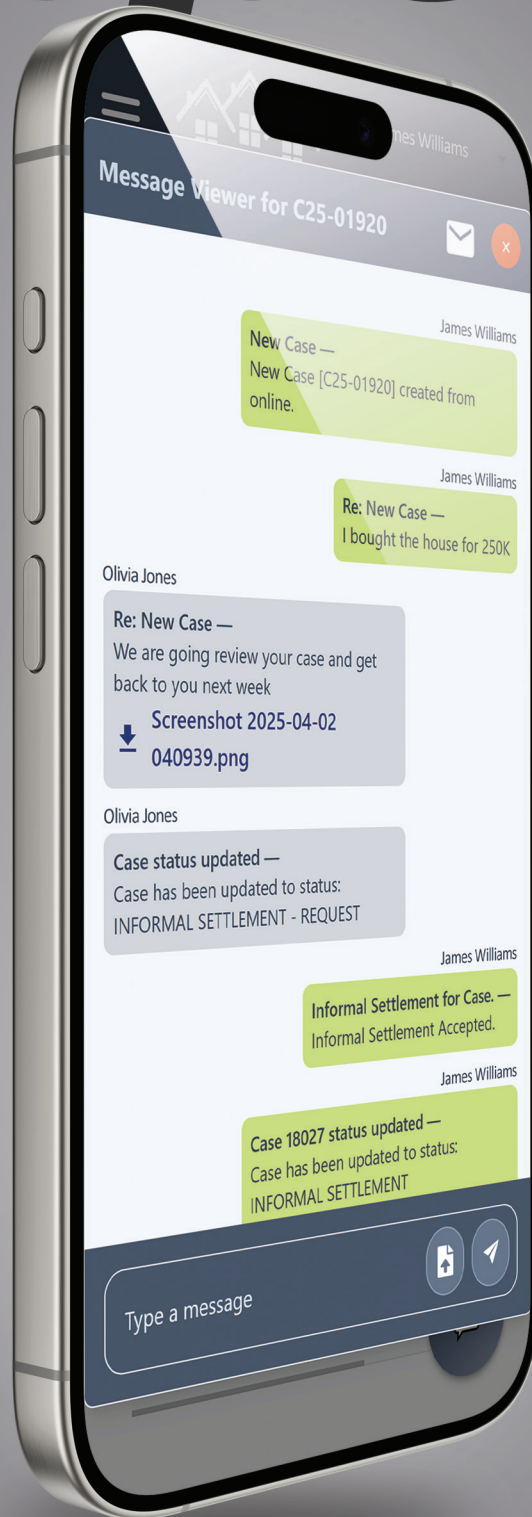


# CASE MANAGEMENT

# Appeals



MAKING COMPUTERS THINK FOR 25+ YEARS



Our journey began in 1999 when two CAD software engineers left Intergraph Corporation to create a web-based business application platform that seamlessly integrates CAD data, GIS, and document management with a dynamic workflow engine tailored for business users. After years of dedication and determination, we proudly launched our first product, the "Capture Platform," designed specifically for the construction industry. As our company and team flourished, we expanded our vision, developing innovative products for the manufacturing and government sectors.

THE JOURNEY CONTINUES  
DRIVEN BY AN UNWAVERING COMMITMENT  
TO HARNESS NEW TECHNOLOGIES  
TO SOLVE OUR CUSTOMERS' CHALLENGES

Today, E-Ring stands out as a leader in bringing agentic AI to the local government industry primarily through its Connect platform, which unifies fragmented government services and leverages agentic AI for proactive citizen engagement and enhanced efficiency. In essence, E-Ring is leading by not just offering AI, but by delivering agentic AI within a unified, citizen-centric platform that directly addresses the challenges of efficiency, accessibility, and responsiveness faced by local governments. E-Ring is empowering local governments to serve their communities more effectively through intelligent automation and proactive engagement.

# FOREGO

## DATA SILOS

Eliminate the issue of case information being scattered across disparate systems, emails, or paper files, which often leads to information loss, redundancy, and difficulty accessing critical data.

## POOR COMMUNICATION

Stop working with decentralized, unshared workspaces for team members, which leads to miscommunication and possible communication loss within the office and the public.

## SECURITY RISKS

No longer worry about security vulnerabilities and regulatory compliance challenges through lack of data encryption, access controls, audit trails, and secure document sharing of sensitive information.

## MANUAL REPORTS

Automate routine administrative work, such as document generation, task assignments, and deadline or case tracking. Free up staff members to focus on more substantive work.



# LEVERAGE

## TWO-WAY CONTROLLED COMMUNICATION

The built-in messaging helps staff manage communication within a professional, tracked environment, ensuring all public interactions adhere to departmental standards and record-keeping requirements. Meanwhile, community members enjoy instant notifications that matter most to them, providing ease of mind and a sense of control.

