

# uengage

Your complete online consultation solution



COLLABORATE



ENGAGE

# The challenge

Consultation is an essential part of government activity today, with organizations of all sizes working to provide opportunities for better public and stakeholder engagement at every stage of the process.

The challenge for organizations is to find ways to successfully involve and consult their service users more fully, and to facilitate the effective engagement of stakeholders, without the acknowledged cost and administrative burdens of the traditional consultation process.

## The solution

Online consultation offers a number of real benefits for public sector organizations – widening participation and accessibility, improving efficiency and accuracy, as well as reducing the frustration and costs associated with the consultation process.

**Engaging your stakeholders in consultation has just become significantly easier with [uengage™](#) from Limehouse Software.**

## Unifying information through effective consultation



# How technology can help

Typically, consultations vary in size, complexity and purpose – responsibility for projects can sit in different departments, the type and location of consultees is often different, and the channels for consultation are becoming increasingly varied.

Technology and automated processes are proving to be critical to the success of consultation initiatives, helping to connect diverse groups and enabling the completion of projects in a timely, efficient and cost-effective manner.

It is therefore essential to find a technology solution that can help you **control all your consultation activities**. A solution that enhances your ability to co-ordinate and manage consultations, ensures that you deliver on your citizen and government objectives, and can unlock savings through enhanced communication and increased efficiency.

After working alongside and listening closely to the needs of our customers and partners, we have created **uengage** – the market's most comprehensive consultation software solution.

## Introducing uengage

**uengage** takes away the resource-intensive, manual processes associated with identifying and informing your audience, consulting through a variety of channels and analyzing the results, leaving you free to focus on what's important to you – ongoing conversation with all of your stakeholders.



# What makes **uengage** different?

## **uengage is your complete consultation solution – delivering tangible benefits:**

- Make significant cost savings and efficiency gains on your consultation projects
- Improve accessibility and stakeholder interaction through increased consultation channels
- Allow all stakeholders to create, manage and report on consultation projects simultaneously
- Tailor access and response mechanisms to suit consultee and user requirements
- Ensure you have a co-ordinated, strategic approach to public engagement across your entire organization.

Now there is a single system for all your consultation requirements. Whether it's stakeholders, citizens, employees or partners, **uengage** handles all your needs in one secure online consultation portal.

**uengage – providing opportunities for better engagement at every stage of the consultation process.**

“One of the true benefits of Limehouse Software is its ability to accept comments from staff, stakeholders and citizens in a Web-enabled environment and attribute those comments to a very specific part of the plan.”

Chris Kerzman, IT Business Coordinator,  
City of Fort Worth, Department of Planning & Development

# uengage – your complete consultation solution

**uengage offers your organization a range of comprehensive capabilities:**

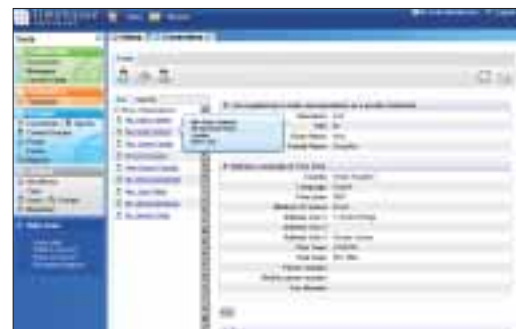
- **Active document** consultations allowing stakeholders to comment online on any part of your document
- **Create quick polls, surveys and questionnaires**, providing the facility for real-time consultation feedback
- Streaming of **live council meetings** online, including archiving of meetings as well as live representations on council topics
- Comprehensive **forum and discussion groups**, enabling the simple set up and analysis of bulletin boards
- Full integration with **state-of-the-art mapping**, offering live maps and geographical analysis of responses
- Effectively **identify and communicate** with consultees using demographic information, a consultee relationship management hub and instant messaging functionality
- **Report and manage** all of your consultation data from across the organization – create live reports and export to formats such as Excel, CSV and SPSS
- **Streamlined administration** enables you to record written and face-to-face responses more efficiently, and offer improved access to manual consultations
- Support more **diverse and geographically dispersed** stakeholders with access via Web browsers, Internet-ready kiosks, and mobile devices such as PDAs and mobile phones
- Conform to the highest standards of Web accessibility, with all content adhering to **AAA standards**.



