

FEDERAL AGENCIES 10 BENEFITS OF USING USFederal360™



COMMERCE

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Now more than ever, federal agencies need to be proactive in fulfilling their organizational mission. In these tough economic times agencies are expected to make every dollar count, and to show real results for their efforts.

You also need to react quickly to new congressional demands and growth opportunities. To achieve your goals, you need tools that can help you succeed in the fast changing political landscape.

Engage's USFederal360™ solution, based on Microsoft Dynamics CRM 4.0™, is designed to give federal agencies the right information at the right time, enabling them to achieve results and demonstrate value. Engage's extension of the Microsoft platform can help your agency better harness your resources and understand your data to achieve your unique organizational mission.



1. Work more effectively from Microsoft Office Outlook - Engage's USFederal360™ solution enables your staff to work directly from the Microsoft Office Outlook messaging and collaboration client. This tight integration with Microsoft Outlook™ and other Microsoft Office™ programs means that your staff members can stay in their favorite work environments while accessing fresh citizen and organizational data. They can look up constituent information, send and manage e-mail messages, set up appointments, and capture constituent discussions, all without ever leaving Outlook.

2. Keep all your constituent information in one place - USFederal360™ can help you create a single, centralized repository for all constituents and organizations you interact with. This information can be instantly accessible wherever and whenever it's needed. Your staff can have the accurate, up-to-date knowledge they need to respond to requests, demonstrate agency value, and fulfill organization mission. Even mobile employees can stay in the loop through new mobility and data synchronization features in USFederal360™.

3. Understand constituent behavior with Microsoft SQL Server™ and Bing Maps for Enterprise™ - It's one thing to collect reams of information on your agency efforts and impact-it's another to understand it. Microsoft SQL Server Reporting Services™ and Microsoft Bing Maps for Enterprise™, both integrate with USFederal 360™, enabling you to get quick insights into your organizations impact, broken down by geographic region. Identify your high performing offices. Find congressional districts where you can really make a difference. And then come to congress proactively to get funding to grow your agency's value and potential.

4. Improve security enhancements for your constituent data - Advanced security enhancements in USFederal360™ can help you keep your data confidential. Role Tailored and permission-based access to agency data helps to ensure that each user is restricted to only the information he or she is authorized to see. And through an Internet Facing Deployment, you can be sure your USFederal360™ installation is safely secured and always available for both onsite and security-enhanced remote access. This enables employees to tap into constituent information while away from the office.

5. End to End Document Management - USFederal360™ integrates Dynamics CRM™ with Microsoft Sharepoint™, giving you a solution to track documents and correspondence from creation to distribution. Use Sharepoint™ to seamlessly handle document versioning and security. Use CRM to assign tasks and track work progress. And do it all from within an integrated Outlook™ interface.

More information available at www.usfederal360.com



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6. Meet your constituents online - More and more of the individuals and organizations agencies work with spend most of their time online. Shouldn't your agency have a cutting edge web presence to meet them there? With USFederal360™ your web offerings can integrate directly into your backend office systems. Enable web forms to write data into USFederal360™, develop powerful online portals that let individuals update their information, fill out online applications, or view the status of pending requests. Go even further with the optional social networking add on, allowing individuals to interact directly with each other, and with agency staff, in a secure, collaborative, online environment.



7. Integrated Telephony - USFederal360™ can optionally be integrated with Microsoft Office Communications Server 2007™. From within USFederal360™ your employees will be able to click on phone numbers to initiate outbound calls, send and receive faxes, and initiate instant messenger conversations. Let us incorporate best-in-breed unified communications tools into the application that lies at the very heart of your processes.

8. Be a model for technical innovation in the federal space - USFederal360™ optionally integrates with cutting edge technologies including the Microsoft Surface™ table top computing device. Highlight your agencies

cutting edge status with working software on this unique piece of hardware. Use in conference rooms or other shared space for quick, intuitive collaboration around your agency's data.

9. Let Us USFederal360™ to your agency - While USFederal360™ is full with features that every federal agency can use, we recognize that every agency is different. Engage will help you tailor USFederal360™ to your specific needs. Because USFederal360™ is built on the flexible Microsoft Dynamics CRM™ platform, Engage can quickly build an application that fits your agency. Design custom data views for different users. Modify forms, data fields, and relationships without writing a single line of code. Or have us build in business logic to make USFederal360™ automate repetitive tasks, suggest next steps, send e-mail messages, and raise alerts for open items.

10. Migrate data from Other Applications - Do you already have data recorded in legacy databases or existing workforce management applications? No problem. It's easy to migrate constituent data from other sources into USFederal360™. Using Biz Talk 2009™ we can help you import information from almost any source, including custom Oracle databases, or existing applications like Microsoft Office Outlook Business Contact Manager, ACT!, Goldmine, Salesforce.com and others. And for systems USFederal360™ can't replace, Biz Talk™ also enables ongoing synchronization, ensuring that data across all you systems stays up to date and in sync, and that you can build dashboards and reports that give insights to all your organizational data.

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