



## Company Overview

Innoprise Software, Inc.™ is a leading provider of financial and utility software solutions to the local government and utility industries. Teaming with a core group of customers, Innoprise developed next generation application software. The new software is based on 30 years of industry experience, Java™, and Internet technologies that enable Innoprise clients to reduce the cost of service, streamline operations, and improve productivity.

**LATEST technology**  
**CUSTOMER CENTRIC**  
**forward THINKING**



**Financial Management**



**Tax**



**Work Management**



**Community Development**



**Customer Information System**



**Citizen Access**

"It was difficult to extract information from our legacy financial system even utilizing additional third-party report writing software. Plus, the green screens were cumbersome, not user friendly and awkward for new employees to learn. The new Innoprise Financial software offers Microsoft™ Office integration and one-touch reporting enabling users across the city to easily exchange data with desktop applications and extract information to Microsoft Excel to create even the most complex ad hoc reports."

**Greg Demko**  
**Finance Director**  
**City and County of Broomfield, Colorado**

"From a user's viewpoint, having two separate tax systems was inefficient and cumbersome. Now our staff will enjoy all the benefits of our new tax software from ad-hoc reporting, to automatic license approvals, to Microsoft Office® integration. These new features along with integrating our old systems have led to a new level of efficiency in our department."

**Carol Algeo-Storey**  
**Revenue Manager**  
**City of Greenwood Village, Colorado**

## Corporate Headquarters

555 Eldorado Blvd., Ste. 100  
Broomfield, CO 80021-3470  
Phone: 303.226.0050  
Website: [www.Innoprise.com](http://www.Innoprise.com)



## Innoprise Product Offering

Innoprise applications were designed to overcome the limitations of older-generation legacy systems. The software is simple to configure as business processes change. It also includes built-in workflow automation features that streamline standard business functions and eliminate redundancy.

Users can quickly add new services, products, reports, and rate structures as their business needs and regulatory demands change. With one-touch reporting, users across the enterprise can easily exchange data with desktop applications and extract information to create even the most complex ad hoc reports, charts, and spreadsheets.

The Innoprise applications are optimized for automation, scalability, and the continued evolution of each customer's business.

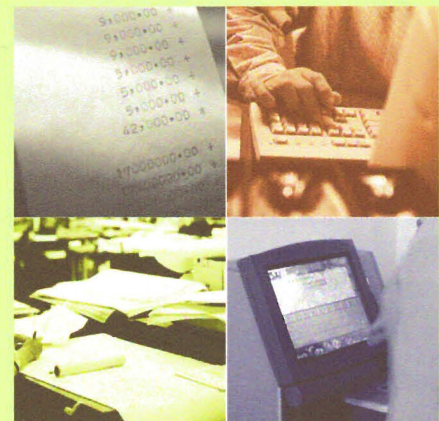
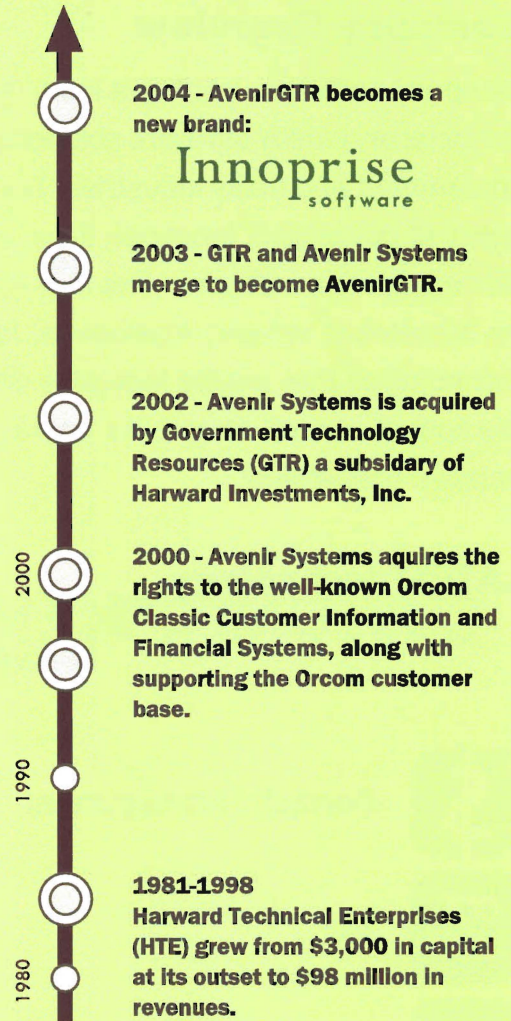
**Customer Information System (CIS)** - designed specifically for electric, gas, and water utilities, it also possesses the ability to bill for other non-traditional services, such as Internet and cable. It includes the built-in functionality needed for maximum productivity and flexibility in customer information and billing operations.

**Financial Management** - developed for the unique accounting needs of government and utilities, from budgeting, to purchasing, to reporting.

**Tax** - manages revenue collections with online access to accounts and tax returns.

**Community Development** - designed to automate each step of a local government's complex land management process.

**Citizen Access** - facilitates eGovernment solutions by providing customer self-service over the Internet or using public kiosks.





# The advantage is clear

## Web Based

### Lower Support Costs

IT staff is virtually uninvolved in system upgrades, no additional software is needed on an individual PC as all that is needed is a working internet browser. Less complicated setup from the client side. Updates are done at a central point, the 'web pages' and updates are instant across everyone that logs in.

### Lower Hardware Costs

Web is becoming very popular because it is cheaper to run low-end PCs with minimum configurations and beefier servers than the reverse.

### Minimal Network Traffic

With the web server we mostly use applets which are small portions of code doing special work and only the applet which is required needs to be downloaded by the browser.

### Licensing

Does not require a license for every PC. The Innoprise web-based solution has an unlimited number of user licenses.

### Inherent Remote Access

Software is accessed from anywhere with a standard browser and an internet connection.

## Client Server

### Higher Support Costs

Client Server software must be installed on PCs including additional drivers, dlls, ect. Ongoing support requires touching the PC software again to install updates which tends to create support issues.

### Higher Hardware Costs

You need more horsepower on the back-end, high-end PC configurations to process the layers of software, and as you are sending the presentation layer over the network, you are increasing the network utilization as well.

### Maximum Network Traffic

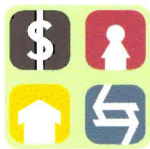
A Client Server is mostly slower than a Web Server considering the fact that complete files need to be downloaded from the server.

### Licensing

Requires a license for the client on every PC that needs to run it, which costs money, and you have to have disk space on the file server to accommodate each user.

### No Remote Access

Users must be on the local network to access the software or a 3rd party remote access application such as Citrix or PC Anywhere must be purchased. Basically, remote access applications require additional user software, which can be expensive and increase your IT overhead.



