educational institutions.

Metaphor Software brings innovative products and services to the Public Sector market place with a special emphasis on education and not-for-profit organizations.

Metaphor Software, Inc. CONTINUED

Leveraging the power of Microsoft Dynamics CRM, Metaphor's FUNDraiser Plus allows organizations to build lasting relationships with individuals and organizations. Metaphor FUNDraiser Plus captures comprehensive donor profiles, including relationships between individuals and relationships between individuals and organizations; allows for the capturing of every touch point with donors and prospective donors including donation history, event attendance, conversation, and e-mail interaction, thereby providing a 360° view of your relationship with an individual or organization; provides immediate and automated responses to donations, event registration or attendance; instantly creates fundraising campaigns that can be implemented by e-mail, direct mail, phone or fax; reports campaign responses and effectiveness; manages excursions, banquets and tournament events through comprehensive registration, facilities, special requests and fee tracking capabilities; accepts and processes pledges and recurring donations; and more.

Metaphor's FUNDraiser Plus leverages the tight integration with Exchange, Word, Excel and SQL Reporting Services to effortlessly take fundraising to new levels. Metaphor FUNDraiser Plus is a truly scalable solution using Microsoft technologies that are centrally managed and controlled for lower cost of ownership.



MicroLink

Contact: 703.556.4440

Web: www.microlinkllc.com

Geographic areas served: ALL

MicroLink, LLC was recently named Microsoft Federal Partner of the Year (2007), Microsoft DoD Partner of the Year (2007, 2006), as well as Autonomy Global Partner of the Year (2007). MicroLink is dedicated to helping clients become more successful through the effective management, enhancement, development, and use of COTS technologies and specializes in Collaborative Knowledge Management (CKM), Portals and Collaboration, Business Intelligence, and Customer Relationship Management (CRM).

Founded in 1998 and located in the Washington DC technology corridor, MicroLink professionals possess all levels of security clearances and have deployed solutions globally including Iraq, Japan and Germany. MicroLink possesses a U.S. Government Top Secret facilities clearance, with SCIF, and is a Microsoft Gold Certified Partner.

Solutions

c360 Customer Portal

MicroLink has engineered a federal government portal solution to automate the routine processing of coordination requests by a tight deadline, commonly referred to as prior coordination notices (PCNs). Leveraging the rich case functionality in Microsoft Dynamics CRM to meet the basic coordination portal requirements and using Microsoft Dynamics CRM's customization capability, out-of-the-box security model, and activity entity to meet the unique requirements associated with processing PCNs, MicroLink's c360 Customer Portal fully integrates with Microsoft Dynamics CRM; serves as the interface between ITT and the AWS Licensees; and can save thousands of dollars in development costs while reducing the PCN processing and analysis time from weeks to days. The portal allows AWS Licensees to submit PCNs, review work in progress, communicate with ITT, and see its complete history in one location.



Mitchell Humphrey & Co.

Contact: 800.237.0028

Web: www.fasttrackgov.com

Geographic areas served: United States and Canada

Mitchell Humphrey has been providing financial and operations management software and services to governmental organizations and agencies since 1977. Mitchell Humphrey's Citizens First philosophy means providing government leaders with the tools that enable them to offer exceptional service to their constituents. Backed by over 30 years of Best Practices methodology, the company's software solutions are designed, developed, implemented and supported by its own team of accounting and technology professionals. Mitchell Humphrey leverages the Microsoft Dynamics CRM platform to provide customer-friendly applications using either hosted or licensed deployment models.

Solutions

FastTrackGov Business License

FastTrackGov Business License provides municipal and county governments with a full suite of automated business license issuance, tracking, and reporting tools. FastTrackGov provides organizations with the ability to organize and control the entire license life cycle. Benefits include:

- Convenient application and status checking for citizens through an easy-to-use public interface.
- Fast-track application processing through integration of all participating departments and automatic notifications of approaching due dates and critical actions.
- Automation of all workflow associated with license applications, payment processing, renewals, approvals and inspections.
- Maximized revenues through automated processes governing initial applications and renewals; automatic fee computations; automated billing, collections, and cash receipts functions; and historical financial and statistical data retention.
- Improved control and reduced manual effort for renewals and other recurring documents through automatic creation of records at user specified time intervals.

