Verint (Lagan 311) License Agreement TTI Presentation

June 5th, 2017

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# Bottom Line Up Front: Verint (Lagan 311)

<table>
<thead>
<tr>
<th><strong>Vendor</strong></th>
<th><strong>Verint</strong></th>
</tr>
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<tbody>
<tr>
<td><strong>Purpose:</strong></td>
<td>Verint/Lagan products are used for the 311 Customer Relations Management (CRM) Software that supports the citywide 311 Call Center. The software accommodates citizen requests and integrates with other COH departments systems.</td>
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<tr>
<td><strong>Contract Amount:</strong></td>
<td>$1,261,446.28 over the contract amendment term</td>
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<tr>
<td><strong>Cost Breakout:</strong></td>
<td>$265,361.57 annual Maintenance, plus $200,000 per year for project contingency</td>
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<td><strong>Amendment Term:</strong></td>
<td>2 Years with 2 renewal options</td>
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<tr>
<td><strong>Primary Department Users:</strong></td>
<td>Lagan interfaces with many department CRM system. Department of Neighborhood, Public Works and Engineering, Parks and Recreation, Municipal Courts, Solid Waste, etc</td>
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# Key Lagan Agreement Components

## Enterprise License Agreement

### User Agreement
- 4 Years from July 22, 2017 through July 21, 2022

### Enterprise Workstation
- Multi-channel request capture (mobile, desktop, web)
- Supports Phone, face-to-face, email

### Knowledge Management
- Answer citizen questions regarding City functions and services
- Support department specific knowledge articles hastening onboarding

### Business Intelligence
- 50+ out of the box reports and analytics tools
- Adhoc reporting engine to quickly produce new reports

### Premium Technical Support
- 24x7 telephone support for Critical and High severity issues
- Online self service support portal
Citizen’s Access to City Government

### External Contacts - FY17

<table>
<thead>
<tr>
<th>Channel</th>
<th>Contacts per/year</th>
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<tbody>
<tr>
<td>Calls</td>
<td>1,498,554</td>
</tr>
<tr>
<td>IVR calls / Year</td>
<td>44,957</td>
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<tr>
<td>Website visits / Year</td>
<td>270,456</td>
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<tr>
<td>Mobile Website visits / Year</td>
<td>44,165</td>
</tr>
<tr>
<td>Emails / Year</td>
<td>33,580</td>
</tr>
<tr>
<td>SmartPhone &amp; Web SRs Per Year</td>
<td>42,393</td>
</tr>
</tbody>
</table>

### Top 10 SRs by Type
- Nuisance on Property
- Container Problem
- Water Leak
- Sewer Wastewater
- Missed Garbage Pickup
- Traffic Signal Maintenance
- Water Service
- Sewer in Residence or Business
- Pothole
- Dead Animal Collection
Questions?
SeeClickFix – 311 Mobile Application

SeeClickFix is a mobile app used by citizens to submit requests without agent assistance. The interface between SeeClickFix and Lagan captures incoming requests and integrates them seamlessly into 311 workflow.
## Lagan Integration

<table>
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<tr>
<th>Product</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open 311</td>
<td>Open311 is the &quot;open&quot; standard managed by Verizon/Lagan that serves as the interface between the Lagan CRM and any 3rd party integration. COH uses Open311 exclusively with SeeClickFix (SCF) to capture citizen reported 311 cases. The integration goes bi-directional between SCF and Lagan. Once cases are recorded in the Lagan CRM from SCF through Open311, the case status is then updated when the case is finally closed.</td>
</tr>
<tr>
<td>Infor (DON)</td>
<td>DON cases start in 311 Lagan, to provide a single citizen experience, but are then transferred to Infor for case management. Case updates are sent back to Lagan.</td>
</tr>
<tr>
<td>CitiWorks (PWE)</td>
<td>PWE uses CitiWorks, a CRM product by Aztec, for case management. Interfaces between Lagan and CitiWorks are used to ensure visibility of all citizen cases through one platform. In some instances, case status and comments are sent back to Lagan from CitiWorks.</td>
</tr>
</tbody>
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Lagan Agent Workbench

Step 1: Select a Subject
- 311 HelpLine
- ARA Administration and Regulatory Affairs
- EM Emergency Management
- External Referral
- Finance
- GS General Services
- HCD Housing Community Development
- HLT Health
- HPD Houston Police Department
- HR Human Resources
- Knowledge Management
- METRO Metropolitan Transporation Authority
- MYR Mayor Office
- NS Neighborhood Services
- OIG Office of Inspector General
- PM Parking Management
- PR Parks and Recreation
- PWE Public Works Engineering
- SWM Solid Waste Management

Step 2: Select a Reason

Final Step: Select a Type
311 Case Reporting

Performance Portal for 311 case data

The “Super Report”, accessible through the 311 reports portal