

# The Benefits Are Real

**#1 PROVIDER OF  
311 CUSTOMER SERVICE**

## User

- Increases access to information
- Improves ability to communicate
- Empowers with 24/7 self-service
- Comforts with a site branded look

## Staff

- Reduces 73% of phone calls
- Reduces 64% of emails
- Keeps information consistent
- Collects, manages, and reports

## Executive

- Centralizes all departments
- Enhances customer interaction
- Exceeds service expectations
- Tracks and reports on all data
- Creates accountability

**63 Million People Worldwide**

**30 Million Users Nationwide**

**100's of Clients Worldwide**

**10 Different Countries**

**8 Supported Languages**

**7 Years of Client-Driven  
Development**

**#1 Total Solution**