Government Mobile Computing Portfolio

Mobility solutions for government applications





When you put a Motorola integrated voice and data device in the hands of your public safety workers, you provide the real-time voice and data communications required to maximize coordination across agencies.

Improve operational efficiencies and enhance critical communications across government agencies with Motorola mobile computing solutions

All over the world, Motorola is helping government agencies improve the overall safety and efficiency of the communities they serve — and the government workers who serve them. Motorola's enterprise mobility solutions deliver information seamlessly to the hands of first responders and other agency personnel providing better information to support better decisions — and better outcomes. And with our technology that's second nature, workers stay focused on the mission — not the technology.

A full suite of wide area, broadband and local area networks ensure the always available, anywhere reliability for the many mission-critical workers throughout government agencies — from law enforcement and fire departments to federal and state administration, education and transportation. A suite of advanced applications enables the delivery of actionable, accurate and real-time information field workers need to better perform their jobs. A wide range of enterprise and industrial mobile computing devices with a comprehensive range of capabilities — including voice and data — allows you to choose the most cost-effective device for each application. And regardless of how many different devices you might need to deploy, a single platform enables the centralized and remote management capabilities needed to maximize user uptime — and reduce the complexities and costs typically associated with the management of mobile devices.

With Motorola as your trusted partner for your mobility solutions, you get the benefits of an industry leader with over 70 years experience in wireless communications and 30 years developing advanced enterprise-class mobile computing devices — and a long history of proven innovative technology that allows us to offer the next evolution in mission critical government mobility solutions. Put a Motorola mobile computing device in the hands of your first responders, inspectors and administrators today, and get the power you need to improve departmental efficiency and the delivery of citizen services — and to better protect your communities and the lives of your citizens.

What can you expect when you choose Motorola?

An exceptional device portfolio

A broad portfolio of mobile devices ensures that no matter what type of device your application needs, Motorola can deliver. From warehouse workers taking inventory to first responders in the field, Motorola's comprehensive device offerings allow you to choose the right device with the right feature set and level of durability for cost-efficient mobility. Whether you need small, durable and easy-to-carry mobile devices primarily designed for single task indoor use or rugged all-in-one multi-mode wireless devices that can deliver dependable performance despite the most demanding field conditions, there is a Motorola mobile computer that is just right for the job.

Exceptional functionality

Data. When it comes to mobile data capture and access, Motorola offers superior functionality and performance. Data capture: Whether you require the ability to read 1D bar codes, direct part marks or RFID tags for inventory and asset tracking; 2D bar codes for licenses; or image capture to support inspections, you can count on the superior functionality and performance afforded by Motorola patented technologies. For example, sophisticated on-board software enables first-pass capture of damaged and hard-to-read bar codes, while omni-directional scanning eliminates the need to align the bar code with the device for true point-and-scan simplicity. An innovative aiming frame enables the easy first-time capture of images. And a wide range of accessories enables the easy and cost-effective customization of many devices to suit your specific needs. Data access: Whether

your mobile workers are inside the four walls or out in the field, Motorola mobile computers offer a robust platform to ensure the power to handle the most demanding application. Whether applications involve accessing a large database or are multimedia-intensive, our devices offer the operating systems, processing power, memory and storage architecture required to enable dependable and rapid access to enterprise data.

...and Voice. When your workers need voice as well as data communications, Motorola's integrated voice and data devices eliminate the need to purchase, manage and maintain two devices. Your capital and operational costs are effectively reduced — and your mobility architecture is simplified. Motorola voice and data devices offer seamless inside outside mobility, enabling you to extend cost-effective communications via your Wireless Local Area Network (WLAN) for employees in-building, and maintain that constant line of connection for workers in the field. Designed for dual use at the platform level, our Voice Ready multi-functional devices excel at handling voice as well as data, delivering superior voice quality, power management and integration with your existing technology architecture — without compromising the features and usability as a mobile phone, mobile computer, scanner or imager.

Exceptional mobility

No matter where your workers are, Motorola's rugged and durable enterprise-class mobile computing devices offer a comprehensive array of wireless connectivity options to help first responders in the field, keep on-the-move personnel connected to co-workers and give managers secure access to mission critical business data. Wireless Wide Area Network (WWAN) options keep emergency medical, fire, public safety and inspection personnel outside the four walls connected, while WLAN connectivity optimizes communications costs when workers return to the office. And Wireless Personal Area Network (WPAN) connectivity gives workers the ability to easily connect to Bluetooth headsets as well as fixed and mobile printers for easy tagging and tracking of assets in emergency situations.