## Customer Success



CIS

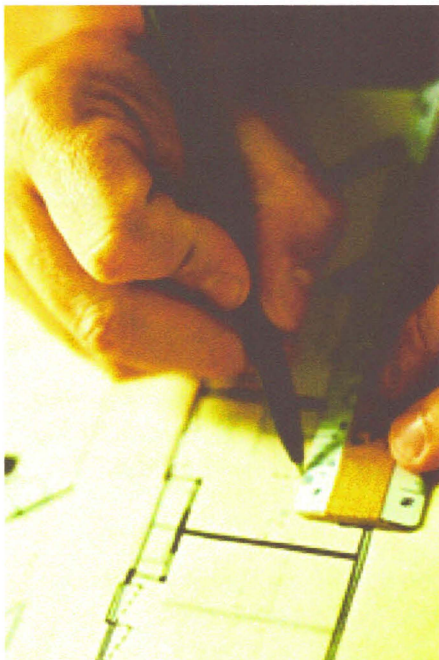
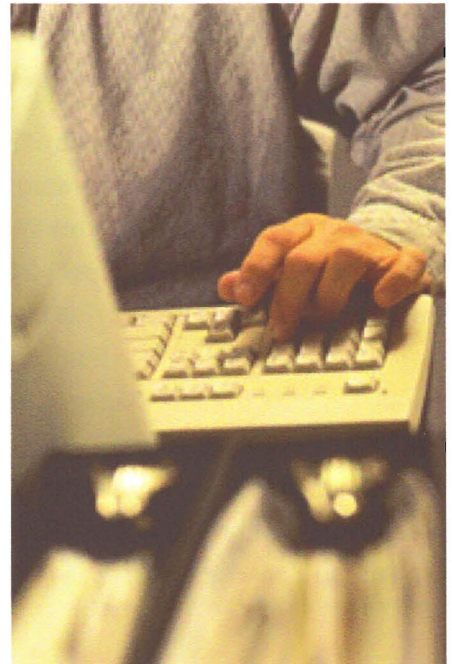
### Customer Information Systems (CIS)

#### City and County of Broomfield, CO

Innoprise CIS equipped Broomfield's Utility Billing department with tools to deliver improved customer service by replacing a legacy system that had been in place for 18 years. "We are able to fully integrate our GIS and Master Address Repository with the new Innoprise system which was time and cost prohibitive in the legacy system that was replaced," explained Kale Gilmore, Director of Information Technology for the City.

#### City of Loveland, CO

Loveland's existing ERP system had been in place since 1989. "From an IT perspective, Innoprise's knowledge of our existing SunGard products was critical to ensure our data conversion was straightforward. We also were looking for a browser-based, small client footprint solution," said Bill Westbrook, IT Director for the City.



ComDev

### Community Development

#### Village of Greenwood Village, CO

"The Innoprise application suite is the first solution that has taken the ERP-style application for municipal government and brought it into the world of current technology," said Andy Atencio, Chief Technology Officer for the Village. The openness of the application platform and system configuration combined with the data reporting functionality addresses our most significant areas of pain that the current systems provide us," adds Atencio.

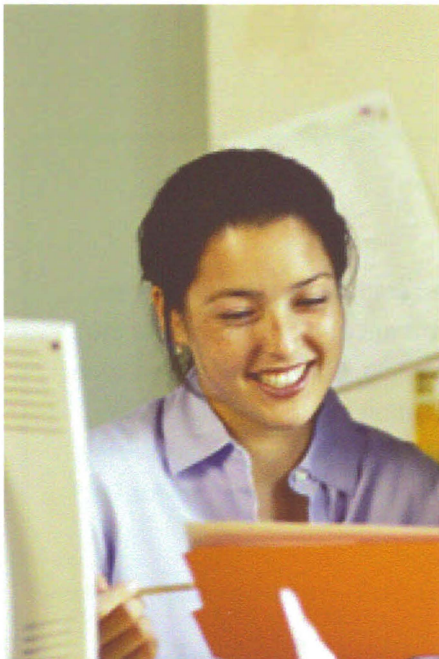


## Converting SunGard Customers One Application At A Time

### The Innoprise Commitment

The Innoprise team brings years of history and knowledge about SunGard systems. Dennis Harward, current Innoprise CEO, co-founded HTE, Inc. (now SunGard) with his father in 1981. Our Financial Product Manager, Gary Beresheim, spent 24 years in application design and development with SunGard. Bill Barnett, Innoprise Product Manager, has 15 years of experience from SunGard as VP of Integrated Systems. Innoprise's CIS Product Manager, Rhonda Marland, has spent over 16 years at SunGard in CIS implementation and managing the Quality Assurance Department. These resources and many others bring about seamless conversions and successful implementations from SunGard systems to Innoprise applications.

**City of Anaheim, CA** **City and County of Broomfield, CO**  
**Township of East Brunswick, NJ** **Greenwood Village, CO** **City of Kissimmee, FL** **City of Frederick, MD** **Town of Branford, CT** City of Casselberry, FL  
**City of Loveland, CO** **City of Logan, UT**  
Great Falls, MT **City of McKinney, TX** **City of Lawrence, KS**  
West University Place, TX **Township of Ridley, PA** Pinellas County Sheriff's Office, FL  
**City of Bettendorf, IA** City of Haines City, FL **City of Cheyenne, WY** **City of Gladstone, MO** **St. Lucie Fire, FL** Laramie County, WY **City of Billings, MT**



### \$ Financials

#### City of Gladstone, MO

The decision to purchase new software was driven by the need to replace Gladstone's existing system that had become extremely costly to maintain and had been in place since 1999.

According to Debra Daily, Director of Finance for the city, the challenge was to find a system that did not have a legacy foundation, rather used next generation technology. "The new software offers the ability for system users to tailor their work environment and easily pull reports. Plus, users can select data for reporting and output to Word mail merge, Excel, PDF, XML, etc. and transfers formulas (not just numbers) into Excel," added Daily.

"Innoprise offered easy software transition options and greatly enhanced technology related service delivery options," said Debra Daily.



## Transitional Support for SunGard Customers

### The Innoprise Commitment

The Innoprise team brings years of history and knowledge about SunGard systems. From our Innoprise CEO Dennis Harward who co-founded HTE, Inc. (now SunGard) to several VP's and Product Managers. These resources and many others result in carefully planned and successful implementations from SunGard systems to Innoprise applications while Innoprise supports your existing system.

### City of West University Place, TX

West University Place's IT staff is supporting their existing systems that had been in place since 1998 along with implementation efforts to deploy their new Innoprise web-based ERP software. The City's small 3 person IT department recently lost a critical support staff member that was extremely familiar with supporting West University's legacy H.T.E. (now SunGard) applications. By leveraging Innoprise's support and expertise on SunGard applications, the City is able to support their legacy application while implementing their new software in phases using a methodical approach.

