

# ▶ REQUEST MANAGER

**The right tools for the job:** If you have been frustrated in the past with expensive and complicated software, you will love Progeos' easy to use intuitive solutions.

**Manage Service Requests Over the Web:** Service and maintenance requests for a municipality can cover a number of different tasks from public works projects such as pot hole repair to seasonal maintenance.

**Create Permit Applications:** Residents and businesses can reduce time and transportation costs by submitting requests online.

**Coordinate Department Actions:** Department leaders can improve response time by managing employee workloads and staffing for given tasks, and use report data for budgeting and performance improvement goals.

**Spatial Search:** Service requests can be mapped online, providing a visual understanding of needs and patterns (only available if users have purchased Land Manager).

**Use from Home:** Using Progeos' web-based municipal tools, residents and businesses can access valuable information 24/7.

**Use only what you need:** You only pay for the services you want to use, and they can be turned on when you are ready for them. Services include tools for:

- Land Management
- Property Management
- Service Request Management
- Code Enforcement
- Permit Management
- Road Management
- Zoning Request Management

**All for an affordable fee – with no hidden costs**

## ▶ FEATURES

### **Powerful, Easy to Use Tools:**

Progeos Request Manager can streamline municipal workflows and make public works projects more efficient, helping the department and municipality save money, as well as freeing up resources and decreasing staff work load at Town Hall.

Progeos Request Manager allows users to submit maintenance requests to the appropriate department and personnel. Employees can then assign equipment and materials to each request. They can open, track, print and close work orders online.

The reports tools within Request Manager allow department leaders and town managers to track the progress of requests. The data collected helps to defend and justify budgets for the future and to identify opportunities to improve performance.

## ▶ BENEFITS

### **Affordable Web Technology**

Progeos' affordable fee with no hidden costs helps make your online municipal services a reality.

### **Flexible Technology**

Progeos services are completely web-based, increasing access to your municipality's services by creating a 24/7 town hall.

Progeos hosts your online Request Manager, eliminating additional IT costs.

## ▶ A BETTER SOLUTION

## ▶ MODULAR APPROACH

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