Exceptional management

The majority of the costs associated with implementing wireless networking solutions are post-deployment — and that's day-to-day management and support. To address this issue, Motorola offers robust management tools that allow you to provision, monitor, manage, troubleshoot and update your entire wireless solution — from your mobile devices to your wireless infrastructure — all from a single centralized and remote location. Users are up and running — right out of the box. IT staff can automatically check devices every day for compliance, ensuring that each device has the right software versions and settings. And the ability to remotely monitor device metrics and take control of the device enables on-thespot identification and resolution of issues. The result is a dramatic reduction in IT management time — and maximum uptime for your system and your users.









In the armed services, Motorola's rugged devices provide reliable everyday performance from guard stations to the field.

Exceptional services

Just as many government workers are often the lifeline to your constituents, enterprise mobility solutions are the lifeline between your mobile employees and your business systems. Motorola offers the assistance you need up front to ensure that your mobility solution is designed and implemented for maximum performance. And industry-leading post-deployment service options provide the additional insurance you need to minimize downtime and control support costs. Programs include overnight device replacement as well as Service from the Start with Comprehensive Coverage, a unique service that provides peace of mind from the date of purchase, reaching well beyond normal wear and tear to include accidental damage to displays, keypads, and other internal and external components - at no additional charge.

Exceptional value

When you put a Motorola mobile computing device in the hands of your workers, you get the superior reliability that administrative workers need — and first responders demand. Your workers enjoy world class devices that offer the power and performance to ensure all day every day mission critical connectivity — while your organization enjoys best-in-class scalability, interoperability, manageability, durability and ease of integration for a low total cost of ownership. Get what it takes to achieve maximum success and return on investment for your mobility solution — with Motorola mobile computing devices.

For more information about the Motorola's mobility solutions for government agencies, please visit us on the web at www.motorola.com/governmentandenterprise, contact your Motorola sales representative or call us at 1.888.567.7347.

Matching applications and devices

Motorola's Government mobile computing product portfolio by application

In combination with best-in-class partner applications, Motorola's broad product portfolio can meet the varied needs of many government applications. The following chart provides a guideline to help determine which Motorola mobile computing devices are best suited for specific government applications.

			Asset Mgmt.	Field Service: Inspections, Maintenance and MRO	First Response Accountability	Security Screening	Mobile Data Access	eCitations/ Code Enforcement	
Device	Users	Capabilities	Recommended Devices by Application						
Enterprise Mo	bile Computers								
MC35	Managers and supervisors who are frequently off-campus	Cost-effective voice via VoWLAN; wireless email; and access to corporate data and applications					•		
MC50	Managers and supervisors who are in-building but on the move	Cost-effective voice via VoWLAN; wireless email; and access to corporate data and applications	•			•			
MC70	Managers, supervisors and task workers who are frequently off- campus	Toll quality voice; bar code and image capture; wireless email; and access to corporate data and applications	•	•	•	•	•	•	
Industrial Mot	oile Computers								
Handheld Mod	dels								
MC3000	Task workers who are in-building but on the move	Cost-effective voice via VoWLAN; wireless email; and access to corporate data and applications	•						
MC909X	Task workers who are inside or outside the building in harsh environments	VoWLAN and/or VoWWAN; bar code and image capture; wireless email; and access to corporate data and applications	•	•	•	٠	•	•	
Stationary and	d Vehicle Mount								
VC5090	Task workers who are in-building only	Cost-effective voice via VoWLAN; ability to run virtually any enterprise application; and bar code and image capture via port for optional scanner	•						
MW810	Task workers who are inside or outside the building, often in moving vehicles in harsh environments	Wireless access to corporate data, applications and email	•		•			•	
Wearable Con	nputers								
WT4000	Task workers who are in-building only	Hands-free operation; bar code scanning; right or left handed operation; highly flexible application support – voice only (voice picking), text only or voice and text combination	•						
Notebook Cor	nputers								
ML910	Task workers who are inside or outside the building in harsh environments	Wireless access to corporate data, applications and email	•		•		•	·	

*See chart at end of brochure for specific details on the capabilities of each device.