Innoprise is providing help desk support on while the City's IT staff prepares to deploy Innoprise CIS, Financials and Community Development software. "Innoprise provides direct access to their knowledgeable technical staff and its helped cut through the red tape involved in past processes of support," said Gary McFarland IT Director for the City. West University's IT staff typically sends an email to Innoprise's help desk to get the ball rolling on a support issue. "Innoprise's response has been visibly better than our past support and we have been consistently getting fast turnaround on our support issues," added McFarland. West University Place is looking forward to bringing all Innoprise applications live at the City.

**City of Bettendorf, IA**

City of Billings, MT **City of**

**Cheyenne, WY** City of

Glastone, MO **City of Greenwood**

Village, CO **Laramie**

**County, WY** City

of Loveland, CO City of

McKinney, TX **City of**

**Lawrence, KS**

City of Belton, MO

**City of Pueblo, CO**

**City of Great Falls, MT**

Pinellas County Sheriff's Department, FL

**City of Bettendorf, IA**

City of Billings, MT **City of**

**Cheyenne, WY** City of

Glastone, MO **City of Greenwood**

Village, CO **Laramie**

**County, WY** City

of Loveland, CO City of

McKinney, TX **City of**

**Lawrence, KS**



## Transitional Support for SunGard Customers

### City of Logan, UT

In September 2009, the City of Logan, Utah purchased Innoprise Community Development, CIS, Work Orders/Facilities Management, Fleet and Financial Management software. The Innoprise Help Desk is supporting Logan as the City engages in their ERP implementation.

### City of Billings, MT

Billings is the largest city in the State of Montana with a population of approximately 100,000 citizens. In May 2009, Billings purchased Innoprise's ERP software replacing the City's current H.T.E. (now SunGard) applications that had been in place since 1989.

"Innoprise provided an opportunity to migrate to a true browser-based system to allow Billings the ability to easily evolve and adapt to meet the needs of our organization and the citizens we serve," said David Watterson, IT Manager for the City. Innoprise Help Desk has provided Billings with transitional support on their SunGard applications as they prepare to implement Innoprise ERP applications. "We have had several opportunities to use Innoprise as support to our SunGard applications," said Barb McRae, Application Development Manager for the City. "Because Innoprise has several H.T.E. "veterans", the support has been excellent. We have needed help with Payroll, NaviLine, AR loans transfer to tax, and year end updates. Several of these calls were time critical, and the support was handled quickly and thoroughly. I had concerns initially how the support would be, but the Help Desk turned these questions over to the appropriate team members, and the issues were resolved," explained McRae.

**City of Bettendorf, IA**

City of Billings, MT **City of**

**Cheyenne, WY** City of

Glastone, MO **City of Greenwood**

**Village, co Laramie**

**County, WY** City

of Loveland, CO City of

McKinney, TX **City of**

**Lawrence, KS**

City of Belton, MO

**City of Pueblo, CO**

**City of Great Falls, MT**

Pinellas County Sheriff's Department, FL

**City of Bettendorf, IA**

City of Billings, MT **City of**

**Cheyenne, WY** City of

Glastone, MO **City of Greenwood**

**Village, co Laramie**

**County, WY** City

of Loveland, CO City of

McKinney, TX **City of**

**Lawrence, KS**



## Financial Management

Manage the financial heart of your business with intelligent applications that capture and analyze your financial information. The easy to use analytical tools in our financial software combine power and flexibility, providing you with accurate information to make informed strategic and operational decisions. Integrated workflow streamlines standard business processes and eliminates redundancy.

The benefits are quicker access to information, the ability to easily share information across the enterprise, and one-touch reporting. Innoprise Financial Management is the latest in a suite of next-generation enterprise resource management solutions developed using the J2EE™ architecture. Innoprise Financials provides local government agencies and utilities with a cross-functional enterprise solution for integrating financial, inventory, purchasing, accounting, human resources, payroll, CIS, tax, work-orders, and budgeting.



### Features

- User-defined account structure
- Use your current chart of accounts or templates to setup the system
- Flexible chart of accounts facilitates GASB 34 reporting requirements
- You may use a user-defined number and definition to setup numbers that will allocate costs to multiple GL accounts
- Accounts segmentation fosters drill down into funds and account number
- Support for fund accounting
- User-defined favorites tool bar
- Create your own templates for standard journal vouchers
- User-defined, workflow based business rules govern how business processes are assigned, completed, and approved in budgeting and purchasing processes
- Drill down to transaction detail and source documents
- Business rules engine automates manual processes for requisitions, purchasing, and budgeting

## Benefits

**Tailor the system.** Customize the favorites bar at the top of the screen and add daily tasks. Dynamically select the type of information required on a screen to improve productivity.

**Access all enterprise information.** A single view of all data, down to the transaction level, provides real-time information across departments.

**Finding information is easy.** Search, find, and analyze data with advance filters. Store each filter for future.

**Discover freedom in reporting.** Users across the enterprise can extract information to create ad hoc reports, charts, and spreadsheets. Reports are available in HTML, PDF or Excel®.

**Leverage existing office applications.** Ability to export data to Microsoft Excel® or Word®, HTML, or PDF files. Merge letters, send email, or fax to any contact in the system.

**Attach electronic or scanned documents.** Scan and store a vendor contract to minimize manual paper handling. Attach images, video, or sound to any employee, vendor, or object in the system.

**Capture comments in the system.** Add and store notes to any invoice, journal entry, or purchase order.

**Automate business processes.** Automates tasks that govern how budgeting and purchasing processes are assigned, completed, and approved.





## Financial Management

- General Ledger
- Accounts Receivable
- Accounts Payable
- Budgeting
- Project Tracking
- Cash Receipting
- Purchasing
- Requisitions
- Fixed Assets
- Inventory
- Work Orders
- Payroll
- Human Resource
- Applicant Tracking

## Reporting Features

- Extensive search features for simple and complex searches
- Easy to customize default settings for standard reports
- Standard reports and an integrated ad-hoc report writer
- Reporting for funds on both the modified accrual basis and the entity-wide full accrual basis
- Current year depreciation reports in both summary and detail by function and class.
- Ability to generate current year asset activity reports in both summary and detail by function and class
- Statement of net assets and statement of activities reports and support for capital asset reporting

### Easy Navigation

Users can jump to any system function from any screen based on their security access

The screenshot shows the 'GL Transaction Select' interface for 'City of Utopia'. At the top, there are navigation tabs: Requisitions, Home, Entity, Budgets, Chart of Accounts, GL Transaction Search, C/L, Purchase Orders, Invoices, Ad-Hoc Reports, and Logout. Below the tabs, there are search and filter options. The main area displays a table of transactions with columns: Journal #, Effective Date, Account, Amount, Comment, Fund, Dept, Object, Vendor Name, and Purchase Order #. A search filter is applied, showing 'big amts'.

### Search and Find

The advanced filter provides multiple selection criteria for finding information

### Share

Print, e-mail, or send to Excel®

"It was difficult to share information on our legacy system and it lacked any type of web capability. The City desired a browser-based solution that staff other than primary users could easily learn and use, especially since we are planning on increasing the number of our financial users by 60 percent.

