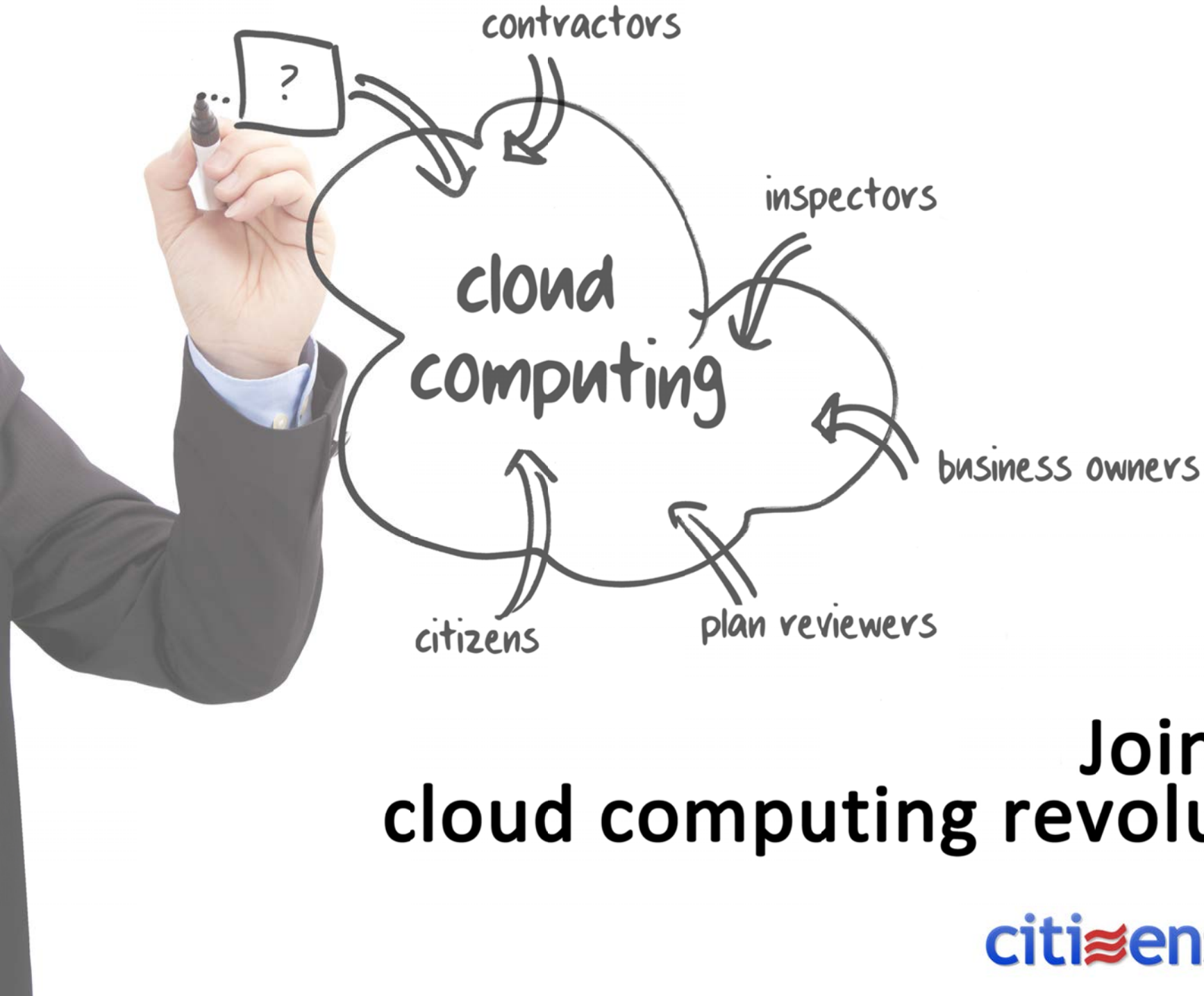


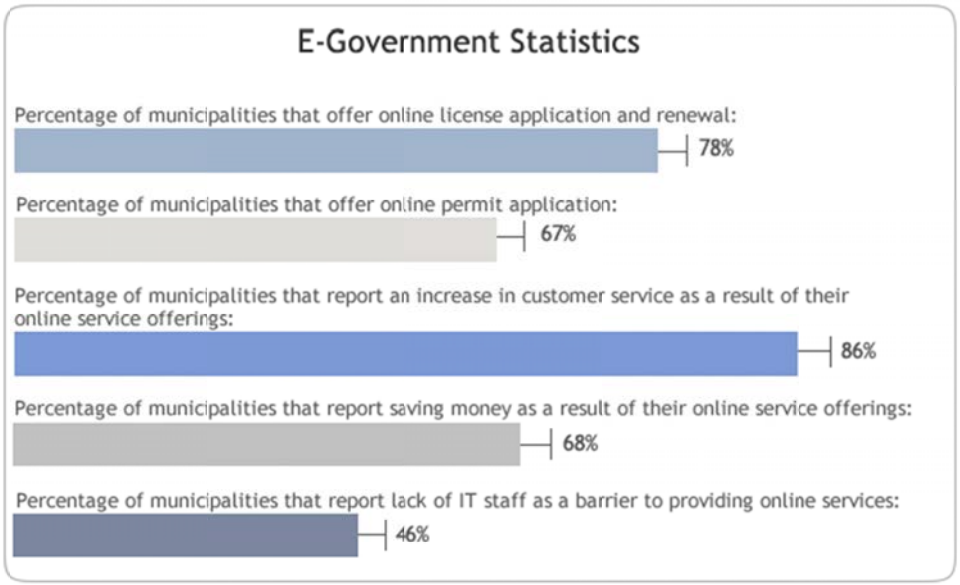
Join the cloud computing revolution.

citizenserve®



Cloud Computing

With citizenserve® cloud computing you have access to fast, secure, leading edge technologies at a low cost. The citizenserve cloud was initially launched in 2002, and currently has processed over a billion transactions.



Source: Norris, D., & Reddick, C. (2011). *The Electronic Government Survey*. Washington, DC: International City/County Management Association.

As citizens' expectations for online services continue to grow, state and local agencies are pressured to provide online services without a significant increase to their budget or IT staff.

With the citizenserve cloud, get your constituents' online services up and running quickly while providing and easy-to-use solution for your staff.

Over the last 13 years the citizenserve cloud has had no data loss, no security breaches, and has maintained 99.9% system uptime.

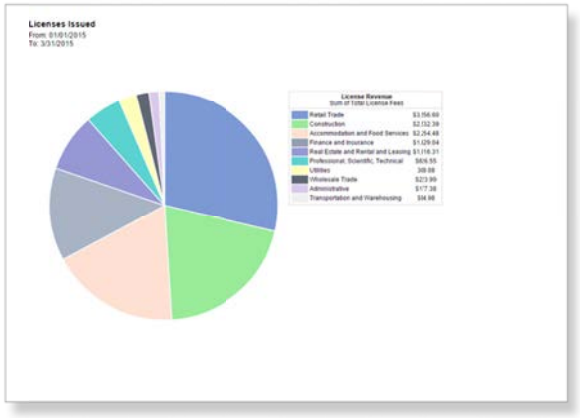

easy to learn & use
fully mobile.
features
mapping
online portal
flexible reporting
easily configurable

General Features

Citizenserve offers robust solutions filled with rich features in a user-friendly interface. All of our components, features, and services are included with every user subscription with no hidden fees. Through our Concierge Program you'll have all the help you need configuring, implementing, and using citizenserve.



Give your citizens, contractors, and business owners access to your services 24-7 through the citizenserve device and browser independent online portal.



A fully mobile solution provides your inspectors with the ability to access all system features and functions from the field using a tablet or laptop.

Load your GIS layers such as zoning districts and parcel lines. View or look up your files or inspections due on a map.

Create your own custom reports with the report writer or let our support engineers create reports for you at no additional costs. You can easily add pie-charts, bar-charts, and line graphs to your reports.

"We began using citizenserve in 2010, the internet based feature and customization were the initial selling points for our town; however, the service response and continuing improvements to the software has been the real key to the software."