Motorola mobile computers

Motorola offers a variety of mobile computers to best meet your particular environmental and application needs, from industrial class devices with maximum rugged specifications for the most demanding users and environments to enterprise class lightweight, durable and easy-to-carry EDA-style designs.

ENTERPRISE CLASS DURABLE MOBILE COMPUTERS

MC35



1D/2D bar code scanning; image capture via 2 MP color camera; WWAN/WLAN/WPAN; GPS Keep on-the-go supervisors and administrative personnel connected, responsive and productive with the all in-one MC35 Enterprise Digital Assistant — a single pocketable device that combines the power of a mobile phone, GPS device, camera and bar code scanner. The integrated high-resolution 2 megapixel color camera is ideal for inspection applications — and can be used for the occasional reading of a 1D or 2D bar code. Unlike its consumer-class counterparts, the MC35 is built for business, offering enterprise-class durability, manageability, and ease of integration with email and other enterprise back-end systems.

MC50



1D/2D bar code scanning; image capture; VoIP; WLAN

The MC50 Enterprise Digital Assistant provides a sleek yet durable PDA-style form factor to provide costeffective voice and data services to on-the-move employees inside your four walls as well as batch-style data collection applications that do not require real-time connectivity outside the four walls. The MC50 is ideal for supervisors and administrative personnel who work primarily in-building only, as well as for applications that utilize on-board databases, such as eCitations. The lightweight yet durable PDA-style design is easy to carry, can scan any bar code, capture images via an optional 1.3MP color camera and provide costeffective VoIP services for employees in-building via peer-to-peer, 1-to-1 and 1-to-many communications.

MC70



1D/2D/DPM bar code scanning; image capture; VoIP; WWAN/WLAN/WPAN

The full-featured MC70 combines the power of a PDA, computer, scanner, imager and cell phone in a compact rugged device designed to endure everyday drops, exposure to moisture, wipedowns and more. The lightweight and highly flexible device offers anywhere anytime voice and data communications inside and outside the four walls through multi-mode wireless networking — WWAN/WLAN/WPAN, including EV-DO and eGRPS/GSM options. The MC70 offers comprehensive data capture options, including 1D, 2D and DPM bar codes as well as images. Robust voice functionality includes outstanding acoustical performance, superior voice quality, push-to-talk and handset, headset and speakerphone modes. The MC70 is designed for employees who need to run multiple applications, and for those situations that require full voice and data functionality in an easy to carry device — for example, for employees in the field involved in inspections, compliance, audits and code enforcement.

INDUSTRIAL CLASS RUGGED MOBILE COMPUTERS

Rugged Handheld Mobile Computers

MC3000 Series

1D/2D bar code scanning; image capture; DPM; WLAN/WPAN



The MC3000 family of rugged mobile computers is designed to deliver comfort and performance in military supply and other warehouse environments. The device is built to withstand dusty environments, moisture and extreme temperatures found in supply areas inside and outside the four walls. Choose the operating system that will best integrate with your technology architecture and meet your applications requirements: Windows Mobile 5 or Windows CE. The MC3090 offers a color display and 1D and 2D bar code scanning capabilities. Both models deliver the ergonomics required for scan intensive applications. The gun form factor provides a comfortable gun-style handle. And the standard model includes a rotating turret that provides an instant aiming adjustment, allowing users to capture bar codes without the need to precisely align the device with the bar code.

MC909X Series

The best-selling MC909X series of rugged handheld mobile computers offer maximum reliability, performance, and functionality in a device designed for the most demanding field environments and applications. Designed primarily for the single task worker who needs a highly rugged device — such as a police officer who is outside in the elements all day issuing citations — the MC909X Series includes a common high-performance platform architecture with the latest in operating systems and processing power to support a broad range of applications — from legacy to complex multimedia. A full suite of wireless communications options allows you to select the combination of WWAN/WLAN/WPAN connectivity your workers need — including an eGPRS WWAN option as well as GPS. Models that offer integrated voice and data substantially reduce capital and operating expenses by eliminating the need for dual devices for employees — a cell phone and a mobile computer. Robust voice functionality offers superior audio functionality. Flexible bar code scanning and data capture options include 1D, 2D and direct part marks (DPM) bar code scanning as well as RFID and imaging, enabling the use of a single cost-effective device to capture bar code labels on incoming shipments in the warehouse, permanent direct part marks on airplane engine parts, weaponry and more, or capture an image to document the condition of any asset — from a street sign to a victim. Intrinsically safe (I-Safe) models can be used safely in environments that contain flammable and explosive materials. In addition to a variety of form factors and optional keypads, a comprehensive accessory family enables you to customize the MC909X to meet the specific needs of your environment, applications and users.

