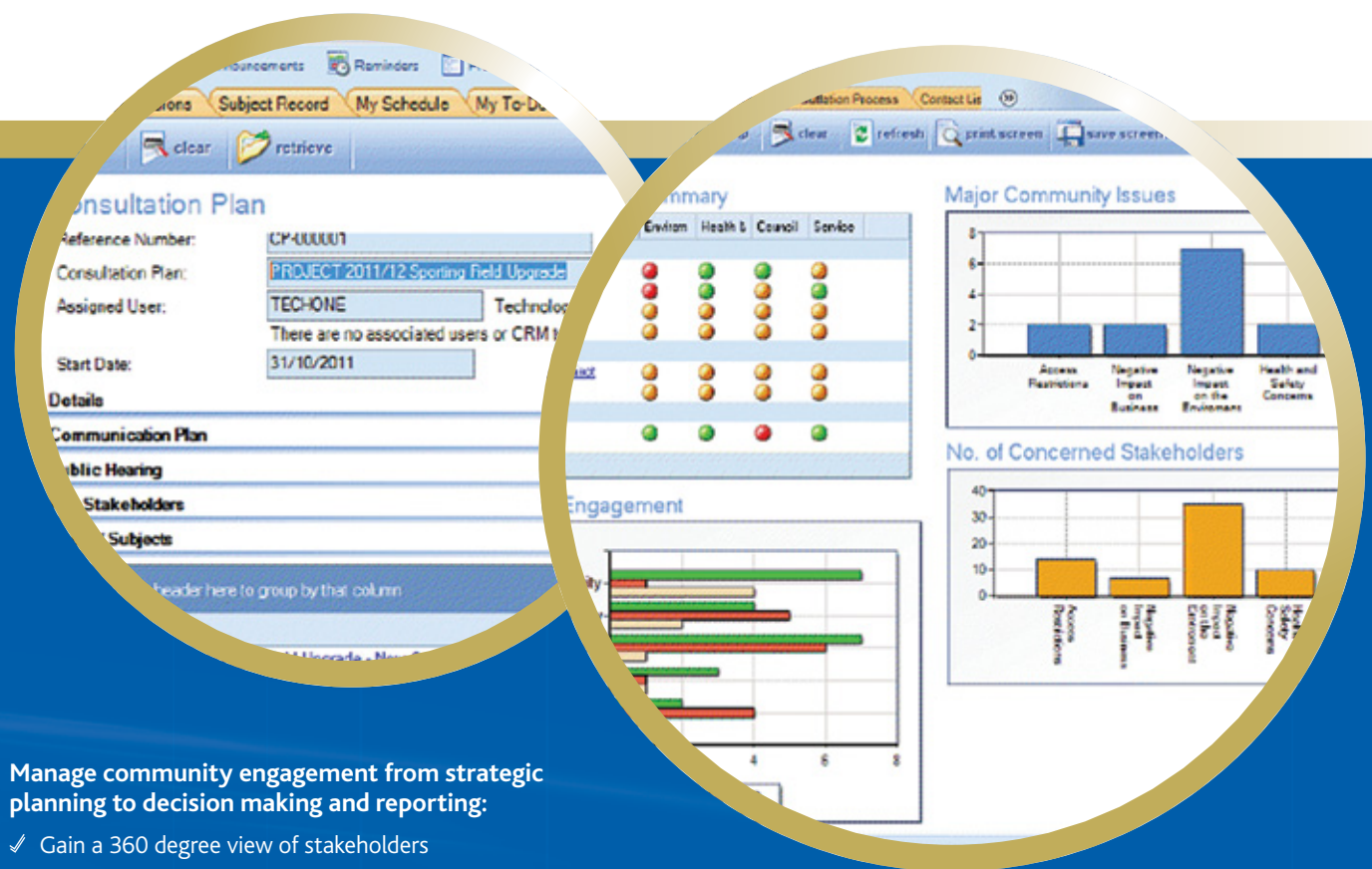


Customer Relationship Management Community Engagement

Plan, manage, monitor and report on each aspect of your community engagement programs and strategies using one simple tool.

Powered by TechnologyOne Customer Relationship Management (CRM), the Community Engagement solution helps organisations make better decisions informed by public participation. The tool provides full visibility of different stakeholders, coordinates and tracks all forms of communication, increases transparency and accountability, and streamlines reporting. CRM for Community Engagement can also help plan and execute engagement strategies across the IAP2 spectrum (International Association for Public Participation Association).



