



COMPUTRONIX®

## THE COMPUTRONIX DIFFERENCE

## AT A GLANCE



### ***Privately Held, Stable Company***

Computronix is a privately owned software company that has been designing, developing, implementing, and supporting our installed software systems since 1979. We have offices in the U.S and Canada with additional employees in a variety of geographies across North America. Computronix operates without outside investors or venture capital: we answer to our clients rather than any external stakeholders.

### ***Solution Focused***

We're focused on supporting our Commercial-Off-The-Shelf (COTS) Public One-Stop Service Engine (POSSE) product. With no acquisitions or mergers in our company history, we maintain this singular focus without having to spread resources thin to support multiple code streams.

### ***Commitment to R&D***

Since the inception of the company, we've maintained a commitment to research and development with a corporate scorecard Key Performance Indicator (KPI) to commit >15% of gross revenues annually to R&D. Our first to market innovations have included low-code workflow configuration, pre-configured regulatory business solutions, integrated ePlans management, responsive design mobile and smartphone technology/applications. Integration to artificial intelligence (AI) and machine learning is in progress.

### ***Award Winning Technology***

POSSE was inducted into the Smithsonian Institution for Innovative Technology and has been incorporating improvements every year since to take advantage of evolving technology trends. Our clients have received over 22 industry awards for excellence in public service and digital transformations.

### ***Cloud Hosted - Microsoft Azure™***

Computronix uses Microsoft Azure exclusively as it is fully compliant with government hosting standards offering the broadest portfolio of certifications in the industry. Azure has received FedRAMP P-ATO at the High Impact Level and ISO 27001-2013 certification. It is audited under the SSAE 16/ISAE 3402 SOC 1 and SOC 2 standards. Azure Cloud services adopt the international code of practice for cloud privacy and data protection, providing guidelines for protection of personally identifiable information.

- ✓ Privately Held, Stable Company
- ✓ Solution Focused
- ✓ Commitment to R&D
- ✓ Award Winning Technology
- ✓ Cloud Hosted - Microsoft Azure™
- ✓ Integrated Modules
- ✓ 100% Configurable COTS Platform
- ✓ Product Roadmap
- ✓ CX Way
- ✓ Large Agency Implementations
- ✓ 100% Project Success
- ✓ Low Turnover
- ✓ Litigation Free

# THE COMPUTRONIX DIFFERENCE



## ***Integrated Modules***

POSSE's Public Portal is an easy-to-use, wizard-driven, web-based interface that is highly intuitive for first time and non-trained users. It supports an unlimited number of users without any additional software licensing costs. Each of POSSE's business area-specific modules are equipped with best practice workflows out-of-the box and are fully integrated/accessible to any authorized user without additional licensing costs.

## ***100% Configurable COTS Platform***

In addition to pre-configured best practice workflows included out-of-the-box with modules, POSSE provides both Administrative and IT tools to allow for highly flexible system configuration. All site-specific requirements are completed without changing source code allowing for all configurations and APIs to survive upgrades without the cost and time required to recreate any site-specific changes made to POSSE.

## ***Product Roadmap***

Computronix publishes a 3-year rolling product roadmap to keep our clients current with the latest software releases. Because of our continued commitment to research and development, we've never abandoned a client or forced them into a forklift upgrade. Our client relationships are long-term because we provide excellent service combined with affordable evolution that allows our clients to maximize their long-term return on investment.

## ***CX Way***

Our internal quality assurance framework is comprised of a comprehensive and regularly updated documentation set codifying the way we conduct business. CX Way is a repository of best practice techniques (including Project Management Institute methodologies) that are proven to minimize risk, guarantee dependable results, and maximize project quality. Computronix assumes prime contractor responsibility for deployment using experienced in-house subject matter experts to deliver the solution.

## ***Large Agency Implementations***

Since the first implementation of POSSE in 1995, Computronix has focused on state, provincial and mid-to-large-sized municipal client sites. Our software platform and infrastructure has been built to handle exceptionally high volumes. We focus primarily on public sector permitting, licensing and enforcement in the sectors of land management, alcohol & beverage control, and gaming.

## ***100% Project Success***

With a reputation for service excellence in the industry, Computronix has an unblemished track record of delivering successful projects and building long-term positive client relationships. We have never had a failed/cancelled implementation in our history. In 2023, Info-Tech Research Group (ITRG) ranked Computronix as the top-rated software company in License & Permit Management. Microsoft customer satisfaction surveys consistently rank Computronix significantly higher than industry averages in every area of customer satisfaction.

## ***Low Turnover***

Our exceptionally low employee turn-over rate is unique in the IT industry, where double digit turnover rates are the norm. The Computronix vision of "Respect, Trust and Serve Each Other and our Clients" has resulted in long-term employee loyalty, low absenteeism, and low turnover. Our customers can count on long-term relationships with our employees who are familiar with their environment. More details about our mission statement and unique company culture are available in the book "Building Healthy Organizations."

## ***Litigation Free***

In an industry fraught with disputes, arbitration, and lawsuits, Computronix has been free of any kind of litigation. Being committed to doing the right thing allows us to focus on our product and clients to ensure the success of every project without the distraction of insurmountable conflicts and/or costly legal battles.