-Town of Duck


code enforcement
business licensing
permitting
services
request tracking
planning & zoning

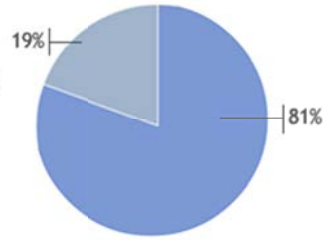
Permitting

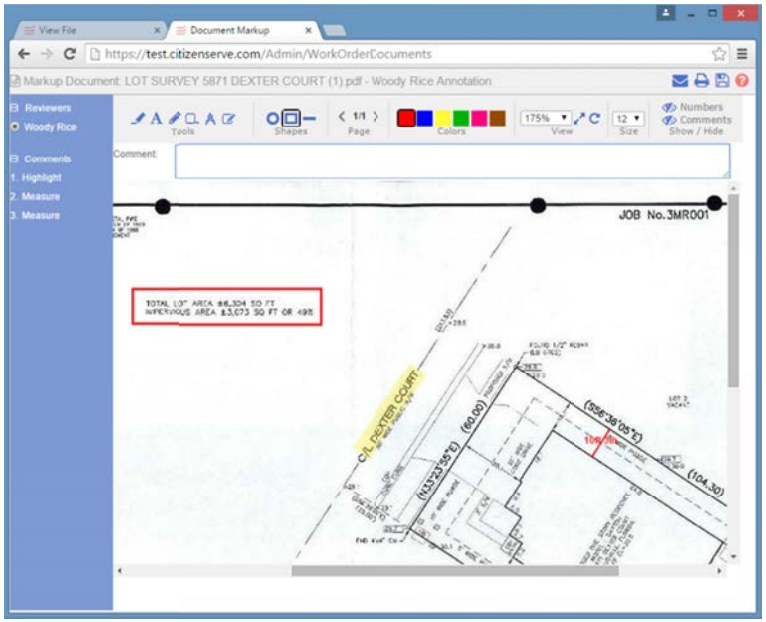
With citizenserve permitting software your contractors, architects, engineers, and property owners can apply for a permit, upload digital plans, and pay application fees online. Municipalities have reported online applications through the citizenserve portal making up more than 80% of total permit applications.

Create customized workflow routes that mimic your plan review process and digitally track plan review status and comments. With the document markup tool measure distances, add comments, shapes and highlights to plans and documents.

Move to the citizenserve cloud

Municipalities have reported online applications through the citizenserve portal making up more than 80% of total permit applications.



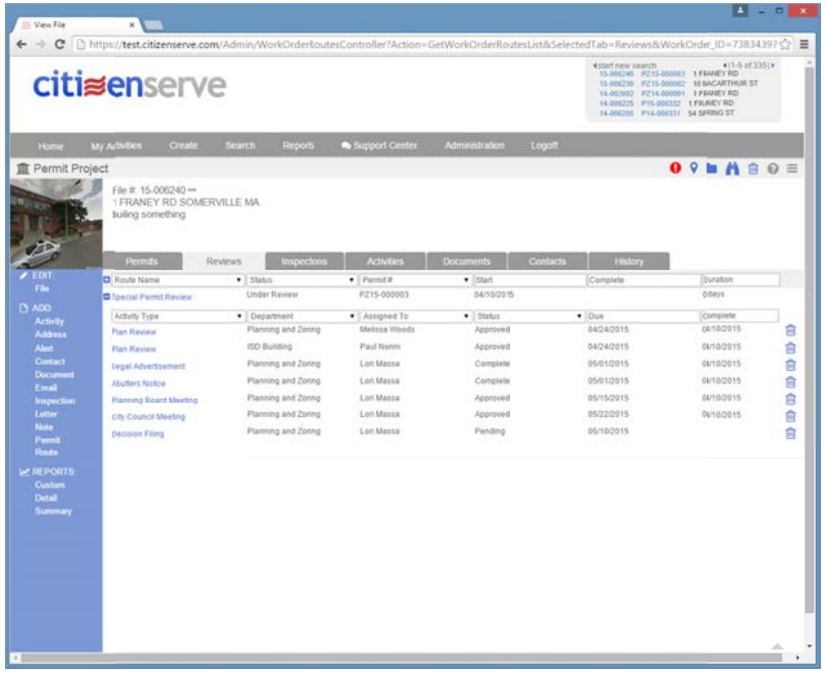


Custom rules will ensure permits are not issued without the required approvals. After construction begins inspections can be requested through the online portal, inspectors can enter inspection results directly from the field using a tablet or laptop. After the final inspection has been completed easily generate a certificate of occupancy that can be printed, emailed or downloaded by the applicant, contractor or property owner.

