

SERVICEpoint™



The Most Widely-used Consumer Information Management System in Social Services.

ServicePoint is the world's leading Web-based workflow software for the social services industry. It makes workers more efficient by automating and streamlining paper and manual processes, expedites the delivery of critical services and enables organizations to deliver better care. Period. No wonder more than 175 jurisdictions in 40 states rely on ServicePoint every day. ServicePoint is the robust, easy-to-use, Web-based and secure Consumer Information Management System (CIMS) of choice for entire states, small agencies and every organization in between. It enables workers to assess, refer and track clients; coordinate care; plan and manage programs; gather statistics and share data with others in real-time. It also enables you to track and capture the information necessary to secure funding for services that are low in supply, yet high in demand.

Flexible > Customizing ServicePoint is fast and convenient. To ensure individuals using ServicePoint have access to the most appropriate information, you can tailor the solution so data views change according to the user's permission level. Unwanted data elements can be removed so that users can be as productive as possible. Custom assessments and intake forms can also be created to meet the needs of specific agencies. The best part of all ... no programming skills are required.

Powerful > Based on a highly secure and scalable relational database, ServicePoint can handle the most demanding environments. From a single agency with a handful of users to entire states with thousands of users, ServicePoint provides reliable, scalable, high-speed access to critical social services data.

Web-based > Because ServicePoint is Web-based, there is no software to install, no hardware to purchase and no need for internal IT staff to manage the system. For most, it's hosted at Bowman Systems' state-of-the art data center, which features disaster recovery solutions, 24 x 7 monitoring, emergency power supplies and all the security you'd expect from a company with such extensive experience protecting client confidentiality.

Secure > ServicePoint ensures that all client and service provider data is secure at all times. The only people permitted to see confidential information are the people who need to see it. Information can be locked or unlocked, viewed or not, depending on the level of security of the viewer. When it comes to meeting legal mandates – from HIPAA to state regulations and agency guidelines - Bowman is a proven leader. No other social services solutions provider has more security expertise.

Use ServicePoint with CommunityPoint™ for Maximum Results.

When ServicePoint and Bowman's other flagship solution, CommunityPoint, are used together, clients are tracked from initial referral to delivery of services. CommunityPoint enables organizations of any size to provide instant access to vital program and provider information via Web sites that are easy for consumers to understand and simple for agencies to update and customize. Community coalitions and information and referral agencies can aggregate and promote local and national social services, calendars of events, agency profiles and contact information — virtually any information that community members and social workers need to access. CommunityPoint and ServicePoint provide organizations with a single, real-time and secure view of critical community, client and service provider information, which results in better client care as well as significant time, resource and cost savings.

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Selecting the Right CIMS Means Choosing the Right Partner.

When you purchase a Consumer Information Management System, you are purchasing more than just workflow software. You are also purchasing the professional services and support vital to making the most of your investment in the short and long term. Thus, the company behind the software you deploy is just as important as the software itself. We invite you to learn more about Bowman Systems, the company behind ServicePoint, and how we can form a longstanding, successful partnership together. Simply call 888.580.3831 and we will introduce you to the manager in your area.



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