- Tracking and reporting of key metrics associated with the organization's efforts.
- Enhanced citizen and employee satisfaction.

FastTrackGov Building and Zoning

FastTrackGov Building and Zoning provides an end-to-end experience management solution. The system is designed to accommodate any type of permit or inspection process for cities, counties, special districts, and state governments. Benefits include:

- Savings of time and money by serving multiple fee offices and regulatory departments in one system.
- Improved quality and timeliness of communications with citizens, businesses, and other departments through automatic creation of email, fax, letter, and other documents based on the occurrence of specified events.
- Facilitated scheduling of inspections, reviews, meetings, and the like through a powerful automated scheduling system.
- Improved accuracy and time savings through use of an automated fee computation program that accommodates a wide variety of fee schedules.
- Improved accuracy and control over citizen and business data through use of a central name and address file shared by all participating departments.
- Ability to accommodate unique data requirements for each type of permit inspection through easy-to-use data configuration profiles.
- More efficient and controlled application processing through use of predefined tasks for each type of application.

FastTrackGov Building and Zoning is scheduled for release in Q1 2009.



Nets to Ladders

Contact: 512.225.7850 | **Web:** www.netstoladders.com

Geographic areas served: United States

Nets to Ladders (N2L) provides a full range of business process solutions that assist low-wage citizens and human service organizations connect to public agencies. The company's web-based case management products and services support non-profit organizations and government agencies in outreach, screening, application processing, and information exchange for municipal, state and federal public assistance programs, as well as asset building targeted at reducing poverty. The company is the first (and only) to plan for a 50-state footprint as the technology partner for the United Way of America's Financial Stability Partnership™.

Solutions

BEN™ (Benefit Enrollment Network)

BEN™ is a groundbreaking web-based software platform that accelerates and improves the benefits enrollment and savings-assistance processes for organizations assisting working-poor Americans. BEN's automated functionality simplifies, speeds, and improves every step of the process, from highly accurate applicant screening, to rapidly processing applications with government agencies, to proactively supporting asset building.

By replacing complex procedures with simple screen prompted questions, and slow processes with high-speed electronic capabilities, BEN's automated functionality makes organizations' day-to-day benefits eligibility screening and referrals easier and faster — while helping low-wage workers obtain more of the benefits for which they qualify. There is no longer a need for human service providers to have extensive knowledge of complex public programs.

BEN's fast and easy-to-use software functionality is available over the Internet directly on the desktops of caseworkers, administrators, and employees working in government agencies, community-based organizations, healthcare facilities, schools, financial service providers, and public companies. Its dynamic, high-speed software service eliminates frustrating and time-consuming manual work; accelerates benefits application processing; improves case worker productivity; simplifies communication between organizations; and lowers operating costs through efficiencies. Most importantly, non-profit organizations or government agencies have metric reporting capabilities to report outcomes and sustain grants and funding.

SavingsPoint

SavingsPoint is specifically designed to work easily and seamlessly in the offices of community organizations screening for public benefits or preparing taxes for America's low-wage workers, such as Volunteer Income Tax Assistance (VITA) sites. From the convenience of their own desktops, human service providers can easily help clients open many types of savings accounts along with other associated bank services, without any staff from the financial institution.

SavingsPoint is easy to learn and use, account activation is fast, and client barriers to visiting a financial institution are eliminated. Using SavingsPoint, service providers can quickly and easily create new accounts; complete applications; access the IRS's refund splitting option; prepare the new account information for use by tax filing software; and monitor the process from account opening to IRS receipt.

Nets To Ladders web-based case management products and services support non-profit organizations and government agencies in outreach, screening, application processing, and information exchange for municipal, state and federal public assistance programs, as well as asset building targeted at reducing poverty.



Neocase Software, Inc.

Contact: 877.383.0400, info@neocasesoftware.com

Web: www.neocasesoftware.com

Geographic areas served: ALL

Neocase Software is a leading provider of customer service and support software that helps global companies to deliver high-quality customer service while maximizing the productivity of their call center operations. Founded in 1992, Neocase Software supports the citizens and customers of over 1,800 organizations worldwide and offers vertical-specific solutions for Technology, Public Sector, Human Capital Resource Management, and Financial Litigation. Neocase's award-winning product line brings efficiency and profitability to customer service departments through web self-service, intelligent knowledge management, service level contract (SLA) management, employee/partner case collaboration, and automated workflows. Neocase is optimized for use with Microsoft Dynamics CRM and can be rapidly deployed on-demand or on-premise through Neocase's extensive partner network.