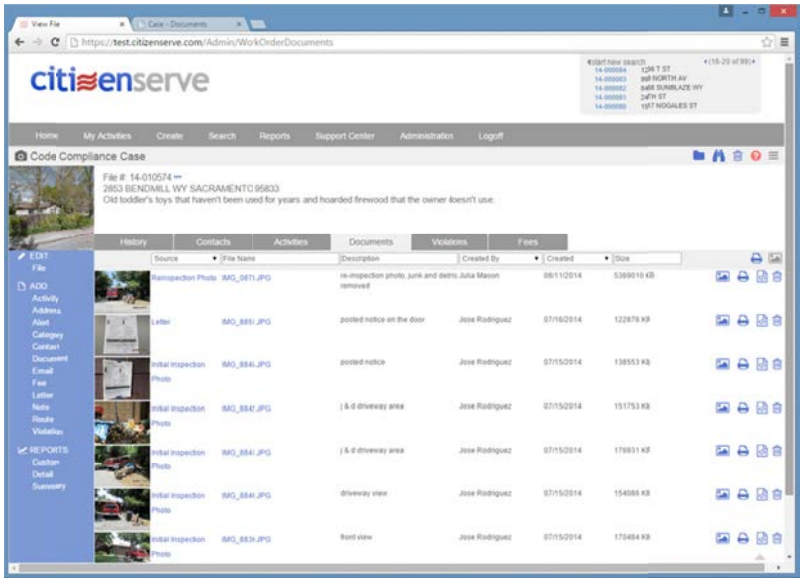
Planning and Zoning

Citizenserve planning and zoning software completely automates the process of application, review, routing, resubmittals, and public notification.

Applicants can submit applications, attach plan documents, and pay application fees through the online portal. Applications are automatically routed to the appropriate reviewers based on your workflow routes. Track due dates for public notice and legal advertisements based on the hearing dates you select. Build your plan review report by selecting comments from a custom library of review comments. Electronically comment on plans with the document markup tool by adding notes, highlights, and other annotations. Through a flexible and user-friendly interface, citizenserve helps keep your projects organized and on schedule.



> "The online portal has really helped cut down on the daily phone calls asking for a status on projects, with the reporting functions we can accurately track our review timelines."
>
> -City of Lewiston



Code Enforcement

Citizenserve code enforcement software completely automates the process of opening cases, scheduling inspections, recording violations, and coordinating resolutions. Property ownership, inspection results, photos, notices, violations, and notes become an electronic record of each case.

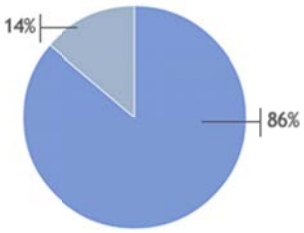
As a fully mobile solution, inspectors are notified of inspections due, can lookup property ownership information, add violations, take and attach photos, generate tickets or notices of violation, and schedule re-inspections all in the field from a tablet or laptop.

"Citizenserve has made it possible for our officers to have access to records and the ability to enter case data in the field. This allows the officer to be accurate to the minute with code enforcement, keeping the officer in the field and not at a desk."

-City of Boulder

Business Licensing

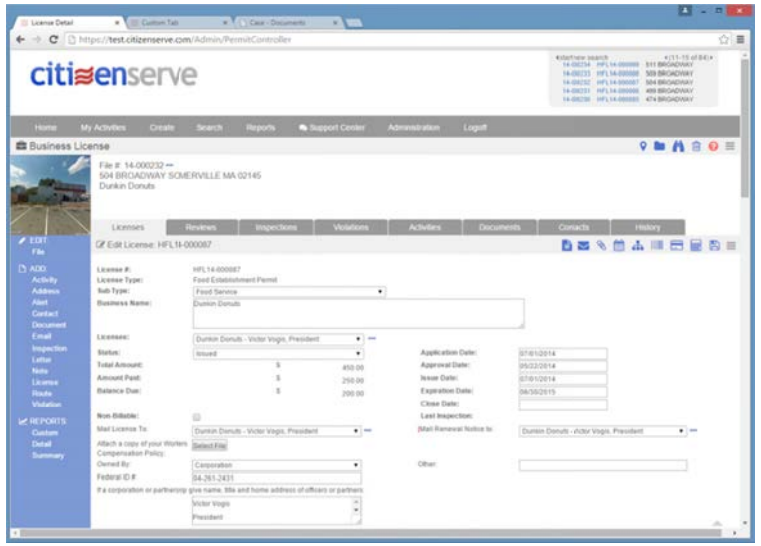
Citizenserve business licensing software automates the application, payment, review, and renewal of business licenses.



