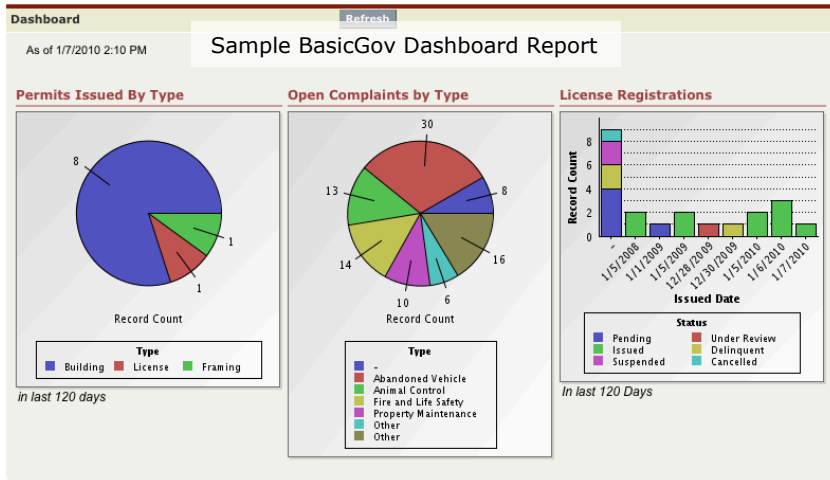


Overview - The BasicGov Code Enforcement Module helps you manage citizen and business complaints, improve inspection response times, and coordinate follow up communications with other staff and appropriate members of the community. BasicGov ensures the process runs smoothly for all interested parties through automation of common code enforcement tasks related to complaints, inspections, notifications and more.



Key Features

- Enter new case details online
- Parcel manager
- Notifications to multiple parties
- Automate fine calculations
- Flag parcels with violations for permits
- Generate compliance dates
- Produce violation letters
- Prepare agenda and documentation
- Access built in mapping system
- Create new fees and accept payments
- Multiple violations on one case
- Schedule inspections and tasks
- Notifications for new tasks
- View pending tasks and history
- Project tracking
- Attach documentation online
- Tab based navigation
- Search for violations by parcel
- Highly configurable interface
- Data archiving and security
- Accessible anywhere with internet
- Offline mode for recording field notes
- Data shared with all departments
- Configurable pick lists
- Seamless integration with all modules

Benefits for Inspectors and Staff

- ◆ Automate scheduling of field inspections and reviews
- ◆ Print any enforcement related form letters in seconds
- ◆ Violation history is available to multiple departments, in the office or field
- ◆ Assess fees, accept fee payments and provide receipts
- ◆ Access to schedules and addresses in the field

Benefits for Businesses and Citizens

- ◆ Submit complaints online and check status 24/7
- ◆ Improved levels of service and communication from government
- ◆ Citizens are more informed as to what issues are being addressed

Benefits for Supervisors and Public Officials

- ◆ Dashboard reports simplify analysis of staff performance in closing cases
- ◆ Automation increases staff productivity and reduces errors
- ◆ Overall citizen and employee job satisfaction with government is improved
- ◆ Staff productivity and cost per citizen improved with Citizen Portal

Benefits of Salesforce.com and Force.com Cloud Computing Platform

1. Unparalleled system scalability and security
2. SAS 70 Type II certification
3. Multiple geographically dispersed data centers
4. Multi-level backup strategy for disaster response and recovery
5. BasicGov is 100% focused on feature development, not infrastructure
6. Managed by the #1 SaaS based workflow automation company
7. Reduce your carbon footprint

Budgeting is easy with BasicGov

1. No capital costs
2. Free upgrades
3. No maintenance and support fees
4. 99.9%+ uptime history
5. Reduced training time
6. Fast productivity ROI

Why choose BasicGov

1. Fast implementation
2. Integrated suite of modules
3. Modules are easy to learn and use
4. No technical expertise required
5. Superior customer service
6. 99.9%+ uptime history