Manage community engagement from strategic planning to decision making and reporting:

- ✓ Gain a 360 degree view of stakeholders
- ✓ Create contact lists and execute targeted campaigns and communications
- ✓ Build and interact with community networks, focus groups and panels
- ✓ Integrate with Microsoft Office and Exchange
- ✓ Manage submissions with integration to document management systems
- ✓ Support variety of programs across the IAP2 spectrum
- ✓ Reach out using social media
- ✓ Manage and record stakeholder relationships and activities
- ✓ Automate business processes
- ✓ Tailor and automate reports to support legislative requirements



Key features and benefits

TechnologyOne's Community Engagement solution offers a range of functionality to manage the processes of community engagement and monitor stakeholder relationships.

A to Z of community engagement

Legislation is driving the public sector to consult with the public on a variety of topics. Increasingly, organisations are required to provide detailed proof of community engagement. TechnologyOne's Community Engagement solution helps you plan and execute a community engagement campaign, from strategy and concept, to managing all communication, drafting recommendations, facilitating decision making and submitting final reports, making sure you can provide all the evidence.

Increase accountability to the public

TechnologyOne's Community Engagement solution allows you to demonstrate public participation to support decision-making. Integration with powerful business intelligence tools delivers a real-time, organisation wide view of key information, across system boundaries and provides evidence and outcomes of interaction with the community.

Deliver quality public services and programs and enhance relationships

By greatly simplifying the complex processes involved with community engagement, TechnologyOne's Community Engagement solution allows you to build and reap the rewards of stronger individual, organisational and community relationships. With a focus on better stakeholder management and the ability to view multiple interactions and entire histories of relationships on one screen, the solution will help you optimise your communications.

Integrate with commonly used media and tools

TechnologyOne's Community Engagement solution has the potential to integrate with various social media platforms, from Twitter to Bang the Table, helping you reach and interact with your most relevant target audience through media they use daily. It also fully integrates with Microsoft Office and Exchange, to help you synchronise contacts and appointments, mail merge, email and export data to keep up to date with all correspondence.

Support all levels of engagement

Providing one true source of engagement with the community, the software supports the full IAP2 spectrum, from informing your stakeholders to empowering them to make decisions, and has marketing capabilities to ensure consultation across diverse communities of interest.

Become citizen-centric and manage individual and organisational relationships. TechnologyOne's Community Engagement solution is deeply integrated with other TechnologyOne software, delivering organisation wide solutions for a 360 degree view of all stakeholders. By supporting a rich, proactive engagement model for the community, the solution can tailor and automate your processes to improve relationships with all types of stakeholders, allowing you to view them as individuals within your community rather than just names and addresses.

Increase efficiency and save time

Tailor practices according to your organisation's business processes and help employees improve communication by taking the right action at the right time. View multiple interactions and relationships on one screen while automated workflows guide actions and help staff to operate with increased efficiency.

Post-implementation agility

The solution is agile and can adapt to changes in your organisation, with configuration changes easy to make without relying on someone with technical ability, so TechnologyOne's Community Engagement solution can grow with your business. The solution comes as a 'Leading Practice' template which is then modified to meet your specific requirements, ensuring a rapid implementation and compliance with known legislative requirements.

Do you experience any of the community engagement challenges below?	TechnologyOne CRM supports the community engagement process
<ul style="list-style-type: none">✗ Complying with legislative demands✗ Meeting the challenges of an emerging information society✗ Managing multiple stakeholders and finding the right demographics to engage✗ Determining appropriate level of engagement✗ Tracking interactions with the community✗ Reporting and providing supporting evidence across multiple platforms✗ Navigating the complexity of community engagement✗ Demonstrating organisational responsiveness to outcomes from public participation	<ul style="list-style-type: none">✓ Increases transparency and simplifies reporting to ensure compliance✓ Integrates with new media and Microsoft Office, and tailors communications towards groups or individuals✓ Records and tracks information on different stakeholders through simple configuration✓ Supports full IAP2 spectrum✓ Creates contact lists and builds community networks✓ Drives advanced field and section customisation✓ Enables staff to continue to use day to day tools to improve adoption of new solution✓ User configurable, standardised reports

About TechnologyOne

TechnologyOne (ASX: TNE) is a leading enterprise software solutions provider. For 25 years we have been providing deeply integrated software solutions for business, government, financial services, health and community, education and the utilities sectors. Tens of thousands of people each day use our world class solutions which we develop, implement and support. Our organisation wide solution suite, integration solutions and custom designed solutions provide world class services which are based on leading edge technology and are backed up by a substantial R&D program providing our customers with a long term, secure and valuable partnership. TechnologyOne employs more than 800 people and has offices in each State and Territory of Australia, as well as New Zealand, Asia, the South Pacific and the United Kingdom.

One vision. One vendor. One experience.

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