

e-government

Constituent Services

Electronic government (e-government) emphasizes improved constituent interaction by offering more options, streamlined experiences and enhanced information exchange.



For more information, please visit www.wennsoftpublicsector.com.



Common Pain Points

Inflexible Legacy Systems

Legacy systems don't generally have flexible integration points to expedite the flow of information between systems.

High Constituent Expectations

Constituents now have higher expectations when interacting with government. Economic development pressures also require increased customer satisfaction



Limited Constituent Information

You need a holistic view of your constituents to understand the full relationship between your organization and that individual. Without a Customer Relationship Management (CRM) solution, it is difficult to maintain needed information.

Inability to Provide 24/7 Constituent Access

Without a public portal or Web-based tools for service request submittals and status checking, you are unable to offer the 24x7 access your constituents desire.

Limited Information Sharing With Your Field Staff

Your field staff interacts with the public every day but often lacks the tools needed to retrieve constituent information or expedite urgent requests.



Lack of Status Information

Governmental organizations often provide services to other agencies (e.g., county processes wastewater for multiple municipalities, a city maintains roads with state or federal funds). This can make it difficult to understand the financial and operational status of targeted work.

WENNSOFT ALLOWS YOU TO BE AVAILABLE TO YOUR CONSTITUENTS 24/7

Organizations have made headway in Web-based services by offering online utility billing and downloadable permit applications. But that isn't enough. WennSoft offers e-government options designed to help you better serve your constituents.

Provide Constituent Access

Allow your constituents to submit requests for service and check on the status of work orders online.

Leverage Open Systems

WennSoft offers an open system that can be configured to meet your needs and can integrate to numerous other systems within your organization.

Integrate to Microsoft CRM

The integration between Microsoft® Dynamics™ CRM and WennSoft solutions allows you to view historical information and all activities related to that individual.

Recoup Your Costs

WennSoft solutions provide full financial tracking so you can recoup taxpayer funds after a natural disaster.

Integrate to GIS

The WennSoft integration to ESRI® ArcGIS® technology and the GeoDatabase allows you to leverage your investments in spatial databases.

Share Information

WennSoft offers the tools your organization needs to effectively communicate status to other governmental bodies.

Report to the Public

WennSoft solutions include diverse reporting tools for tracking capital improvement projects and day-to-day operations. You can create robust reports that let the public know you are working smarter and harder.

WE HELP YOU HELP YOURSELF

- View critical performance metrics
- Manage your roads, signs, water, wastewater, electric and gas utilities
- Manage your fleet and facilities
- Track and manage the use of funds

For more information, please visit
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