LEGISLATURE ISSUE MANAGEMENT SOLUTION

Designed by Planet Technologies

Mary Jones has a problem. She's hit the same pothole three times on the way to work and this time she got a flat tire. It's time to take action, Mary thinks, so she calls the county hotline to report the problem. Now what?

Where does her call go? Who dispatches the road workers to get it fixed? Who tracks the progress and follows up to ensure it's been completed?

These types of calls come in on a daily basis. How does your organization manage the volume and follow-up? If you're like most organizations, you either have a homegrown system that is expensive to maintain, or you have a large, difficult, third-party system that doesn't communicate with your other systems and is thus difficult to support.

To answer the call for a more streamlined process, Planet Technologies has created the **Legislature Issue Management Solution**, a single integrated environment, built on Microsoft Dynamics CRM, which allows easy management of issues and problems reported by constituents as well as management of legislation, including bills, resolutions and the testimonies, amendments and voting associated with them.

Legislature Issue Management brings together the vital elements of government and is the perfect complement to any local or regional governance platform.

Planet's Legislature Issue Management Solution, a Microsoft CRM Solution Accelerator, is easily customizable, integrates with Microsoft Outlook and can be managed online without having to purchase hardware.

Why Microsoft CRM?

By leveraging Microsoft Dynamics CRM, the application is fully customizable and provides excellent integration with other Microsoft technologies. The application can either be deployed on-premise, which is a local install and hosted within your agency, or it can be accessed as SAAS (Software as a service) which would eliminate the need for costly network infrastructure and provide a low cost alternative.

Why Planet Technologies

At Planet Technologies, we believe that our clients will benefit when we build strong relationships with vendors and partners.

Microsoft has recognized our dedication to excellence many times — but more importantly we apply the knowledge gained from early access to Microsoft product releases to save our clients time and money.

Put our knowledge and experience to work for you.

- Three Time Microsoft State and Local Partner of the Year
- Five Time Microsoft Federal Partner of the Year
- Planet, a leading Microsoft Partner with five gold competencies, has subject matter experts in CRM, SharePoint, Portal Solutions, Enterprise Search, Messaging and Collaboration, Mobility, Identity Management, User Management, and Data Center Automation.
- CRM team with unparalleled experience in developing CRM Applications in support of local municipalities.

CONTACT US:

Planet Technologies
20400 Observation Drive
Suite 204
Germantown, MD 20876
(301) 721-0100

www.go-planet.com

Microsoft Dynamics

PLANET
t e c h n o l o g i e s

PRODUCT FEATURES AND BENEFITS

Accessibility
Access via mobile devices while in the field or offline to enter data when no internet is available.

Constituent Management and Interaction
Provides detailed management of Constituents and Issues reported by constituents, including;

- **Constituents & Organizations** – Track demographics and critical information about people and organizations and their associations with one another.

- **Issue Management** – Track relationships between Constituents and reported Issues, making it easy to see areas where multiple Issues may be reported, or the same Issue reported by multiple people.

- **Testimonies** – Record and track written or verbal testimonies of Issues reported by your Constituents, in their own words. Ability to attach detailed documentation, images and notes in support of reported Issues.

Rich Visual Representation of Issues, Legislation and Workload Management
Manage workload by allowing the creation of tasks to be assigned to individuals or groups of personnel, such as Teams or responsible Agencies. Combined with reporting, charts and dashboards, gain oversight into Issues and Legislation being addressed throughout the entire agency.
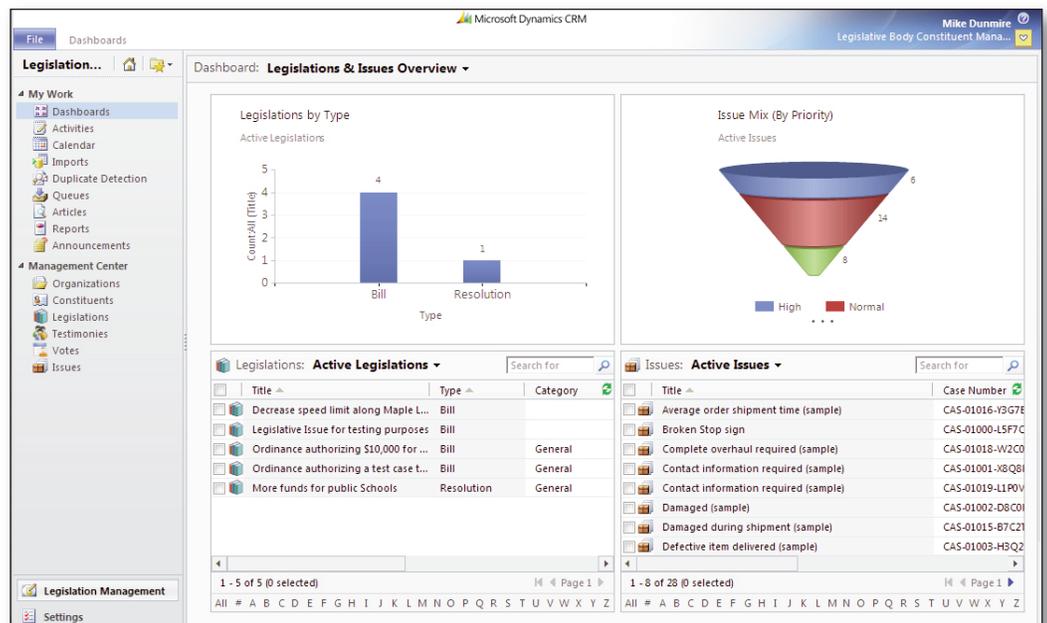
Detailed Auditing
Provides detailed auditing of all information that is entered for an Issue or Legislative record. All modifications are recorded, storing the old values along with the new values to provide detailed history about any transaction.

Communication Tracking
Track all communication such as telephone calls, emails, and standard mail regarding an Issue or Legislative record by creating activity record.

End-to-End tracking of Issues through the Legislative process
Some Issues, such as potholes, are generally reported, serviced and the record is closed. However, some Issues may require further review or voting by a Council to be passed as new Legislation. Take incoming Issues and convert them to a Legislation record, record Testimonies from associated Constituents, track Amendments to Legislation. Even track Amendments to Amendments. Complete by recording the votes of council members.

For more information on Legislature Issue Management, please contact us at info@go-planet.com.

View a demonstration on YouTube
www.youtube.com/planettechnologies

PLANET
t e c h n o l o g i e s