SYSTEMS
①ne**Portal** Self-service

A interactive web portal
for your customers and citizens

OnePortal Self-service
is a web portal, 24/7

- OnePortal self service helps your company to get automated self-services to your customers and citizens.

- OnePortal self service saves a lot of work, money and maintenance for your company.

- In OnePortal self service has a lot of different modules to choose from, as MyCases, MyApplications, Citizens democracy, News, Chat, Payment status, Complaints, Endorsements, Polls, and all types of application types and case types.

- In OnePortal self service it's easy to set up different processes, inner processes and outer processes from the web.

- In OnePortal self service it's possible to connect many different types of databases and bookkeeping systems such as Oracle, MS SQL, Navision, Informix, IBM DB2, or ERP systems.

Requirements:

Client: Windows 95/98/NT/ME/2000/XP/Vista. Internet Explorer 6.0 or higher.
Server: Windows 2000/2003/2008 Server or higher, MS SQL 2005 or higher, Exchange 2000 SP3, IIS 5.0 or higher. MSXML3.0 SP2 or higher.

What is OnePortal?

OnePortal – Self-Service is a self-service web portal, built on the Microsoft Platform and is an addition to OneRecords case and document management system. OnePortal Slef – service makes it possible for companies and government institutes to provide better services to their custmers and citizens 24 hours a day 7 days a week, all year round, without adding employees and extra cost to the operation of their company. OnePortal – Self-service makes the service more automated and accessible any time of the day and by doing so, saves cost and increases service level. Most web pages run by companies have no interactive information. Information is put to the web, but no possibility of interaction in an official way. OnePortal Self-service opens a way for interactive information flow, from the company to the citizen or customer and from back. All processes have interactive possibilities, where the citizen or customer can have closer communication to their company repesentatives.

With OnePortal Self-Service the customer or citizen can have more automated service from the company. All processes are electronic and service will be faster, more efficient, and less costly for the company and customers. OnePortal Self-service has a profile for all users/customers/citizens that log into the portal that collects information from the municipality back end systems, such as: official cases, what invoices or fees to pay, and their general status of payments to and from the company. The citizen has in his profile the status of all his applications and cases in the municipality in real time data. OnePortal Self-Service is suitable for all companies, companies and official government institutes that want to improve the service to their customers or citizens and make it more automatic and interactive. The system is easy to operate and maintain. OnePortal - Self-Service.

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