Solutions

Neocase Citizen Service (Core Application)

Neocase Citizen Service for Microsoft Dynamics CRM offers a platform uniquely suited for public sector organizations. Neocase enables organizations to improve and oversee the quality, level and availability of their public service. With less time, money and effort than a custom-built application, Neocase Software provides a turnkey solution to bring accountability and fiscal responsibility to public service organizations.

Utilizing multiple case templates, agencies can provide hundreds of different services to its constituents, ranging from permits and licensing, to health and human services, to public works. These services are delivered by different departments, leveraging different processes and workflows. Neocase lets you configure an unlimited number of different case templates corresponding to those different services request types. Each case template then only offers the valid options available for that particular case type, resulting in a simple and intuitive user experience.

Volume case resolution enables agencies to consolidate multiple citizen calls to report incidents by managing these related notifications through a single "parent" case to increase productivity, while maintaining complete, accurate data capture. It also proactively notifies all necessary parties to communicate status of the problem and to simultaneously communicate when and how a particular problem or issue would be remedied.

Complex case resolution involving multiple departments or agencies enables the cloning of a case into one or more cases which can be routed to multiple agencies simultaneously, as the main service desk retains visibility and ownership.

Neocase also enables the configuration of multiple Service Level Agreements (SLA) that fully integrate to the case forms and their associated workflows. Neocase will prioritize Service Requests based on their associated SLA's, assuring that the governmental entity lives up to the commitments that it makes to its citizens.

Neocase *Integrated Knowledge Base*

The Neocase Knowledge Base is packaged with an intelligent "recommendation engine" that initiates a search based on the data and problem description entered in the case form. This eliminates the need for an agent to conduct a manual search, and results in more consistent and accurate answers to questions. Articles are scored for relevancy and quality, based on both agent and citizen ratings. The Knowledge Base accommodates a variety of attachment types, including rich media, and can be navigated or queried using a variety of criteria based on agent or citizen preference.

Neocase Citizen Self Service Portal

Neocase provides a native Self Service Portal that is fully integrated to all case forms and the knowledge base. It provides citizens 24/7 access to government services and information via the Knowledge Base. Using the Self Service Portal, citizens can submit new service requests, check status, or review previously-submitted requests, and find answers and information through the Knowledge Base. The Self Service Portal requires no Connector license.

Neocase Partner Center Portal

There is a growing trend for public sector organizations to outsource and work collaboratively through other agencies, and external organizations. The Neocase Partner Center Portal gives a public sector entity the ability to directly involve an external organization in the resolution of a service request. These external partners are provided with their own "partner dashboard" from which to manage all service requests that have been assigned to them, and the ability to access the knowledge base to facilitate a faster resolution.



Neudesic

Contact: 949.754.4570 | **Web:** www.neudesic.com

Geographic areas served: ALL

Neudesic is a privately-held company headquartered in Irvine, California, with domestic offices in Los Angeles, Phoenix, Austin, TX, San Diego, Denver, Malvern, PA, Seattle, New York, and an international presence in India. Neudesic has over 200 professionals focused on software development on the Microsoft .NET platform. Neudesic is a Microsoft Gold Certified and Managed Partner and a Microsoft National Systems Integrator, with a proven track record of providing reliable, effective solutions based on Microsoft's technology platform. Our targeted, cost-effective solutions are custom built for our clients by partnering to understand their business goals and industry landscape to achieve success.

Solutions

Constituent Correspondence Tracking

Built on the Microsoft Dynamics CRM platform, Constituent Relationship Management has been recognized as an on-going need within federal organizations as well as other public service groups. The Constituent Correspondence Tracking solution provides organizations with a way to capture all types of correspondence into and out of an organization. Hard copy correspondence, such as letters from constituents, can be electronically scanned into the system, and organized and stored with all relating documentation including responses.