The reporting capability on Haltom City's existing system was very limited and extremely complicated and required a third-party report writer just to extract much of the information. City officials require the flexibility to make adjustments to financial reports in order to make informed business decisions.

We are enjoying Innoprise's unique data filter tool that allows our users to make system-wide inquiries and easily download the results into Microsoft Word® and/or Excel® with one click."

**Joel Welch**  
**Director of Finance**  
**Haltom City, Texas**



## Community Development

Community Development software automates the creation, issuance, and tracking of public sector community development activities. The software encompasses required end-to-end business processes that support city and county planning, zoning, permitting, building plan review, building inspections, licensing, and code enforcement. This is a significant advantage in reducing maintenance, simplifying changes, and lowering overall total ownership costs.



### Permits and Inspections

Permits and Inspections can be monitored throughout the approval process. Numerous search methods are available to view permits, as well as the ability to print, e-mail, or send to Microsoft Excel®. Electronic files of any type can be attached to permits, permit reviews, and permit inspections.

### Planning and Zoning

Proposed development within the city limit must go through a development review process during which the plans are approved or rejected. The application tracks each project through its approval process. It incorporates a committee module to generate agendas, create committee member notification, and a record of the minutes.

### Occupational Licenses

Managing the permit process for residential and commercial Occupational Licenses allows for the tracking and issuing of business licenses. Business license types can be defined with one or more fee structure. The license can be tracked through its review and inspection process. Penalties are raised for any late payments. Licenses can be renewed on an annual basis.

## Benefits

**Workflow integration.** We've integrated workflow, bringing smart applications into our Community Development suite of software.

**Customize to your needs.** Users can create a tailored environment by customizing the favorites bar at the top of the screen and adding their daily tasks.

**Smooth transition from green screen applications.** Hot keys allow power users to quickly jump to fields within a screen.

**Access information on the web.** Minimize support calls by reviewing status and permit activity online.

**Dynamic information.** Select the type of information displayed on the screen by using the column configuration tool.

**Finding information is easy.** Drill down for more information by creating multiple filters and selection criteria. Store each filter for future use.

**Turn "data" into useful information.** User-accessible 'ad hoc' reporting allows a user to access needed data and print or export it to Excel®.

**Seamless office integration.** Export data to Microsoft Excel®, Word®, or PDF files. Merge letters or send email to any contact in the system.

**Minimal technology investment.** A web browser is used to access all applications, eliminating costly hardware and software upgrades.

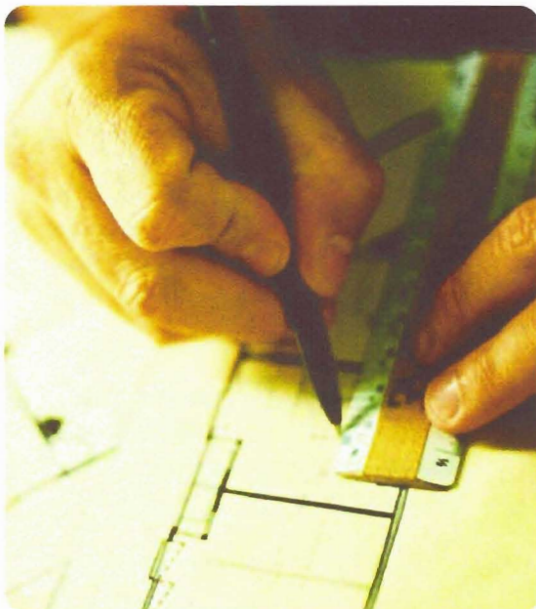


## Code Enforcement

Code infractions are user defined and associated with the legal state statute description. A code infraction is recorded, a case number is allocated, and the case is tracked until the party comes into compliance. If a person does not come into compliance, notice is sent to the Code Board. Required case documentation is generated by the software and attached to the case.

## Mobile ComDev

Mobile Inspection software enables inspectors or code enforcement officers to sign off on inspections, capture comments, and look up records from the field using a PocketPC handheld device. Users can access Community Development software from any location using any device equipped with a web browser and a wireless connection.



### Search

Search easily by permit, classification, parcel, or date.

### Intuitive Navigation

Users can jump to any system function from any screen

The screenshot shows the 'City of Utopia' software interface. At the top, there's a navigation menu with options like Home, Favorites, Project, Permit, Case, Business, License, Contractor, Committee, Land, Easement, Workflow, Inspections, Configuration, Reports, and Logout. Below this is a table with columns: Permit #, Name, Description, Parcel, Address, Subject, Assessor, Outstanding Fee, and Conflicting Status. A filter dialog box is open, showing a search for '0010 File Locator' with filters for 'Permit #', 'Address', and 'Status'.

### Find

Use filters for quick finds. Save for later use.

### Share

Print, email, send to Excel® or Word®.

“Our existing legacy software used a Paradox database and offered very little field customization and absolutely no screen customization. Our business needs have changed dramatically over the years and our legacy software was unable to keep up. Innoprise uses modern technology advances that embrace flexibility. Innoprise conforms to our business. We don't have to conform our business to their software and that is a key business driver for us.”

**Larry Rains**  
Director of Finance/IT  
City of Casa Grande, Arizona



## Human Resource Management

Innoprise Human Resource Management Software tracks all payroll and personnel functions that help you attract and retain your skilled workers and fully leverage your work force. With an evolving market and changing program requirements, visibility into your entire work force to make personnel adjustments is crucial. All Innoprise applications are Internet-native, browser-based, and legacy-free.



The Human Resource Management System will consist of many integrated functions. HR staff will be able to manage employee records, work schedules including holidays, and unlimited pay items for deductions, special pays, and multiple checks. The system will generate W-2 and 1099 forms and will allow for direct deposits to multiple banks. Enjoy employee self-service through a streamlined timekeeping interface. Timekeep allows employees to manage tasks, record their time, and update basic personal information with no strain on HR resources.

### Multiple Tracking Methods

*Allows your work force to record their time in a way that is suited to their tasks and duties.*

### Simple, Yet Powerful

*Intuitive interface allows employees access to the information they need without the clutter of the information they don't. Handy features, such as calendar and holiday functions keep employees up-to-date.*

## Features

- View data, easily across departments, down to the transaction level
- Users can create a tailored environment by customizing the favorites bar at the top of the screen and adding their daily tasks
- Select the type of information displayed on the screen by using the column configuration tool
- Drill down for more information by creating multiple filters and selection criteria. Store each filter for future use.
- Using a familiar web browser minimizes training and lowers demand on your IT staff
- Export data to Microsoft Excel®, Word®, HTML, or PDF files. Merge letters, send e-mail, or fax to any contact in the system. Inherent ad-hoc reporting allows user access to crucial data.