Move to the citizenserve cloud

Municipalities have reported online applications through the citizenserve portal make up more than 85% total business license applications.

Businesses can submit applications, upload copies of required documents and pay application fees through the citizenserve online portal. Create customizable deficiency checklists based on application types and quickly generate and email of Deficiency Notices. If an inspection is required before issuance, citizenserve can automatically notify your inspectors of pending applications and required inspections. Upon final approval, generate License Certificates and ID cards that can be mailed, emailed or downloaded from the online portal.

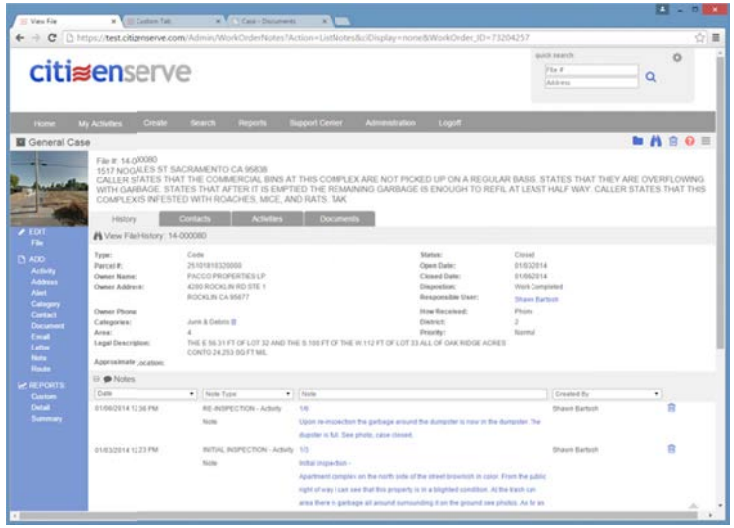


When it comes time for renewal, create batch email or mail renewal notices quickly. Citizenserve can be configured to automatically calculate penalties and interest for late renewals. License holders can submit required documentation such as proof of identity and insurance verification through the online portal as part of their license renewal.

Request Tracking

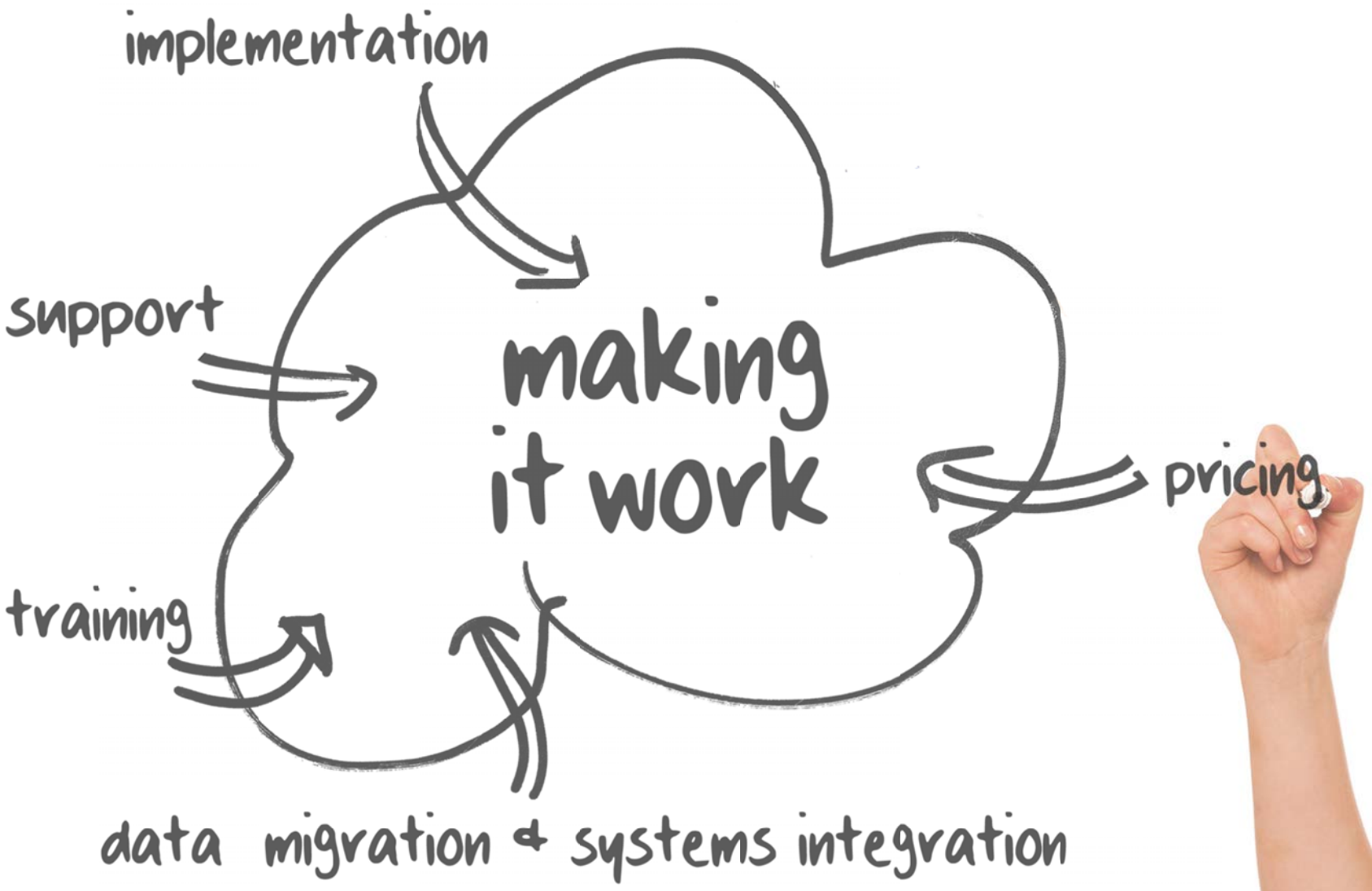
Citizenserve request tracking software automates the assignment, routing, and fulfillment of your citizens' requests.

