

Citizen Request Management (CRM)

Streamline Municipal Support Costs, Build Citizen Loyalty, and Organize Internal Projects More Effectively

- Improve Citizen Request Management with 24x7 web access to a dynamic multi-media knowledge base
- Empower Citizens with the ability to self-manage questions and requests to Town Administrators
- Save time and money by automating the distribution of tasks throughout the Municipality

Anytime, Anywhere Continuous Citizen Care

The ability for Town Officials to respond to citizens quickly and effectively plays a significant role in the ongoing success of today's best run Municipalities. Citizens are visiting your Town website around the clock, at anytime from anywhere. What is your town doing to manage Citizen Care over the Internet?

Support Fusion's Citizen Request Management (CRM) Platform is a 100% Web-Based system that delivers the capabilities needed to meet the demands of today's Citizens - rapid deployment, scalability, availability, personalization and flexibility. Support Fusion brings Continuous Citizen Care to your website in 'Internet Time' – hours as opposed to days, weeks, or even months. Support Fusion helps Municipalities achieve world-class Citizen Management at a fraction of the cost, resources, and time required by other solutions available today.

Flexible, Accessible, Powerful

- Streamline Citizen management costs while enhancing responsiveness and personalized service
- Generate real-time reports that help manage Municipal readiness for local, state, and national compliance requirements

Support Fusion's solution provides Municipalities of all sizes with a rapid deployment, turnkey solution for Web-based Citizen Management that is completely integrated with the overall 'look and feel' of your Town website. The system is a blend of powerful technology and easy-to-use features that will enable Citizens and Administrators alike to get started quickly. Support Fusion's solution has no client-server components and can be completely administered through a browser interface.

Support Fusion's Citizen Request Management is hosted through our Application Service Provider (ASP) for a carefree approach to managing Citizen relationships. Support Fusion's Citizen Request Management helps you streamline Municipal support costs, build citizen loyalty, and organize internal projects more effectively.