## Reporting

We've eliminated time-consuming queries with simple advanced filtering and an integrated reporting engine to provide dynamic and ad-hoc reporting.

- Standard and ad-hoc reporting capability
- Reports available in PDF, HTML, CSV, or Word® format
- Ability to extract information to Microsoft Excel® format

**Timekeep**

Employee: Joe Harris  
Approver: Manbel Hoffman

Calendar: September

Type	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Total
<input checked="" type="checkbox"/> Regular		08:16	02:06					10:24
<input checked="" type="checkbox"/> Overtime			01:43					01:43
<b>Total:</b>		08:16	03:51					12:17

Comments: work order

Entries-Week of 9/16/2007

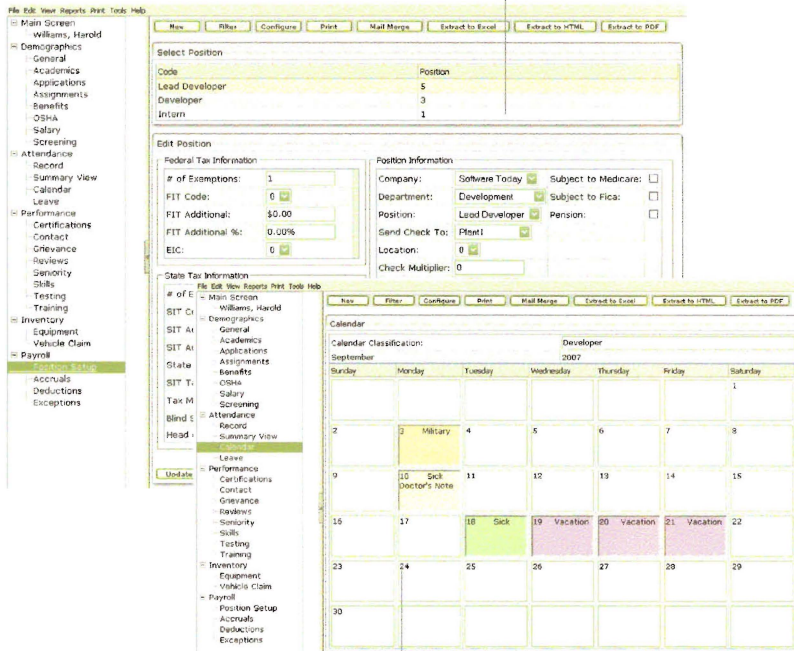
Day	Date	Type	Hours	Comments
Tuesday	9/18/2007	Overtime	01:43	planning
Tuesday	9/18/2007	Regular	02:06	work order
Monday	9/17/2007	Regular	08:16	work order
<b>Total:</b>			12:17	

## Human Resource Management

Innoprise Applicant Tracking automates every step in the recruiting process. Our browser-based system assists you in managing a requisition throughout the approval process. Applicant Tracking allows candidates to apply to open positions through your Internet web site. Our software enables you to pre-screen candidates, route those candidates to managers, manage the interview process, and keep candidates informed through all stages of the selection process.

Track HR, payroll, and applicants through one intuitive interface while only allowing those who need the information to access it.

**Comprehensive Payroll Capabilities**  
Track benefits, deductions, and position without duplicate data.



The screenshot displays a web-based interface for HR management. On the left is a navigation menu with categories like 'Main Screen', 'Demographics', 'Attendance', 'Performance', 'Inventory', and 'Payroll'. The main area is divided into several sections: 'Select Position' (listing roles like Lead Developer, Developer, Intern), 'Edit Position' (with fields for FIT Code, FIT Additional, and EIC), 'Federal Tax Information' (with fields for # of Exemptions, FIT Code, FIT Additional, and EIC), 'State Tax Information', and 'Calendar' (showing a monthly calendar for September 2007 with color-coded days for Military, Sick, and Vacation). At the bottom, there are buttons for 'Update' and 'Position Setup'.

**Easy Attendance**  
Multiple viewing methods allow for quick entry and retrieval of information and also aids personnel in noticing attendance patterns.

## Applicant Tracking Benefits

**Easy to use.** Applicants access the software using a familiar web browser. Applicants create one profile which is used to apply for additional positions.

**Improve productivity.** Applicants can view job postings, apply for positions, review test scores, and interview results on your web site to free staff from repetitive inquiries.

**Saves time.** Dynamically post job descriptions on your web site based on position open and close dates. Schedules and tracks interviews. Maintains comprehensive applicant activity history.

**Qualifies applicants.** Online job applications contain mandatory field responses to ensure only the qualified applicants advance in the recruitment process.

## Seamless Office Integration.

Generates letters automatically using Word. Supports mail and e-mail merge to an individual or an applicant category. Supports attachments of electronic documents and scanned images.

## Deploy with minimal workstation investment.

A web browser is used to access all Innoprise software making it available to existing workstations without costly hardware upgrades.



## Customer Information System

- Billing
- Budget billing
- Credit and collection management
- Electronic bill presentment and payment
- Miscellaneous Accounts Receivable
- Landlord / tenant management
- Meter management
- Meter reading
- Mobile CIS
- Rate analysis
- Revenue management
- Service order management
- Usage management



### Architecture

Utilizing Java™ 2 Platform, Enterprise Edition (J2EE™) architecture enables advanced functionality that is not possible with legacy systems. Standard internet protocols such as HTTP, FTP, and SMTP and a relational database management system are used to integrate Innoprise CIS and Work Management, asset management, and back-end Financial Management. All Innoprise applications are internet-native, browser-based, and legacy-free. The look and feel of the user interface is consistent across all modules of Innoprise software.

### Reporting

Innoprise CIS has eliminated time-consuming queries with simple advanced filtering and an integrated reporting engine to provide dynamic and ad hoc reporting.

- Standard and ad hoc reporting capability
- Reports available in PDF, HTML, CSV or Microsoft Word® format
- Ability to extract information to Microsoft Excel® format

## Features

- Track customers with fully integrated call, service, consumption, credit history, and service orders
- Streamline customer interaction and manage collections and delinquent accounts using a collection engine
- Segment customers for sending notification documents, brochures, or letters by e-mail or postal service mail
- Track accounts by customer or multiple locations attached to accounts
- Bill for services that do not have a service location, like appliance delivery and internet access
- Integrate bill presentment and bill payment into an existing web site
- Access customer and service locations across companies
- View account history by customer or by service location
- Move easily from task to task with a favorites bar and Jump To drop down box
- Easily sort, filter, and select information in a consistent manner throughout all applications by setting up default and custom filters
- The column configuration tool allows users to tailor their interface
- Reports can be generated from the screen or data can be sent to Microsoft Excel®
- Supports unlimited third parties associated with account
- Supports unlimited services and meters per account
- Supports lifetime accounts for customers