The system allows the organization to easily track, inquire, and report on all correspondence related to a particular topic, date, or from a particular citizen. As such, metrics are easily defined and reported. In addition to correspondence tracking, related activities such as appointments, phone calls, and meetings are created and tracked with reminders available for users. Integration to Microsoft Outlook provides a user-friendly interface for tracking tasks. Additional integrations to Microsoft Office also provide the user with an interface for correspondence creation that is familiar and easy to use. Mail merge functionality with Microsoft Word ensures accuracy across all aspects of the citizen response process.



Permuta Technologies

Contact: 703.313.6800 | **Web:** www.federalready.com

Geographic areas served: Federal customers within U.S.

Permuta Technologies offers FederalReady, a suite of business solutions tailored for Federal organizations. The FederalReady suite is built on the Microsoft Dynamics CRM platform, which is a commercial off-the-shelf (COTS) platform that provides a foundation for line-of-business applications. By building business applications on top of the Microsoft Dynamics CRM platform, Permuta Technologies provides customized off-the-shelf solutions for Federal organizations.

Solutions

FederalReady

With the convergence of Microsoft's feature-rich technology and Permuta's extensive Federal expertise, FederalReady delivers advanced, customized business applications in a fraction of the time and costs involved with other alternatives.

FederalReady helps organizations manage critical enterprise-wide processes and information, such as workforce, mission, training, funds, assets, service, and public affairs. Using the power of the Microsoft Dynamics CRM platform, users benefit from familiar work environments, simple ad-hoc queries and reporting, metrics and dashboards, a service-oriented architecture, and many more features.

The goal of FederalReady is to provide information management software that is fast, simple, and takes the administrative burden off of users, allowing them to focus solely on the mission of the organization. The solutions accomplish this goal by driving the information people need through the tools they prefer to use.

Examples of FederalReady's solutions include:

WORKFORCE: Personnel and Staff Action Management

FederalReady Workforce is a consolidated system for maintaining personnel-related information and organizational staff action management. Since every activity starts with the people at an organization, personnel information is a critical groundwork for creating actionable data.

MISSION: Mission and Operations Management

FederalReady Mission serves as the foundation for command and control. It provides a flexible solution for managing a mission, which is often unique to each organization.

Permuta Technologies CONTINUED

TRAINING: Training and Learning Management

FederalReady Training provides a complete learning management system, allowing users to manage instructor-led or SCORM-compliant web-based training.

FUNDS: Funds Management, Budget & Acquisitions

FederalReady Funds provides internal tracking tools for budgeting and acquisitions. Workflows can be automated for allocating funds, which helps account for the overall financial plan.

ASSETS: Assets and Inventory Management

FederalReady Assets allows users to track assets throughout the entire life cycle, from ordering to replacement. It provides an inventory system with automation for ordering.

SERVICE: Service and Case Management, Facility Access

FederalReady Service is a single point of entry for all needs in an agency. Service and case management are the main focus, along with facility access.

By building business applications on top of the Microsoft Dynamics CRM platform, Permuta Technologies provides customized off-the-shelf solutions for Federal organizations.

PUBLIC AFFAIRS: Public Inquiries & Media Response

FederalReady Public Affairs helps organizations by automating tasks during responses to FOIA requests and other public relations activities. Metrics are captured to improve future public affairs activities.



Planet Technologies

Contact: 301.721.0100 | **Web:** www.go-planet.com

Geographic areas served: ALL

Planet Technologies is recognized world-wide as a leader in the integration and customization of Microsoft technologies, architecture, security, and management consulting. Planet Technologies is 100% Microsoft focused. We are a Microsoft Gold Certified Partner with five competencies including Information Worker, Advanced Infrastructure, Networking Infrastructure, Business Process and Integration and Mobility. We have an office on the Microsoft campus where we are able to collaborate with managerial, technical and product teams on a daily basis. Planet was named Microsoft Public Sector Partner of the Year for 2006 and as a Microsoft Federal Partner of the Year 2005, 2006 and 2007.

Solutions

Recruitment and Capture Management System

Leveraging Microsoft Dynamics CRM, Planet Technologies has developed a recruitment management system aimed at both the education and corporate sectors. The solution is focused on taking identified candidates that the organization would like to capture (to employ or scholarship) and drives recruitment activities, communications tracking and visibility. The solution takes the identified candidates the organization would like to capture and provides a structured process to track recruitment activities, communications and visibility.