MC9090-K/S



1D/2D/DPM bar code scanning; image capture; WWAN/WLAN/WPAN

1D/2D/DPM bar code scanning; image capture; DPM; WLAN/WPAN

Designed for workers inside and outside the four walls, this integrated voice and data device features a quad band EDGE/GPRS/GSM or iDEN radio (optionally upgradeable to WiDEN), and CDMA 1XRTT (MC9063 only). The flexibility to select the wide area wireless network that is best suited to your geographies provides a single platform for worldwide support for your converged applications. The MC909X-K is the standard model; the MC909X-S offers the same functionality in a smaller and lighter design that provides improved portability for workers who need to have the device by their side every minute of the workday.

MC9090-G



The MC9090-G is designed to empower mobile workers inside your four walls. With a rugged design built for inventory management in warehouse and distribution centers, the gun-style form factor also brings all day every day comfort to scan intensive tasks. The full-featured device offers real-time data capture and communications capabilities through seamless connectivity to nearly any wireless LAN, and connectivity to the desktop, printers, wireless headsets and more through Bluetooth WPAN functionality. A DPM-capable configuration is available as well.

MC9090ex-G/K (Intrinsically Safe)



1D/2D/DPM bar code scanning; image capture; WLAN/WPAN

Building on the MC9090 Series platform, the MC9090ex models are engineered to enable mobility in hazardous environments — in areas where flammable gases, vapors or liquids are present. The full keypad combines with touchscreen technology to provide flexible and easy data entry in virtually any application. And the pistol-grip model enables single-hand capture of bar codes.

MC9097-K/S

1D/2D/DPM bar code scanning; image capture; WWAN/WLAN/WPAN; Nextel Nationwide Walkie-Talkie; aGPS



This fully-featured integrated voice and data device offers Nextel Nationwide Walkie-Talkie cost-effective voice communications as well as Assisted GPS to support location-based and tracking applications, seamless connection to nearly any wireless LAN, and a full complement of scanning and image capture capabilities. The MC9097-K is the standard model; the MC9097-S offers the same functionality in a convenient, compact form factor. The smaller and lighter MC9097-S delivers improved portability for workers who need to have the device by their side every minute of the workday.

RUGGED FIXED AND VEHICLE MOUNT COMPUTERS

VC5090

VoIP; WLAN/WPAN



The VC5090 provides the real-time data access and capture required to streamline operations in warehouses and distribution centers. The VC5090 can be deployed on moving materials handling vehicles, such as forklifts, or in fixed stations such as workbenches. Rugged construction industrial and military grade specifications for vibration, shock, temperature and sealing, as well as the ability to endure sub-zero temperatures and extreme heat. Built-in wireless networking improves efficiency and accuracy from the loading dock to the warehouse floor, increasing productivity in shipping, receiving, put-away and picking applications. And support for VoIP enables voice communications via a push-to-talk CB-style unit, delivering the convenience and cost-efficiency associated with providing mobile voice and data via a single device.

MW810 Mobile Workstation



The MW810 Mobile Workstation offers an ultra-rugged design for ultra-mobile workers who spend their day in-vehicle — such as public safety officers in police cars, servicemen in military vehicles and others who are literally on the move all shift long. This fixed mount workstation is not only designed to handle the rigors of all day everyday use in police cars, fire trucks, and ambulances, but it also offers a unique three piece component design for easy installation in a wide range of vehicles. Comprehensive wireless networking provides data connectivity inside and outside the enterprise. And the power to support virtually any enterprise application includes the ability to support two simultaneous users running two different applications, often required in EMS or police vehicles.