## Advanced Features

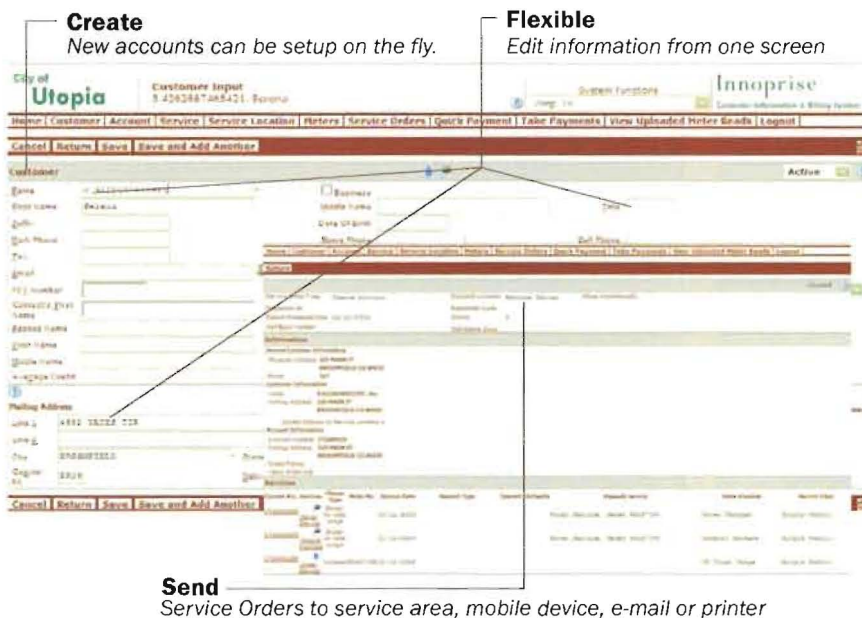
- Supports multiple companies and/or financial entities in a single database
- Associate multimedia attachments such as images, documents, video, or sound with any customer, meter, location, or any object in the system
- Create letters with Microsoft Word® mail merge
- Extract information to Microsoft Excel®
- Tailor screen level help throughout the system
- Provide public access via the internet or a kiosk to access account information, make payments or add new products or services
- Track system changes by user with date and time stamps
- Setup user-defined security within the application
- Manage processes with user-defined business rules



## Customer Information System

Innoprise Customer Information Systems (CIS) goes far beyond utility billing enabling utilities and municipalities to easily and quickly adapt to changing business such as adding new services, products, and rate structures. With unlimited services per account, Innoprise CIS supports traditional metered and non-metered services of gas, electric, water, sewer, and recycling, as well as nontraditional services such as cable, telecommunication, and internet services.

A service-oriented approach integrates web services to deliver a blended customer self-service delivery model using telephone, internet, public kiosk, mobile, and wireless devices. Innoprise CIS unifies customer management, billing, work management, marketing, and other customer oriented business processes. This solution improves customer service response times, enhances customer intelligence, improves application integration, and lowers maintenance and integration costs.



**Create**  
New accounts can be setup on the fly.

**Flexible**  
Edit information from one screen

**Send**  
Service Orders to service area, mobile device, e-mail or printer

## Benefits

### Easy access to enterprise information.

A single view of all data, down to the transaction level, provides real-time information across departments.

### An internet platform delivers service.

Customer self-service using the internet or a public kiosk provides convenience.

### Interactive web site links enhance CIS.

Maps and driving directions are provided through MapQuest® links. CSRs can verify zip+4 lookup with links to the United States Postal Service web site.

**Integrating GIS simplifies the enterprise.** Innoprise CIS and third party GIS systems share land management elements reducing the overhead of managing a separate system.

**A single interface brings ease of use.** A web browser is used to access all applications improving productivity and lowering demand on IT staff.

**Tailor the system.** Users, from CFO to CSR, can dynamically select the type of information they require on their screen.

### Mobilize field service personnel.

Wireless devices access CIS increasing productivity and improving customer service.

**Turn data into useful information.** With ad hoc reporting, choose to print or send data to spreadsheets for further analysis.

### Leverage existing office applications.

Ability to export data to Microsoft Excel® or Word®, HTML, or PDF files. Merge letters, send email, or fax to any contact in the system.

## Citizen Access

Citizen Access is an add-on module to Innoprise's ERP software. Citizen Access acts as a transparent bridge between the Internet and Innoprise Financial Management, Tax, CIS and Community Development applications. With this solution, citizens have the ability to access Innoprise back office applications over the web or through a self-service kiosks bringing a new level of eGovernment to the public sector.



## Kiosk Solutions

Innoprise can extend enterprise applications to kiosk locations and deliver essential information to the public. All departments benefit by reducing walk-in traffic, freeing staff from repetitive inquiries, and offering self-service venues to improve customer relations. Integrating a kiosk solution with your back office system provides citizens with the flexibility to access information using multiple touch points. With access to account inquiry and payment services for CIS, Municipal Court, Property Tax and other enterprise application, the kiosk solution provides convenience to the public and improves department productivity.

## Features

- An online administration console tool that allows supervisors to efficiently manage user accounts and Service Representative access
- Easy access to utility account information including itemized CIS account balance and usage history
- A variety of payment options including credit card payments online, over the phone, or in person, cash, debit card, and personal checks
- View pertinent customer account information for customers making online payments
- Ability to view statements, payment history and consumption
- Automatically receive payment receipts after transaction
- Present meeting dates, time, view agenda, video clips and public service announcements
- Comprehensive customer self-service supporting automatic email generation sending citizens forgotten passwords and the ability for users to manage their own user profile





## Citizen Access

Citizen Access delivers Innoprise applications to the public over the web or through self-service kiosks extending access to back office applications.



### ComDev

Enhances productivity by allowing field crews to access information, manage inspections, capture comments or attach photos all from the field.

- Account Inquiry for permits, licenses, planning, and zoning
- Look up property tax records by account number, owner name, owner address and property address
- Occupational license inquiry and renew using credit card
- Access tax balances, past payment history and make payments
- Building inspection status, inquiry, scheduling and rescheduling
- Find zoning information using address, parcel #, or owner name to determine zoning type
- Check status of plan reviews online
- View application status detail, application fees and permit status



### CIS

The ability for citizens to access their utility account information over the Internet provides convenience for customers and reduces walk-in traffic for cities and counties.

- Flexible payment options and ability to customizable additional charges
- Pay bills for multiple accounts
- Provide citizens with the flexibility to apply payment to optional or required charges, convenience fees, etc.
- Track general payment statistics
- Option to have email payment confirmation sent after a payment is completed
- Ability to email payment receipts
- Quickly view account information for any consolidated account, view and print statements, view consumption history and payment history
- Ability to view account services and consolidate/remove accounts



### Human Resources

#### Employee Self Service

Our Human Resource Management System has been designed with employee self-service features. Since all of our applications are web-based, employees can login in to the system with their username and password. Immediately the web pages that they have security to access will be made available. Employee self service functionality includes web access to tax forms, direct deposit, check stub, leave balances, address change, dependent change, and other City forms related to personnel.



