



BOWMAN^{systems}_{tm}

Connecting Your Community

Your Trusted Partner for Innovative Case Management

Software in the Social Services Industry

Bowman Systems is the **national leader** in case management software for the social services industry. Serving more than 20,000 users across the country, Bowman Systems credits its success to client-collaborative product development and **outstanding customer support**.

Founded in 1999, Bowman Systems maintains a passion about its customer relationships. We know that effective data management helps our clients operate more efficiently, serve clients more successfully, and deliver more compelling fundraising requests. As a result, the software we create makes a difference in the communities we serve.

Client Collaboration

The many feature enhancements bundled into each new version of Bowman Systems' software come as the result of hands-on social services experience and extensive feedback from workers and professionals across the country. **Versatility and adaptability** are two of the keys of our software's success; our clients are our partners and their ideas are as essential to our product development as are our programmers.

Bowman Systems' software is ideal for a broad array of case management environments. We currently serve state and local agencies, homeless coalitions, 2-1-1 call centers, information & referral programs, Area Agencies on Aging, Healthy Community Access Program (HCAP) providers, food banks, faith-based groups, jail diversion programs, and public & mental health providers. Any organization looking to reduce costs, increase productivity, and **improve community services** can benefit from at least one of our solutions. These include:

ServicePoint™	Our flagship product, the most widely used Consumer Information Management System in the social services market.
CallPoint™	A full-function 2-1-1 / Information & Referral management system.
CommunityPoint™	A catalogue of social services publicly available via customizable websites.
HousingPoint™	A web-based property management and search tool for subsidized, private market, and special-needs housing.

Corporate Profile and Contact Information

Company Name	Bowman Systems LLC
Ownership	Privately-Held
Year Established	1999
Employees	40+
Headquarters	333 Texas Street, Suite 300, Shreveport, LA 71101
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About Our Products

ServicePoint

ServicePoint is a collaborative client tracking and case management database. ServicePoint streamlines the delivery and coordination of social services by connecting disparate service agencies over the internet, allowing them to offer focused, rapid, and accurate care for every consumer. Through ServicePoint a community's available services can be catalogued in a centralized and web-accessible database. When an individual seeks a service, even if s/he visits the wrong location, any staff member can assess the consumer's needs (using customizable intake forms) and can run a single search across the entire resource database to find an appropriate provider. Client profiles can be created to track an individual's movement within the system—to prevent duplication of services and to chart the consumer's history—and personalized photo IDs with bar codes can be created to provide convenient one-swipe access to an entire case history. ServicePoint also features extensive record-keeping and data-sharing features, giving System Administrators and Executive Directors access to critical program and funding information. ServicePoint's **fully-customizable reporting capability** also comes packed with an array of canned reports, including the AHAR, the ESG, and the HUD APR.

CallPoint

CallPoint is a call center database for managing calls, clients and resources. Taking input directly from call center workers and I&R administrators, CallPoint represents the fulfillment of a virtual **2-1-1 wish list**. Through CallPoint users can record calls, capture custom assessment information, issue referrals, indicate a call's status, and flag calls for follow-up. Additionally—because CallPoint can integrate with ServicePoint—call center staff can **communicate directly with service providers**, to put callers in touch with the services they need, right away. This two-way dialogue between the 2-1-1/I&R centers and the service providers ensures both data validation and quality assurance. Additionally, Client IDs can be attached to call records to track a caller's history and to chart critical data for driving outcomes.

CommunityPoint

CommunityPoint is a **customizable web portal** that provides social service information to the public. Agency profiles, volunteer opportunities, community calendars and more can be broadcast over the internet to heighten public awareness of community social service resources. Easy-to-use search capabilities direct users to the information most pertinent to their needs.

HousingPoint

HousingPoint is the housing locator of choice for affordable properties. It allows property owners to independently manage and publish their units' details and availability, and is also a cost-effective way to ensure that low-income and special-needs citizens are aware of all of their **affordable-housing options**. Because HousingPoint is web-based, it is always available to the public, remotely manageable by property owners, and simple to update.

Honesty, integrity, respect, and commitment are the principles that guide Bowman Systems in developing, integrating, and supporting best-in-class software. Bowman Systems meets and exceeds its clients' expectations through a customer-centric sense of urgency for innovative solutions—on time and at an affordable price.



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