

Top 10 Things You Need

IN YOUR NEXT ENVIRONMENTAL HEALTH INFORMATION MANAGEMENT SYSTEM

Looking to make your health department more efficient and effective through technology? Here are 10 features your next software solution should have.

Web Portal

1

Web portals move manual, customer service-intensive tasks at the front counter to a 24/7, multi-lingual online interface. Capture applications, renewals, complaints, service requests, fee payments and more without overtaxing precious staff resources. Customers will appreciate skipping the lines, too.

Mobile Solution

2

A computerized mobile inspection program or app allows inspectors to take the whole database into the field—no more lugging heavy binders and folders, or tedious, handwritten inspection forms.



Customer Support

3

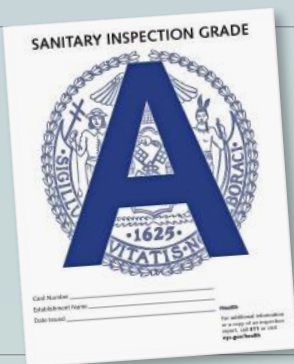
If you need business-critical help, you can't wait two weeks for someone to answer an email or keep you on hold for hours. Your technology solution should come with powerful support, available in comprehensive packages that fit your budget and needs.

Reporting

4

Have you collected all your renewal fees for the year? Are your inspectors staying on top of their to-do lists? You can't measure your effectiveness if you can't report.

5



Document Management System

From architectural plans to Food Handler certifications and everything in between, capturing and storing important documents for quick access and concurrent virtual review can have a significant impact on getting a business open on time, passing an audit, or catching a trend of non-compliance. If you've got a good DMS already, make sure your new environmental health solution integrates seamlessly.

Implementation and Training

6

Powerful software that can handle the complexity of environmental health processes should be set up by an expert who can assess your unique needs and make sure that your team is empowered to maximize the full potential of your investment. If it's marketed as "self-setup," think twice about its long-term quality.

Industry Community

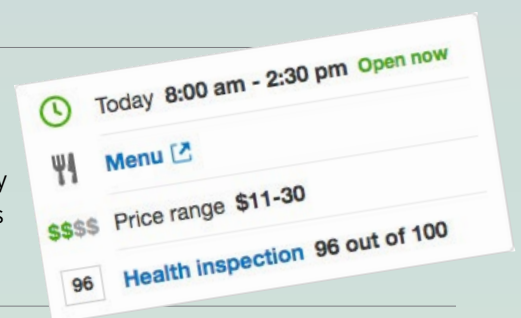
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Access to a community of public environmental health professionals like you opens up new opportunities for report and best-practice sharing, exchange of innovative ideas, and access to resources in times of need.

Inspection Result Publishing and Citizen Tools

8

Environmental health is about protecting a community. Look for technology solutions to empower your citizens, whether by posting restaurant inspection results online, taking complaints through a mobile app or making public data openly available.



Open Software Architecture

9

Sometimes your agency's IT ecosystem can be quite crowded. To cut down on manual or tedious information-sharing, such as streaming inspection data to the State, look for a solution that offers open APIs/SDKs so that you can easily integrate to share information routinely and automatically.

SaaS and Security

10

Cloud solutions help agencies stretch shrinking budgets by eliminating the costs of implementing and maintaining hardware and software. A powerful SaaS product delivers operational expertise, physical security, and a predictable annual expense for IT needs.