# Customer

# Case

# Study



## Population

53,000

## Employees

1,000

## Services

Water and Sewer  
collection and treatment

## Accounts

20,000

## Innoprise Products

CIS  
Community Development  
Financials  
Citizen Access

## Broomfield Improves Data Availability, Field Crew Efficiency, and Reduces Support Costs

Broomfield is constantly looking toward the future, seeking new and better ways to do business and provide exceptional services to its citizens. In November 2005, it became clear to City and County Government leaders that their existing legacy system that had been in place for 18 years was no longer meets their changing business requirements. Broomfield desired a fully integrated ERP system to improve data availability across departments, offer employees enhanced application functionality with easier usability, provide an Internet presence to citizens, reduce overall support costs and improve GIS integration throughout the City and County.

### Access to CIS and Financial Information Improved

In August 2006 Broomfield first went live with Innoprise CIS. Access to CIS information became readily available to users as soon as they log in to the system. Users navigate CIS screens easily using a familiar web browser and drop down menus. The system provides users flexibility to tailor their working environment by customizing the favorites bar at the top of the screen and adding their daily tasks.

Obtaining information on their legacy system was nearly impossible for City and County users. One of the key features of Innoprise is the ability to easily search and find data. Users can select records using simple field matches such as “starts-with”, “contains”, “equals”, “>”, or more complex compound searches where multiple fields are compared using a combination of “and” and “or” logic. These queries can be named and saved for re-use later. Once records have been found they can be extracted into Excel or used to produce PDF or HTML reports.

Broomfield’s legacy financial system lacked the capability to sort, filter and display information online. The reporting capability was very limited and extremely complicated and required a third-party report writer just to extract much of the information. City officials require the flexibility to make adjustments to financial reports in order to make informed business decisions. Since going live on Innoprise Financials in February 2009, Broomfield financial staff can easily create ad hoc reports to fit their own departmental needs without any IT assistance. The new financial software offers Microsoft™ Office integration and one-touch reporting enabling users across the city and county to easily exchange data with desktop applications and extract any system information for analysis and reporting.

## Community Development Field Crews Become More Efficient

In April 2008 Broomfield went live on Community Development software gaining Internet functionality. Field crews can access the web-based Community Development back office application using laptops or any web-based device to manage inspections, capture comments or attach photos.



Broomfield citizens are also enjoying the benefits to their local government's new web-based software. They have online account inquiry access for permits, licenses, planning and zoning. Citizens can look up property tax records, view tax balances, past payment history and make payments online. Citizens can view building inspection status, inquiry, scheduling and rescheduling. "With Innoprise, our citizen's now have access to many features over the Internet. We can support online permit submission, online scheduling and viewing of inspections. Inspectors have access to the system from the field increasing their productivity on a daily basis," Charlene Gabor, Community Development Administrative Analyst for Broomfield.

*"It was difficult to extract information from our legacy system even with utilizing additional third-party report writing software. Navigating through all of the screens in our existing legacy system was awkward for new employees to learn."*

**Greg Demko**  
Finance Director

## Reducing Support Costs

According to Pat Soderberg, Broomfield's Deputy Director of Finance, extracting data from their previous system was difficult and often involved IT resources. With Innoprise, Broomfield users have access to standard reports by the use of the reports menu. In addition, all data in the system can be utilized to generate reports. Users can easily create custom reports to view on their screen and/or extract the information to Excel, PDF, or HTML. With their prior legacy system, custom reporting requests took hours of IT staff and the more complicated reports incurred costly programming fees from their software vendor.

Broomfield's GIS system was not integrated with their legacy system resulting in an increased workload for IT and redundant data entry across departments. Innoprise uses modern technology advances that support third party GIS integration. Broomfield can maintain their entire parcel and address information, as well as data can be exported from Innoprise to create various GIS layers. "With Innoprise, our citizen's now have access to many features over the Internet. We can support online permit submission, online scheduling and viewing of inspections. Inspectors have access to the system from the field increasing their productivity on a daily basis," Charlene Gabor, Community Development Administrative Analyst for Broomfield.

City of

# Billings, Montana

## CUSTOMER case study

### **Due Diligence Led Billings, MT to Select Innoprise as their ERP Software Provider.**

The City of Billings, Montana purchased Innoprise CIS, Community Development, Financial Management including Payroll and Human Resources software. The new ERP software will replace the City's current system that had been in place since 1989. Billings is the largest city in the State of Montana with a population of approximately 100,000 citizens.

"The City of Billings focused on involving the entire organization in the evaluation of the software solutions," David Watterson, IT Manager for the City. Billings felt it was imperative that they had organizational buy-in throughout the selection process so that everyone at the City would have an opportunity to voice their opinion and be a part of the decision making process. "We feel that by being part of the selection process there are fewer unknowns about what we are doing and why we are doing it. This environment builds ownership in the decision and this is a huge advantage when going into a large migration that will affect almost everyone in the organization. Given that, we visited with our Administration/Department Heads to build awareness and seek their approval to move forward," explained Watterson.

The City issued an RFQ for a new Enterprise Software System in December 2008. In addition, the City formed an Enterprise Software Systems Committee (ESS Committee) consisting of key personnel from throughout the City of Billings organization. The ESS Committee reviewed six responses to determine the vendors most qualified to meet the defined needs of the City of Billings. The selection process involved further evaluations which included two days of on-site software demonstration to every affected area of the organization.

Innoprise was selected as the solo finalist and five members of the City of Billings visited five Innoprise customer sites, as well as the Innoprise corporate office in Broomfield, Colorado.

According to Watterson, the Enterprise Software Systems Committee selected Innoprise because it is uniquely positioned with not only state-of-the-art software for local government, but the Innoprise staff has a strong understanding of the City's current software. "Innoprise provided an opportunity to migrate to a true browser-based system to allow Billings the ability to easily evolve and adapt to meet the needs of our organization and the citizens we serve," added Watterson. "The new software will greatly enhance our end-user's ability to access the data without the aid of a trained developer. Innoprise will develop custom interfaces into the City's existing SunGard Public Sector software to allow the City to implement the new software modules without a huge disruption in our organization," added Watterson.



**"Innoprise provided an opportunity to migrate to a true browser-based system to allow Billings the ability to easily evolve and adapt to meet the needs of our organization and the citizens we serve."**

**David Watterson**  
**Information Technology Manager**  
**City of Billings, Montana**

City of

# Cheyenne, Wyoming

## CUSTOMER case study

Cheyenne is the capital city of Wyoming, the seat of Laramie County and the site of Warren Air Force Base. The City has a population of 53,847 and provides a variety of services to its citizens. The City of Cheyenne deployed Innoprise Software, Inc.'s Financial Management software in March 2009. The City has also purchased Innoprise Community Development and CIS software.