Consultation web portal



Interactive survey tool



Consultee database view



Integrated reports

# Secure, flexible and accessible

**uengage offers the combined benefits of security, flexibility and accessibility you would expect from Limehouse Software. Experience a rapid implementation with everything securely hosted online.**

Through a roles-based approach, ensure your implementation is flexible and tailored to suit your specific needs. And because **uengage** is fully accessible online and features the latest interface technologies, users can navigate easily between different consultation tools and gain the confidence they need to make their consultations even more effective.

## Comprehensive service and support

### We're with you every step of the way

Limehouse Software is the leading provider of collaboration, publishing and consultation software, with over 250 customers worldwide. Working closely with clients has enabled us to develop **uengage** into the most comprehensive tool of its kind.

When you invest in **uengage**, your relationship with Limehouse Software is only just starting. **uengage** is backed by a comprehensive range of services, developed to ensure you maximize your IT investment. Benefit from the following range of services:

- Step-by-step set up and introduction to the system to ensure a smooth implementation
- Tailored training program to suit your specific requirements
- Dedicated support manager plus telephone and live web support facilities

- Premium support service for **your** consultees
- Data migration services and ongoing project management
- Hosting services that guarantee you and your users have access to your data at all times.



# Beyond stakeholder engagement – **ucreate**

For organizations that want to go beyond stakeholder engagement, Limehouse Software also offers **ucreate™**, a complementary solution that helps you:

- Initiate and project manage all of your documents
- Collaborate in real time
- Ensure everyone is working on the latest version
- Publish to fully designed PDF, HTML and XML at the touch of a button.

Together, **uengage** and **ucreate** provide one fully integrated, easy-to-use solution.

## About Limehouse Software

Limehouse Software is the only company to offer a single solution that enables document-centric collaboration for the development of policies and strategies and multi-channel publishing capabilities with an integrated end-to-end enterprise consultation system, as a hosted software solution. Through this unique offering, Limehouse customers have been able to unify information to produce and publish thousands of policy and strategy documents, multi-channel consultations, and information portals.

Founded in **2002**, Limehouse Software boasts over **250** customers, its software solutions are a key part of public and private sector communications across the UK and US.

More information can be found on the web at [www.limehousesoftware.com](http://www.limehousesoftware.com)

“In one day, we were trained and ready to go. And they (Limehouse support) don’t wait for you to call them. They anticipate issues, often delivering our wish list of product features in subsequent versions of their software.”

Linda Painter, ACIP, Deputy Director – Planning ,  
City of Providence, Department of Planning & Development

# Engage with us

To find out how we can help your organization meet your specific consultation needs, please contact us at [uengage@limehousesoftware.com](mailto:uengage@limehousesoftware.com), or alternatively call **866.423.0510** to discuss your requirements.

## US Headquarters

Limehouse Software Inc.  
1111 Brickell Avenue  
11th Floor  
Miami, Florida 33131

**Tel** +1 786 777 0510

**Fax** +1 786 777 0513

**limehousesoftware.com**

## Chicago address

Limehouse Software, Inc.  
8700 West Bryn Mawr Avenue  
Presidents Plaza II  
Suite 800 South  
Chicago, Illinois 60631-3507

**Tel** +1 773 714 2352

**Fax** +1 773 714 4910

**limehousesoftware.com**

## California address

Limehouse Software, Inc.  
8001 Irvine Center Drive  
4th Floor  
Irvine, California 92618

**Tel** +1 949 754 3105

**Fax** +1 949 754 4001

**limehousesoftware.com**

## Worldwide Headquarters

Limehouse Software  
4th Floor  
No. 1 London Bridge  
London SE1 9BG

**Tel** +44 (0)20 7566 3320

**Fax** +44 (0)20 7566 3321

**limehousesoftware.co.uk**