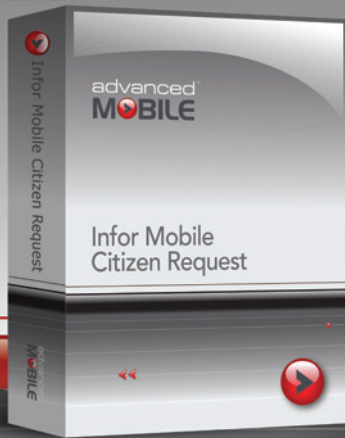


advanced
MOBILE



Infor Mobile Citizen Request


PRODUCT GUIDE



Overview

Infor Mobile Citizen Request is an integrated and comprehensive crowd sourcing solution specifically designed for public sector organizations and municipalities that wish to empower their citizenry or employees to quickly and accurately generate Service Requests using their personal Smartphones. Users can quickly identify the location of an issue on an interactive map, search and select the appropriate Service Code from the customers' source systems, attach a photograph, and include their contact information for follow-up.

 **Infor Mobile Citizen Request**
Packaged Mobile Application

 **Cloud Computing for Infor Mobile Citizen Request**
Software as a Service (SaaS)

The Infor Mobile Citizen Request solution is built on top of the industry leading *Advanced Mobile for Infor* platform that can be leveraged across all other Infor and non-Infor product application offerings.



Infor Mobile Citizen Request

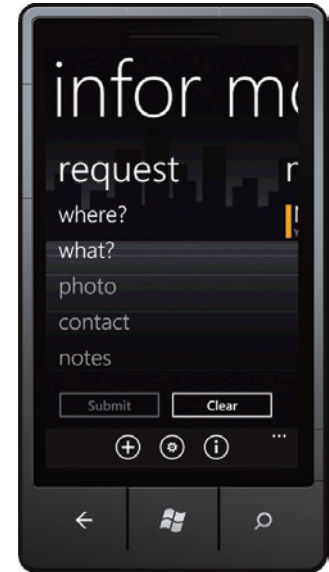


Infor Mobile Citizen Request is a fully integrated crowd sourcing solution aimed at public sector organizations and municipalities that currently use Infor Hansen. The solution is optimized for Smartphones (iPhone, Android, Windows Phone 7) operating system devices. The solution allows users the ability to quickly identify the location of an issue on an interactive map, search and select the appropriate *Service Code* from the customers' source systems, attach a photograph, and include their contact information for follow-up.

- ▶ **Free download from Apple AppStore, Android Market and Microsoft Marketplace**
- ▶ **Easily and intuitively capture input data such as location, problem, criticality and picture**
- ▶ **Rich location management allows instant capture of current location for future use**
- ▶ **Enable review, selection, and deletion of previously captured Locations**
- ▶ **Support display of selected location on a map**
- ▶ **Standard Picture Capture; new and selection from album**
- ▶ **Generate and submit service request to cloud-based Integration Service**

Key Business Benefits and Features

- ▶ Acknowledge citizens as helpful resources, and now provide them a tool to deliver real-time comments to governments
- ▶ Get a clearer picture of what's happening on the streets and in neighborhoods
- ▶ Citizens are not only asking for services, but they are contributing to knowing what's happening in the community
- ▶ Citizens can instantly report a broken streetlight or graffiti, and automatically start the work order process, so a needed repair can be made more quickly
- ▶ Allow citizens to help your city be more efficient
- ▶ Quick and easily send photos from Smartphones to government agencies to report issues
- ▶ Cast a wider net for citizen input, beyond traditional meetings that only attract small portions of the population

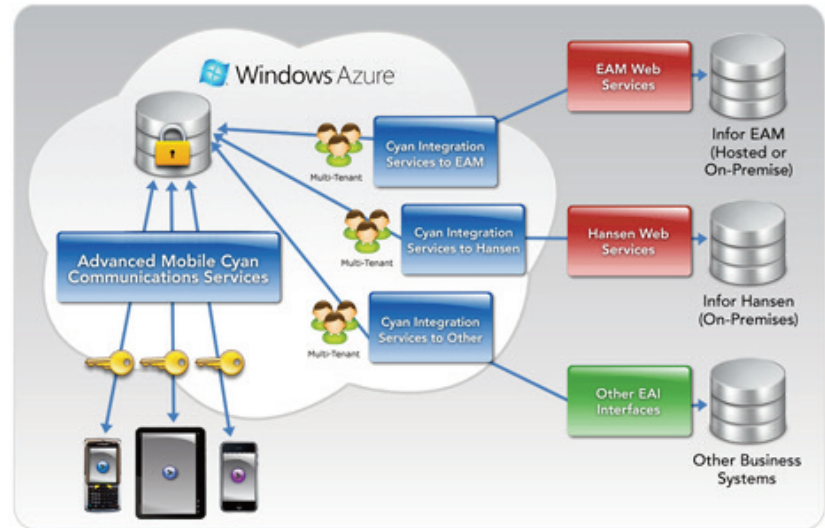


Cloud Computing for Infor Mobile Citizen Request



The Infor Mobile Citizen Request infrastructure is cloud-based, running 24/7/365 on Microsoft's Windows Azure Cloud Computing Platform. This means that no additional hardware needs to be procured, provisioned and/or supported to use the solution. Service requests are automatically routed through the cloud to the appropriate Hansen instance based upon configuration settings and the service request location. This cloud-computing approach allows municipalities to embrace the broad adoption of personal Smartphone's without exposing critical IT infrastructure to such 'unmanaged' devices. All Infor Mobile Citizen Request interaction with Infor Hansen is limited to the Advanced Mobile Integration Services rather than tens of thousands of individual devices. Imagine being able to leverage crowd-sourcing while avoiding any related security concerns!

Infor Mobile Citizen Request is licensed as a Software as a Service (SaaS) solution, and provides customers with an alternative to the up-front capital investment traditionally associated to enterprise software solutions. Rather than purchasing traditional upfront software licenses, access to the solution is leased on an annual basis.



Blue Dot
Better Technology • Simple to Use

INFORTM
solution partner

DIRECT: +1 (800) 260 2640