Planet Technologies is a Microsoft Gold Certified Partner with five competencies including Information Worker, Advanced Infrastructure, Networking Infrastructure, Business Process and Integration and Mobility.



Polaris Software Lab, Ltd.

Contact: 732.590.8100 | **Web:** www.polaris.co.in

Geographic areas served: International

Polaris Software Lab (India) Limited is a recognized leader in providing integrated technology solutions for a wide cross section of industries. Polaris is headquartered in Chennai, India and has 24 relationship offices across 16 countries. With 7 Business Solution Centers in Chennai, Mumbai, Delhi and Hyderabad, and near shore/business continuity centers in New Jersey (USA), Toronto (Canada), Belfast (Northern Ireland), Sydney (Australia) and Singapore, Polaris is well suited to meeting the global demands of its customers.

Polaris has been working on Microsoft technologies for over 14 years. Polaris invested in a dedicated .NET Centre of Excellence in 2001 to focus on the emerging Microsoft technologies. Polaris has expertise on the emerging technologies of Microsoft Dynamics CRM, SQL Server®, Microsoft SharePoint, Microsoft BizTalk® and more.

Solutions

Client Management Platform for Banks

Polaris' Client Management Solution effectively uses the essential Microsoft Dynamics CRM functionalities and MOSS 2007 to provide quick searching and retrieval of documents, effective storage, efficient contact management, seamless synchronization with Lotus Notes, migration of existing contacts in Notes database and the existing documents into the CRM system, duplicate mail detection, dashboards offering a collaborated view of the user related information, and more.

RSM McGladrey

RSM McGladrey, Inc.

Contact: 856.722.6234 | **Web:** www.rsmmcgladrey.com

Geographic areas served: New Jersey, Pennsylvania, Delaware, New York, Maryland, Virginia, Iowa, Kansas, Missouri, Colorado, Minnesota, Arizona, California

RSM McGladrey understands the challenges of the public sector. Recognized as one of the top business partners of Microsoft Dynamics and consistently included in Microsoft's Inner Circle and President's Club, RSM McGladrey is one the largest Microsoft Dynamics Value Added Resellers (VARs) and a Microsoft Gold Certified Partner.

RSM McGladrey provides support for Microsoft Dynamics solutions including the tools and capabilities needed to create and easily maintain a clear picture of constituents — from their first contact to ongoing requests for service or information. RSM McGladrey, using Microsoft Dynamics CRM technology, provides government employees with quick, reliable access to the critical information and tools they need to address caller inquiries while improving constituent self-service options.

Solutions

County Help Desk System

RSM McGladrey's County Help Desk system provides a centralized database for management of support requests from county employees. This case management system was built to track all issues across the county including the Police department. Cases can be created automatically through a website, an e-mail or manual process. Using Microsoft Dynamics CRM, the system automatically assigns the cases, and applies the appropriate workflow for that type of issue. Workflows allow county employees to be efficient in their daily activities, and provide accountability for each case by automating activities and keeping constant communication with the employee or constituent. Additional configurations also allow a county to integrate with their Active Directory® user profiles and maintain a consistent contact database.



Tectura

Contact: 650.585.5500 | **Web:** www.na.tectura.com

Geographic areas served: ALL

Tectura is a leading Microsoft Dynamics™ partner and global services company providing Microsoft-based ERP, CRM, and technology solutions to mid-market companies, larger enterprises and their divisions. Tectura delivers exceptional and sustained value by providing software, consulting, and IT implementation services to clients in the distribution, manufacturing, healthcare, and service-based industries. Through these services, Tectura delivers business process improvements, greater efficiency, and a clear competitive edge to more than 5,000 clients. Clients benefit from unmatched experience and a solid commitment from more than 1,850 dedicated Tectura employees in 60 offices throughout the Americas, Europe, the Middle East, and Asia Pacific. A Microsoft Gold Certified Partner, Tectura has been recognized for its outstanding customer service with such awards as Microsoft Business Solutions Inner Circle Partner, Pioneer of the Year, Partner of the Year (multiple regions), Global Partner of the Year, Fastest Growing Partner of the Year, Excellence in Customer Care, and the Customer Loyalty Award.

