



Portals

for Microsoft Dynamics® CRM



Government Portal Solutions

Empower Citizen Self-Service, Departmental Efficiency and Social Engagement using Adxstudio Portals & Microsoft Dynamics® CRM

ADXSTUDIO PORTALS & MICROSOFT DYNAMICS® CRM

A Comprehensive Citizen-Centric Application Platform

311 NON-EMERGENCY CITIZEN SERVICES

Drive citizen satisfaction, streamline admin and minimize costs with a citizen self-service portal deeply integrated with your call center

SOCIAL CITIZEN ENGAGEMENT

Inform and engage constituents using social media and web portal features like blogs, forums, polls and surveys

EMERGENCY MANAGEMENT

Instantly scalable, mobile-responsive, cloud-hosted portal power for readiness, response & recovery activities

PERMITS, LICENSES & GRANTS

Increase capacity and minimize admin costs with citizen self-service permit, license and grant applications and payment transactions

360 DEGREE VIEW OF CITIZEN ACTIVITY

Informative dashboards provide a strategic vantage point for review and assessment across applications, programs and departments

www.adxstudio.com



GOVERNMENT PORTAL SOLUTIONS

311 Citizen Services

Increase Inbound Capacity and First Contact Resolution while Reducing Admin Costs



DELIVER CITIZEN SERVICES OVER ANY MOBILE DEVICE

Empower citizens to submit 311 service requests from anywhere, at any time - complete with geolocation data and photo attachments from mobile devices



24/7/365 TIME, COST & SATISFACTION ADVANTAGE

Self-service, web-based 311 citizen services operate 24/7, and when integrated with telephony-based call centers, increase capacity while reducing admin costs



PRE-CONFIGURED LIBRARY OF SERVICE REQUESTS

Commercial, residential, street infrastructure and numerous other non-emergency service requests help you hit the ground running quickly



EASILY CONFIGURE CUSTOM REQUESTS WITHOUT CODE

Edit existing or create custom service request forms, collect request data, automate workflows and report outcomes, all from within Microsoft Dynamics CRM®, with no technical assistance required.

Lighten the load on your call center with a citizen-centric web portal that empowers citizen self-service and automates routine administrative workflows.

Social Citizen Engagement

Inform and Engage Constituents Using Social Media and Portal Publishing Tools



CONNECT OFFICIALS, ADMINISTRATORS AND CITIZENS

Use portal blog, discussion forum and event features as an interactive communications platform to engage citizens, promote policies and build trust



ENGAGE CITIZENS USING SOCIAL NETWORK PLATFORMS

Integrate Facebook and Twitter with your CRM portal – deliver announcements, initiate conversations, and offer citizen services directly from within Facebook!



MONITOR CITIZEN SATISFACTION & SENTIMENT

Encourage deeper citizen involvement and understanding with portal polls, surveys, forums, citizen-contributed content and web page comments & ratings



BUILD PUBLIC PARTICIPATION AND TRUST

Service request and application tracking, election awareness, public participation and web-based collaboration all contribute to citizen satisfaction

Citizens are searching online for information on government spending, programs and activities. Engage citizens in dialogue and participation, while building public trust.

Any Web Channel, Any Mobile Device

Adxstudio Portals design templates and application functions are purpose built for fully responsive display on any mobile device out-of-the-box, you won't spend time developing or maintaining device-specific code.

This allows customers to use portal applications on any internet-connected mobile device like tablets and smart phones, in addition to computer browsers.



Emergency Management

Instantly Scalable, Cloud-Hosted Portal Power for Emergency Readiness, Response & Recovery



COMMUNITY PREPAREDNESS

Empower citizens with the information needed to prepare for and stay informed during unexpected emergencies – attract, coordinate & mobilize volunteers



PORTAL MAPS & ALERTS

Mobile-responsive portals keep citizens updated and coordinated using geo-spatial functions and integrated mapping for real time data visualization



EFFICIENT RECOVERY ASSISTANCE MANAGEMENT

Citizen-centric delivery of recovery programs and grant applications helps gets communities back on their feet using efficient web forms and rule-based automation



SCALE WITH MICROSOFT AZURE & DYNAMICS CRM ONLINE

Eliminate the need for location-based server infrastructure by using instantly scalable and reliable cloud services with the capacity to meet catastrophic traffic & load demands

Prepare your community for unexpected emergencies and disasters with a cloud-based web portal - make it a key foundation of your jurisdiction's emergency management plan.