Your citizens can submit requests on your municipal website through the citizenserve online portal. With configurable automatic routing based on request type, appropriate staff will be notified and can respond to your citizens' requests immediately. Communicate with your citizens effectively and efficiently by using citizenserve's automatic notifications, automated letters, and email templates.



"After years of research and studying various case management programs, we have found citizenserve to be the most comprehensive and user friendly solution on the market."

-City of Sacramento


implementation
support
making it work
pricing
training
data migration & systems integration

“ When it comes to customer service and tech support the staff at citizenserve is at the top of my list ranking #1. I know they have many other users but when I contact them they make me feel like I am the only user with their personal, undivided attention. ”

-Wood County

“ We have been with citizenserve for a few years now and are very impressed with the level of service we receive and the speed of response. We would highly recommend them. ”

-City of Athens

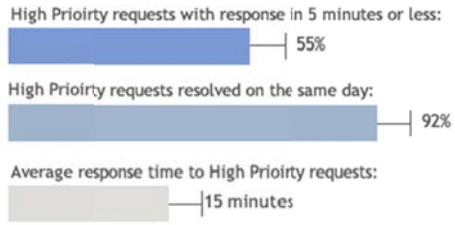
“ My staff and I couldn’t be happier. Citizenserve has been fantastic in getting us up to speed and helping us with changes to our new procedures. It’s like dealing with good friends. ”

-City of Oviedo

Concierge Program

Through our Concierge Program every user subscription comes with unlimited training and support at no additional cost. Your dedicated, certified support engineer and project manager will work with you to configure citizenserve to meet your needs. They will coordinate any other setup tasks such as data migration or system integration to ensure your success. When you need help our staff is available. Our certified support staff members are trained on all areas of citizenserve, and they will assist you with whatever you need. We guarantee response time of one hour or less on your high priority items; our average response time is fifteen minutes. For your standard requests, we will respond on the same business day, and our average response time is less than four hours.

Concierge Program Statistics



Pricing

Citizenserve pricing is based on the number of dedicated user subscriptions you need. Each of your citizenserve user subscriptions will have access all citizenserve components and features.

User Subscription Fees	
Number of Users	Annual Fee per User
1 – 10	$1,800
11 – 25	$1,500
26 – 50	$1,200
50 or more	$900
One-Time Initial Fees	
Service	Fee per User
Training	$200
Setup and Configuration	$300
Project Management	$100
Data Migration*	varies
Systems Integration*	varies

**Pricing for data migration and systems integrations will vary based on your requirements; our team will work with you to determine requirements and pricing.*


online portal
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