Solutions

Economic Development Relationship Management

The mission of state and other economic development entities is to increase the quantity and quality of jobs available within an area by supporting communities; supporting the growth of existing businesses and entrepreneurs; attracting new businesses; and promoting the development and availability of a skilled workforce.

Deployment of Economic Development Relationship Management by Tectura on the Microsoft Dynamics CRM platform benefits entities like departments of commerce. It allows them to provide improved process and system support to critical functions such as relationship tracking with companies, consultants, and real estate firms that economic development agencies deal with; project tracking; and systematic workflow follow-up for key opportunity activities and events.

Economic Development Relationship Management is a solution that can extend beyond the development agency walls, establishing further relationship and networking opportunities. These benefits, along with an enterprise view of data for monitoring, reporting, and measurement through an easy to learn, intuitive user experience, enable economic development agencies to better support their clients, projects, and communities.



TKC Communications, LLC

Contact: 703.934.8131

Web: www.tkccommunications.com

Geographic areas served: United States, Europe, Asia

TKC Communications (TKCC) provides technical integration services, enterprise systems management, and critical mission support services to federal and commercial clients. Specific offerings include SISA (Secure Information Sharing Architecture), customizable collaborative task tracking solutions, and server consolidation and/or COOP services through virtualization technology. The company has a solid past performance history serving clients in DOD, FBI, DISA, Executive Office of the President, DOI, and DHS.

TKCC is a medium sized Alaska Native owned business with gross revenue of \$175 million, and 350 employees, of whom 65% hold government security clearances. The company's corporate operations offices are in Fairfax, VA and Anchorage, AK.

Solutions

TKCC Task Navigator

Task and workload management is a challenge to executives and workers alike. Done successfully, it reduces organizational risk, saves time, money and resources, and improves productivity. TKCC Task Navigator, powered by Microsoft Dynamics CRM, allows managers and workers to collaboratively and proactively manage task workloads in real time.

Complete transparency and visibility into task status and workflow promotes accountability and resource allocation flexibility to ensure tasks are finished on time. Collaborative features provide automated notifications on task assignment and status, and allow task contributors to alert management to potential roadblocks before tasks become overdue. Visual navigation serves up actionable intelligence at-a-glance, allowing proactive management-by-exception.

Key features include the following: secure, role-based access and information views; task-attached document libraries; dynamic GUI navigation; advanced workflow and business rules engine; ability to connect to and present information from legacy data sources and systems; document provisioning; enterprise search; extensive out-of-the-box reporting; web-based, COTS solution; seamless Microsoft Outlook and Office integration.

TKC Communications, LLC. CONTINUED

TKCC POAM Tracker

Computing systems, whether in the public or private sectors, are under intense scrutiny and pressure to be compliant with the latest cyber-security guidelines. Compliance is enforced by multiple regulatory provisions, including DIACAP, FISMA, SOX and internal IG officials. TKCC POAM Tracker allows security personnel and managers the ability to rapidly import data from audit reports and turn this data into actionable tasks. These tasks can then be assigned and tracked throughout their lifecycle, with both management and staff having the ability to access and update information and status of assigned POA&M tasks. Auditors can also use the TKCC POAM Task Tracker as a reference for all current and completed tasks, to verify remediation activity.

*TKC Communications
(TKCC) provides
technical integration
services, enterprise systems
management, and critical
mission support services
to federal and commercial
clients.*

Key features include the following: secure, role-based access and information views; task-attached document libraries; dynamic visual GUI navigation; advanced workflow and business rules engine; ability to connect to and present information from legacy data sources and systems; document provisioning; enterprise search; extensive out-of-the-box reporting; web-based, COTS solution; seamless Microsoft Outlook and Office integration; FISMA, DIACAP and SOX compliance templates.



Tribridge

Contact: 866-HELP-DYN

Web: www.tribridge.com

Geographic areas served: ALL

Tribridge is a Gold Certified, nationally recognized Microsoft consulting firm that implements, secures, and supports business applications. We deliver proven products and services bringing together experienced professionals and established methodologies to generate practical results for customers. Since our inception nearly a decade ago, Tribridge has a 100% "go live" rate on business application implementations including Microsoft Dynamics ERP, Microsoft Dynamics CRM, Microsoft SharePoint and infrastructure and security technology. Tribridge was recently named Microsoft Dynamics US Partner of the Year.