Barb Dorr, Treasurer for the City explains that Cheyenne was ready to replace its legacy SunGard Public Sector (formerly H.T.E. Inc.) financial software that had been in place for 25 years in order to improve application functionality and customer support. "We experienced unsurpassed customer support in the mid 1990's at H.T.E. Inc. when Dennis Harward, Innoprise's CEO was leading the company," said Dorr. "Our confidence in Mr. Harward's leadership and technology passion led us to purchasing Innoprise's ERP applications. Customer service during our current Financial Management conversion to Innoprise has been outstanding," added Dorr.

The Innoprise implementation team worked with the City to setup traditional "canned report" that Cheyenne users access from the reports menu. However, one of the strengths of the new system is that it allows users to create their own reports through the use of Innoprise's Selector. Using the Innoprise Selector, Cheyenne users can choose desired fields and information. A simple search for a given variable can be done quickly with the Selector, and more advanced searches can be accomplished with the Advanced Selector. The Advanced Selector lets users filter and select records using simple field matches such as "starts-with", "contains", "equals", ">", or more complex compound searches where multiple fields are compared using a combination of "and" and "or" logic. These queries can be named and saved for re-use later. Once records have been found they can be displayed on

the screen or used to produce reports in HTML, PDF, Excel and simple text formats.

The new software offers Microsoft™ Office integration throughout the system including extracting system data to a Microsoft Excel Spreadsheet and merging information with a user-defined Microsoft Word Mail-Merge template. Users have the ability to attach Microsoft™ Office files, digital images, scanned drawings, and other videos, or sound files, with any customer or any object in the system. The City's financial users have benefited from having the ability to create ad hoc reports to fit their own departmental needs. Additional features include integrated Internet and online capability as well as the ability for users to access the software remotely using a web-browser.



**"In the market place today, the public sector is being challenged to find a system capable of meeting both existing and future functional requirements with seamless integration between modules, an intuitive user interface design, a native Internet architecture, and the ability to generate reports using standard Microsoft™ Office products."**

**Theresa Snyder,  
Director of Information Technology  
City of Cheyenne, Wyoming**

# The State of TEXAS CUSTOMER case study

## The City of Marlin

The City of Marlin is located in central Texas and is a full service community that provides services to 6,628 citizens. The City went live on Innoprise Financials in December 2006 and most recently on Innoprise CIS software in May 2009.

Marlin replaced their existing CIS legacy system in order to provide users with easier access to information and the ability to generate ad-hoc reports without IT assistance. Innoprise CIS includes several features that bring timesaving and efficiency to the Marlin Utility Billing Department. The software includes a built-in workflow automation features that streamline standard business functions such as billing, receivable, cash receipting and the collection processes. This engine, through the configuration of rules and associated actions, allows for flexible approval or revenue collection processes. Additional features include a unique data filtering tool for users to make system-wide inquiries and then easily download the results into Microsoft Word and/or Excel with one click.



"Our old system dropped figures and was not calculating. In comparing the bills between our old and new systems, we estimated that we were losing \$20,000 to \$30,000 a year due to inaccuracies on our old system. In every instance where there was a bill difference the Innoprise CIS system was calculating it correctly."

**Edwin L. Snelgrove, Building Official for the City.**

## The City of Denton

The City of Denton, Texas is the county seat for Denton County and has a population of 88,792. Denton supplies its citizens and local businesses with electric, water, wastewater, solid waste and parks services.

Innoprise developed a kiosk interface to three back office Denton applications. Citizens can access court, tax and utility inquiry and payment services from a common kiosk interface. With the kiosk, Denton citizens can pay traffic and parking tickets, access tax balances, past tax payment histories and make tax payments. Citizens have access to their utility billing account balances, past payment and usage history and can make utility billing payments at the kiosk as well.

The Innoprise solution enhances the City's customer relations by providing citizens with self-service capabilities at convenient kiosk locations 24 hours a day, 7 days a week.



Village of

# Glencoe, Illinois

## CUSTOMER case study

The Village of Glencoe, Illinois is located north of Chicago on Lake Michigan and provides a wide-range of services to a population of approximately 8,762 customers. The Village has gone live with Innoprise's Financial Management software. Glencoe also purchased Innoprise CIS and Community Development software, along with Internet enabling, Citizen Access.

The decision to purchase new ERP software was driven by the recognition that Glencoe's existing software would not serve the needs of the Village government and its residents as efficiently as Innoprise. According to Dave Clark, Director of Finance for the Village, the challenge was to find a flexible system that provided easy access to data across departments and to the community.

Glencoe's existing financial system that had been in place since 1993 required costly programming modifications to accommodate the Village's business processes changes. "The transition from Pentamation to Innoprise Financials has been very smooth and since we've gone live on Innoprise Financials

things are going very well," said Clark. "We have gone through our first round of bank reconciliations with Innoprise data. Accounts payable, requisitions, purchase orders are all working fine. The general ledger activity conversion process to Innoprise general ledger is working fantastic," explained Clark.



**"The transition from Pentamation to Innoprise Financials has been very smooth and since we've gone live on Innoprise Financials things are going very well."**

“October 2008 was the first month with Innoprise Financial reports being presented to the Board and I am very pleased with the reports,” said Clark. According to Clark, we are able to set up monthly reports as operating statements instead of separate revenue and expense reports. I have also used ad hoc reporting to create a general ledger cash and investment report which also show investment revenue. “Our Village Board was very pleased with the new monthly reports created using the ad hoc reporting feature,” said Clark. The Village President was thrilled with the type of information displayed on the financial reports and noted the new report reflects a statement of financial condition.

“The budget module is very intuitive and tracking iterations is now very straightforward,” added Clark. “With different budgets I am able to post projected year end, and next year's budget from department requested through approved. I have created a request budget and recommended budget for FY 2010 and can easily extract the data into a Filemaker database to create sub-total reports,” explained Clark.

Glencoe's finance department is enjoying several time saving features such as the ability to duplicate the check register summary report previously submitted to the Board. Another is the variance report where staff selects revenue and expense items in excess of the percent of year completed +/- 10% and where the line item is greater than \$10,000. Staff can easily extract the data and manipulate the numbers in Excel. Department heads are fond of the check register edit report because they no longer have to print paper edit reports. Now, reports are sent as a PDF file, reviewed and approved through email.

The new software offers inherent Internet capability for citizens, Microsoft Office integration and provides the Village an opportunity to evaluate and implement updated business processes without the software mandating its own limitations. The entire ERP suite of software is comprised of many built-in workflow automation features that will allow customers like Glencoe to streamline standard business functions, lower support costs and improve departmental efficiency.



**Innoprise Software, Inc.**<sup>TM</sup> is a leading provider of financial, community development and utility software as well as innovative solutions to the local government and utility industries. The Innoprise suite of software is based on 30 years of experience and the latest in Internet technologies designed to reduce costs of service, streamline operations and improve productivity. For more information, visit the Innoprise website at <http://www.innoprise.com> or call 888.298.2133.