Ultra-rugged design; WWAN/WLAN/WPAN; GPS and GPS/Dead Reckoning options

RUGGED WEARABLE COMPUTERS

WT4000 Series



Enhance efficiency, productivity and accuracy in the warehouse with the advanced computing and scanning

technology in the next generation WT4000 Series Wearable Terminal. The ergonomic and hands-free design offers maximum application flexibility, enabling text, voice or a combination of text and voice interface. The rugged WT4000 can be comfortably worn on either the right or left wrist or hip, and features the latest mobile operating system and processing power to enable virtually any application. Always-on wireless connectivity provides real-time transaction visibility. The WT4000 System includes two bar code scanning options: the RS409 and the RS309. The revolutionary lightweight RS409 ring scanner enables hands-free wide range 1D scanning. And the back-of-the-hand RS309 also provides hands free scanning in the most rugged environments – including the freezer.

RUGGED NOTEBOOK COMPUTERS

ML910 Rugged Notebook



Ultra-rugged design; WWAN/WLAN/WPAN; GPS

The ML910 is Motorola's most advanced notebook, providing first responders and other public safety personnel with an ultra-rugged design that delivers the high level of reliability required for mission-critical applications. Ingeniously designed, the ML910 delivers remarkable flexibility, versatility and durability. Simultaneous support for WWAN, WLAN, GPS and Bluetooth gives your workers an all-day connection they can count on, delivering true inside outside mobility — and without the need to power up and down. And the ML910 offers maximum portability, easily moving in and out of vehicles as needed throughout the workday.

Motorola offers an extensive product portfolio of cost-effective enterprise class mobile devices to meet the many diverse needs of government applications — from integrated voice and data devices that keep public safety officers and inspectors in the field connected to mission-critical information to advanced data capture capabilities that improve productivity and streamline everyday processes for warehouse and administrative personnel inside the four walls.







Motorola's family of mobile computers for government applications

		Computing Platform	Protection Specifications						
		Operating System	Sealing	MIL-STD 810F Compliant	Intrinsically Safe	Drop Specifications	Tumble Tested	1-D Codes	2-D Codes
ENTERPR	ISE CLASS [OURABLE MOBILE COM	MPUTERS						
MC35	Ę	Windows Mobile® 5.0 Premium Phone Edition	IP54: Protected against dust and water			3 ft./.91 m drop to tile	150 1.5 ft./50cm tumbles (300 drops)	•	•
MC50		Windows Mobile® 2003 Second Edition				3 ft./.91 m drop to tile over concrete	N/A	•	•
MC70		Windows Mobile® 5.0 Premium Phone Edition	IP54: Protected against dust and water			4 ft./1.2 m drop to concrete	1,000 1.6 ft./.5m tumbles (2,000 drops)	•	•
INDUSTRI	AL CLASS F	UGGED MOBILE COM	IPUTERS						
Rugged H	andheld Mo	bile Computers							
МС3000-К		Microsoft Windows® CE 5.0	IP54: Protected against dust and water			4 ft./1.2 m drop to concrete	500 1.6 ft./.5 m tumbles (1,000 drops)	•	•
MC3090-G		Microsoft Windows® CE 5.0	IP54: Protected against dust and water			4 ft./1.2 m drop to concrete	500 1.6 ft./.5 m tumbles (1,000 drops)	•	•
MC9063		Microsoft Windows Embed- ded CE. NET or Windows Mobile 2003 with Pocket PC Phone Edition	IP64: Dust-tight; protected against water			6 ft./1.8 m -4° F to 122° F/-20° C to 50° C	2,000 3.3 ft./1 m tumbles (4,000 drops)	•	•
MC9090-G	X	Choice of Windows Mobile® 5.0 or Windows CE 5.0	IP64: Dust-tight; protected against water			6 ft./1.8 m drop to concrete	2,000 3.3 ft./1 m tumbles (4,000 drops)	•	•
MC909X-K		Windows Mobile® 5.0 Premium (non-WAN) or Phone Edition (WAN)	IP64: Dust-tight; protected against water			6 ft./1.8 m drop to concrete	2,000 3.3 ft./1 m tumbles (4,000 drops)	•	•
MC909X-S		Windows Mobile® 5.0 (non- WAN) or Phone Edition (WAN)	IP64: Dust-tight; protected against water			6 ft./1.8 m drop to concrete	2,000 3.3 ft./1 m tumbles (4,000 drops)	•	•
MC9097-K/S		Windows Mobile® 5.0 Premium Phone Edition	IP64: Dust-tight; protected against water			6 ft./1.8 m drop to concrete	2,000 3.3 ft./1 m tumbles (4,000 drops)	•	•
MC9090°×-G/K		Windows Mobile 2005	IP64: Dust-tight; protected against water		Yes	6 ft./1.8 m drop to concrete	2,000 3.3 ft./1 m tumbles (4,000 drops)	•	•
Rugged Fi	ixed and Vel	nicle Mount Computer	S						
MW810		Microsoft Windows® XP	IP54: Protected against dust and water	Yes		N/A (fixed-mount)	N/A (fixed- mount)		
VC5090		Windows® CE 5.0 Profes- sional	IP66: Dust tight; withstands jets of water	Yes		N/A	N/A	•	•
Rugged W	/earable Cor	nputers							
WT4000 Series		Microsoft Windows® CE 5.0 Professional Version	IP54: Protected against dust and water			4 ft./1.2 m drop to concrete across the operating temperature range	500 1.6 ft./.5m tumbles (1,000 drops)	•1	•2
Rugged N	otebook Co	mputers		·	·				
ML910		Microsoft Windows® XP	IP54: Protected against dust and water	Yes		Survives 30 in to 36 in drop (configuration dependent)			