Permits, Licenses & Grants

Increase Capacity and Reduce Administrative Costs with Citizen Self-Service Applications



EXPEDITE PERMIT & LICENSING ACTIVITIES

Easily configure application forms and work-flows to automate unique business processes - eliminate time consuming customization and technical development



ECOMMERCE TRANSACTION PROCESSING BUILT-IN

Instantly process ecommerce transactions with built-in use of Authorize.NET and PayPal payment gateways, or simple configuration for dozens of others



GRANT APPLICATION, ASSESSMENT & MANAGEMENT

Ensure submissions are completed with all required information, route them through adjudication and award processes, manage disbursements and track outcomes in Microsoft Dynamics® CRM



DEMONSTRATE LEAN EFFICIENCY

Citizen self-service portals help minimize administration costs by validating inbound submissions, automating work flows and simplifying processing activities

Support your LEAN government initiatives by empowering departments and agencies with easy-to-configure web forms, transaction processing, admin workflows and reporting.



Integrated Mapping

Adxstudio Portals maps integration makes it easy to incorporate map location features, providing visual data to help make smarter operational decisions that enhance efficiency and lower costs.



On-Premise or in the Cloud

Adxstudio Portals can be deployed on-premise, partner-hosted or using Dynamics CRM Online - your choice. Portal websites can be hosted in the cloud using Microsoft Azure.

For a complete view of Adxstudio Portals visit www.adxstudio.com/portals

For a self-drive demonstration, or to download a free trial, visit the Adxstudio Community at community.adxstudio.com



Microsoft Dynamics CRM

Citizen-Centric Solutions for Government

Adxstudio Portals together with Microsoft Dynamics® CRM is a powerful, comprehensive web portal and application platform

EMPOWER CITIZENS WITH SELF-SERVICE

Easily create and integrate workflow-enhanced, citizen self-service applications with existing call center or departmental activities, maximizing inbound capacity

AUTOMATE ADMINISTRATIVE WORKFLOWS

Reduce administrative overhead with portal-based services and application submissions, integrated ecommerce transaction processing, and fulfillment management workflows

DEMONSTRATE LEAN, COST EFFICIENCY

Web-based self-service applications help minimize costs through administrative simplification and reduction of manual processes – informative CRM dashboard reports instantly illustrate efficiency benefits

ENGAGE CITIZENS USING SOCIAL TOOLS

Integrate Facebook and Twitter directly within your jurisdiction's portal to deliver announcements, initiate dialogue and monitor sentiment & satisfaction

Omni-Channel, 360 Degree Citizen View

With Adxstudio Portals and Microsoft Dynamics CRM®, you'll get deep integration with call center and social monitoring tools, tracking citizen requests and other activity across government services, agencies and departments.

With citizen data stored in CRM, governments have both the immediate inputs and historical statistics they need for strategic assessment, tactical decisions and effective and efficient resource management.

About Adxstudio Inc.

Adxstudio Inc. is a leading provider of web portal and application life-cycle management solutions built for Microsoft Dynamics® CRM, SharePoint and .NET platforms.

Founded in 1998 and privately held, we're a Microsoft Gold Application Development and Gold Customer Relationship Management competency partner. With a staff of over 50 solution and services professionals located in offices across Canada and the USA, we're focused on delivering web-based solutions built for the Microsoft technology stack.

Adxstudio Portals supercharges Microsoft Dynamics® CRM into an interactive, web-based sales, services, support and engagement platform with Community, Retail and Government portals featuring responsive web designs tuned for mobile, tablet and desktop devices; forums, blogs, ideas and events for social engagement; customer help desk with self-service knowledge base, case deflection, ticket ecommerce, entitlement and status tracking; interactive web forms, entity forms & entity lists for non-technical publishers; and complete web content management.

The Adxstudio ALM Toolkit is an essential suite of tools that help automate change management for Microsoft Dynamics® CRM projects using a source control system such as Microsoft Team Foundation Server. The ALM Toolkit empowers project teams to apply agile methodologies to manage change, achieve developer isolation, and deploy CRM solutions to development, test and production environments.



Microsoft Partner

Gold Application Development
Gold Customer Relationship Management

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