Solutions

311 Citizens Service CRM

Leveraging Microsoft technology, Tribridge helps government organizations better serve citizens through 311 automation. Public servants now require better information, easy and quick access to current data, and documentation of their interaction with citizens in order to improve constituent service. Many public service organizations are looking into 311 technology which is one of the most visible and successful paths to improving interaction with the public.

Tribridge has been exclusively dedicated to Microsoft Dynamics CRM since the product's inception and is using the complete range of Microsoft technology to help integrate, automate and streamline the entire citizen interaction life cycle towards improving public service. Microsoft Dynamics CRM provides governments with the platform to track every phone call, e-mail, letter, newsletter, and even public meeting attendance. In addition, government agencies can create citizen self-service applications through complementary Microsoft technology such as Microsoft SharePoint which completely integrates with telephone systems. With this transactional information captured, easy-to-use but sophisticated reporting and dashboards help put the right information in the right hands, and at the right time.

Field Automation

Organizations across the globe have used technology to help transform the way they conduct business with their teams in the field. Whether it's employees, census agents, traveling executives, or remote knowledge workers, connecting to information has

Tribridge CONTINUED

changed dramatically in today's environment. Studies show that increased "connection" to information and increased sharing of data with co-workers can improve productivity. These automation efforts also provide tremendous reporting insight into the activities and accomplishments of today's highly mobile workforce.

Tribridge and Microsoft are now helping public sector organizations take it to the same level with Field Automation featuring Microsoft Dynamics CRM. Public sector employees in the field can now use the technology they know best – Microsoft Outlook and web browsers – to do everything from filing reports to accessing critical data to submitting applications. Perhaps even more exciting is the ability to access these systems from anywhere, whether live, on the internet via PC, through mobile devices on a network, or even off-line from a laptop device. The government-designed system combines the best Microsoft technology to not only inform and track, but to help report "live" activity in the field.

Case Management

Case management in the public sector can be an extensive process which if inefficient, increases cost and hampers customer service. Managing documentation, deadlines, approvals, and creating accurate reporting are challenges for government organizations regardless of the case type. Public sectors organizations need a flexible, powerful, and usable solution built on trusted technology.

Tribridge and Microsoft have created a public sector solution that takes the power of Microsoft Dynamics CRM and makes case management easier. One of the critical features includes workflow that encompasses agents and supervisors, and enables routing, reminders, activity creation, and multilevel approvals. Another key item is giving flexible access to the system. Public sector employees can access the system live, on-line from contact center locations, to branch sites, to mobile agents in the field. Off-line capabilities through Microsoft Outlook also allow access and input to the system "wherever and whenever" with reliable built-in security levels. Tribridge's Microsoft technology-based case management system allows government agencies to dramatically eliminate paper forms through the CRM automation.



WennSoft

Contact: 262.821-4100

Web: www.wennsoftpublicsector.com

Geographic areas served: ALL

WennSoft provides Capital Improvement Project (CIP) Tracking, Enterprise Asset Management (EAM) and Computerized Maintenance Management System (CMMS) functionality to all levels of government worldwide. We help organizations design, build and maintain the infrastructure that keeps their communities operational. WennSoft technology is asset agnostic which allows us to manage all utilities, infrastructure, fleet and facilities. Our solutions automate the council/commission chambers, field work, the front counter and the back office. With integration to Microsoft Dynamics GP and extensions to Microsoft Dynamics CRM, WennSoft provides visibility into the citizen/constituent/customer as well as complete financials including budgeting, requisitions, purchase orders, inventory, invoicing and general ledger.

Solutions

WennSoft CRM Extension

WennSoft technology provides tools for collecting and managing an asset inventory as well as tracking their construction and financial/operational lifecycle. WennSoft solutions provide one platform to purchase, construct, and maintain assets including costing, preventative maintenance and recurring work orders. The WennSoft CRM Extension merges a government agency's operational and financial data together with a customer. Government agencies can now view all aspects of a constituent including their financial transactions and service request/work order history as well as create work requests all from within CRM. Front counter staff can now answer constituent questions more completely and affordably, as well as create work requests to drive the activities of an operation's department.

*For more information about any of
these solutions, or about developing
a fully customized solution for your
organization, contact your Microsoft
Account Manager or any of the
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