*NOTE: 802.11a is not available in this product in Thailand. **aGPS = carrier assisted GPS services ***For more information about our voice capabilities, visit www.symbol.com/voice

Data Capture Options			Voice***	Wireless Networking			Offline Operation	Manageability
Imaging	Long Range Scanning	Direct Part Marking (DPM)	Integrated Voice	WWAN	WLAN	WPAN	GPS*/aGPS**	MSP Compatible
•			Speakerphone; PTT; wired/wireless headset; handset	eGPRS/GSM	802.11b/g	Bluetooth v1.2	Integrated	•
•			Microphone; front receiver; 2.5 mm headset jack; speakerphone		802.11b	N/A		•
•			Microphone; front receiver; 2.5 mm headset jack; speakerphone; Bluetooth headset	eGPRS/GSM/EVDO (Available Q1 2007)	802.11a*/b/g	Bluetooth v1.2	Via 3rd party snap- on module	•
•			Microphone; front receiver; 2.5 mm headset jack; speakerphone		802.11a*/b/g	Bluetooth v1.2		•
•		•	Microphone; front receiver; 2.5 mm headset jack; speakerphone		802.11a*/b/g	Bluetooth v1.2		•
•				GSM / GPRS and CDMA (1XRTT)	802.11b			
•	•	•	Microphone; front receiver; 2.5 mm headset jack; speakerphone; Bluetooth headset		802.11a*/b/g	Bluetooth v1.2	Via 3rd party snap- on module	•
•			Microphone; front receiver; 2.5 mm headset jack; speakerphone; Bluetooth headset	Integrated quadband EDGE/GPRS/GSM or iDEN (CDMA 1XRTT — MC9063 only)	802.11a*/b/g	Bluetooth v1.2	Via 3rd party snap- on module	•
•			Microphone; front receiver; 2.5 mm headset jack; speakerphone; Bluetooth headset	Integrated quadband EDGE/GPRS/GSM or iDEN (CDMA 1XRTT — MC9063 only)	802.11a*/b/g	Bluetooth v1.2	Via 3rd party snap- on module	•
•			Microphone; front receiver; 2.5 mm headset jack; speakerphone; Bluetooth headset	Sprint/Nextel/Nationwide Walkie-Talkie, aGPS	802.11a*/b/g	Bluetooth		•
•					802.11b	Bluetooth		•
				Private DataTAC, PCI Express Mini Card for CDMA EVDO and HSDPA/ UMTS/EDGE/GPRS networks	802.11a*/b/g	Bluetooth	Integrated (optional)	
•			VoIP via a push-to-talk handset		802.11a*/b/g	Bluetooth v1.2		•
					802.11a*/b/g	Bluetooth v1.2		•
				Private DataTAC or EVDO (RevA)/1xRTT or GPRS/ EDGE/UMTS (optional)	802.11a*/b/g	Bluetooth	Integrated (optional)	

When it comes to selecting a provider for your federal, state or local government mobility solutions, choose the industry leader with a long history of proven, innovative technology — Motorola.

With Motorola you enjoy technology that is second nature, so your workers can stay focused on the mission — not the technology — providing the productivity increase and instant information access needed to better protect and improve the delivery of services to your citizens.



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