



Enable your citizenry to submit service requests anywhere / anytime through their personal Smartphones with **Infor Mobile Citizen Request**



## Crowd-Sourcing comes to Infor Hansen

### As Phones get Smarter, so does Public Sector!

A mobile revolution is underway! The availability of inexpensive, yet powerful 'Smartphones', the proliferation of mobile application marketplaces, and the broad adoption of consumer-oriented Geospatial Information Systems (GIS) and social networking solutions have recently converged to create highly empowered citizenry. Major public sector initiatives such as Gov 2.0 are now aiming to facilitate community-based collaboration (aka 'crowd-sourcing') through consumer-oriented smart phone applications and to leverage them as a viable mechanism for gathering and disseminating information.

### Empowering the crowd

Infor Hansen recognizes that Public Sector is looking to reach out to and interact with their citizenry through personal Smartphones. In response, Infor is now offering Infor Mobile Citizen Request. An alternative to web-based or call center-based 3-1-1 interfaces, Infor Mobile Citizen Request enables anyone to quickly and easily create, submit and review service requests **directly into** the appropriate Infor Hansen (v7/ v8) instance.

## Getting More for Less

Through Infor Mobile Citizen Request, municipalities can capture more information (e.g. accurate location data, photographs) than is possible through traditional 3-1-1 interfaces.

Users can capture the exact service request location through the Global Position System (GPS) receiver built into their Smartphone. The location can be used immediately to create a service request or stored in a location catalog for later use.

Users can also capture and attach a photograph to the service request in real-time or select a previously taken photograph from the Smartphone's photo library (as available).

Users can additionally provide text comments and/or contact information as optional information to include with each service request, as well as review the current status of previously submitted service requests and view the location of all active service requests for the selected Jurisdiction.

Infor Mobile Citizen Request may also enhance the 'cool factor' of municipalities by appealing to a younger and more tech-savvy constituency as well as engender stronger community collaboration and interaction through the smart and effective use of consumer-centric technology.

## Extending your Investment without Overextending your Budget

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.

Infor Mobile Citizen Request is licensed as a Software as a Service (SaaS) solution. Rather than purchasing traditional upfront software licenses, access to the solution is leased on an annual basis. Pricing is coupled to total population size, eliminating guesswork and providing an economical pricing model that spans a municipality's entire potential user base.

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The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are in black, while the letter "R" is in red. A small trademark symbol (TM) is located to the upper right of the "R".