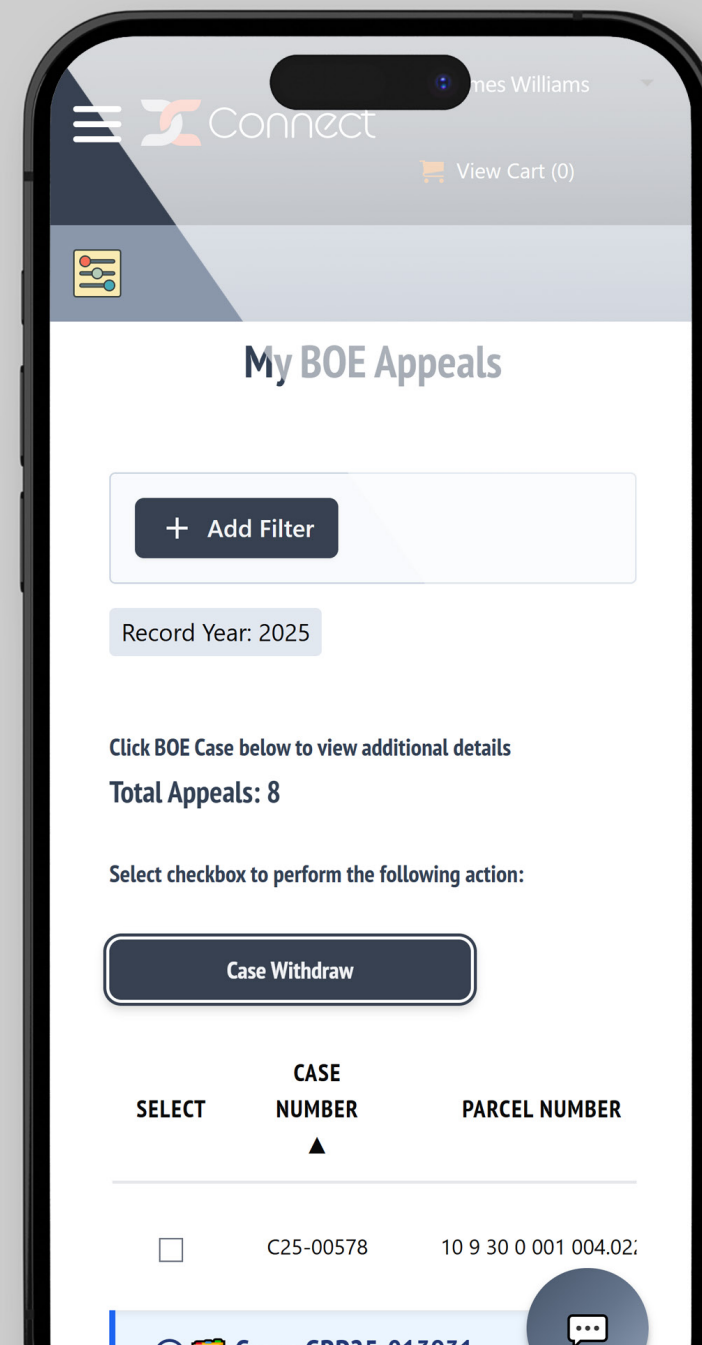
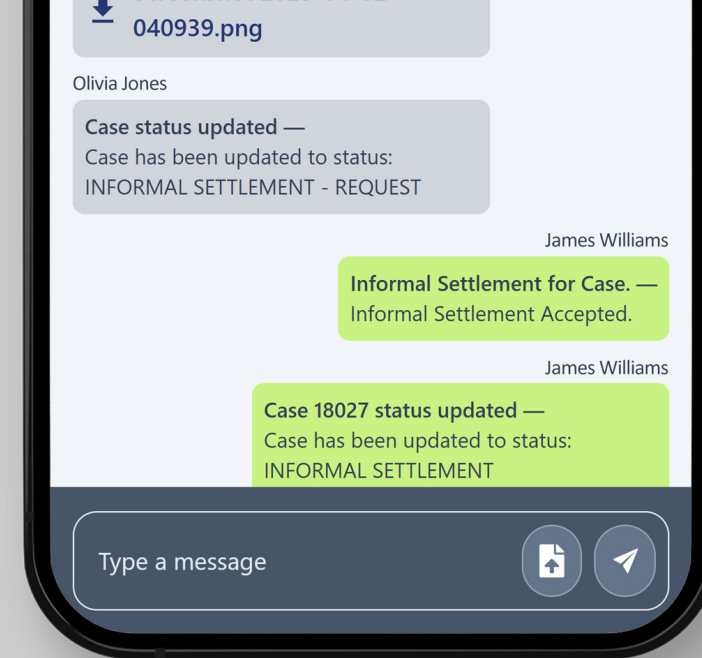
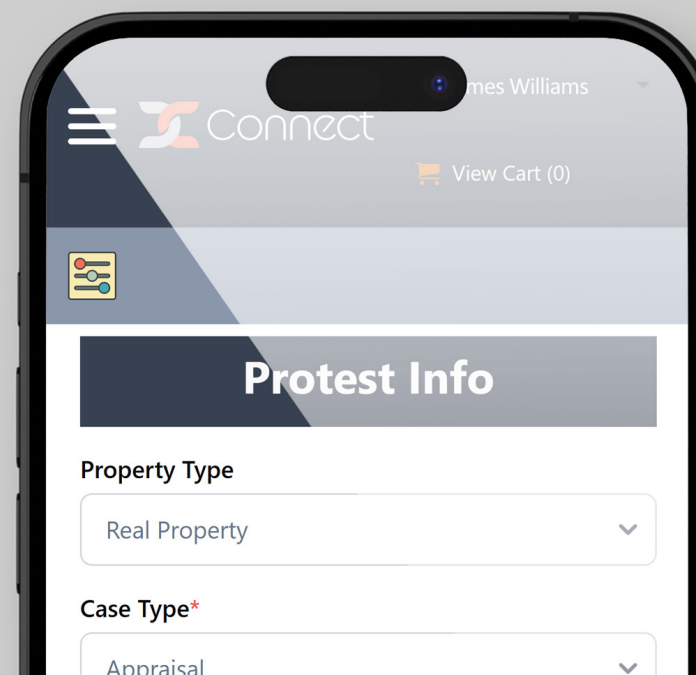
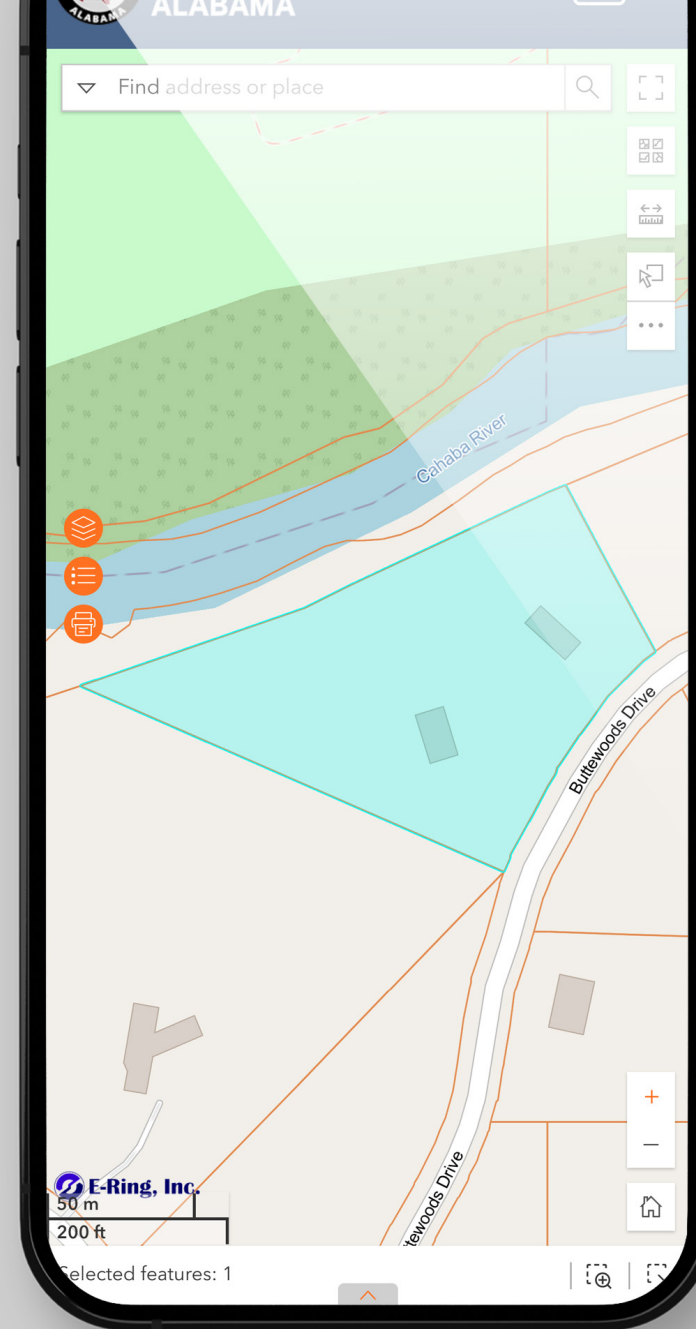
## FASTER SETTLEMENTS

Organized case files accelerate the review and decision-making process, leading to a quicker resolution for the property owner. With the help of immediate access and organized cases, more settlements conclude informally.

## TRANSPARENCY

Property owners can check real-time status of their case, all related documents, and understand their next steps. Every action is logged with a date and time stamp, creating an immutable audit trail that supports transparency.

Connect features a modern architecture designed to integrate seamlessly with your existing CAMA system. It enables instant exchange of critical property and case data through secure APIs or traditional data exports, ensuring consistency and eliminating manual, error-prone data entry.





E-Ring is a leader in bringing infused AI to the local government industry primarily through its Connect platform, which unifies fragmented government services and leverages AI technology for proactive citizen engagement and enhanced efficiency.



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