

# Ditch the Spreadsheet. Use Schedule Express!



Stop wasting hours organizing schedules with spreadsheets and get your time back.  
Stop wasting time sifting through piles of schedule forms and focus on what matters most.  
Spend more time focusing on the important tasks of your job.

## Schedule Express is Intelligent Scheduling for Safe Cities™

Schedule Express **reduces the risks, costs and complexities** of scheduling your workforce while deploying public safety professionals and resources in cities throughout the U.S. An award-winning enterprise-class workforce management solution, Schedule Express automates the complex scheduling challenges related to your agency's scheduling policies, procedures, rules and CBAs while ensuring compliance to federal, state and local regulations.

**Trusted** by the nation's leading public-safety agencies across America to get the right people to the right place at the right time, with the most efficient, cost-effective and advanced technologies today, Informer Systems is all about intelligent scheduling for Safe Cities.

## We Are Public Safety Scheduling Experts



Schedule Express is widely known for its user-friendly interface and ease of use. Since it's cloud-based, Schedule Express can be accessed by employees from their laptop, home computer or mobile device to view their own schedule, request time off, sign-up for overtime, request shift-trades, view training assignments and more. You and your employees can be up and running in a few days – not weeks or months.

Schedule Express is the **public safety industry leader** when it comes to scheduling technologies and workforce management.

- **Powerful Cognitive Configurator Engine** – One thing is certain, no two agencies operate alike. Custom configured to meet your agency's needs
- **Easy to Use** – Friendly, uncomplicated interface designed by public safety professionals
- **Affordable** – Comprehensive feature set, free upgrades and proven ROI
- **Unparalleled Support** – Onsite implementation, customized training and technical support
- **100% Cloud** – Tailored to fit your needs; scale as needed
- **Secure** – High-level data encryption

From San Diego, CA to Boston, MA. Houston, TX to Salt Lake City, UT. From Small Town America to Big City USA.

# Schedule Express is the Public Safety Leader

**Washington**  
Seattle  
Spokane County  
Lincoln County  
Clark County  
Benton County  
Wenatchee  
Kent  
Tacoma

**Oregon**  
Salem  
Milwaukie  
West Linn  
St Helens

**California**  
Elk Grove  
Santa Clara  
Rohnert Park  
Solano County  
Petaluma  
Concord  
Milpitas  
Santa Clara County  
Marysville  
Sacramento  
Roseville  
Fairfield  
Contra Costa County  
Bishop  
Santa Barbara County  
Oxnard  
Santa Monica  
Hawthorne  
Irvine  
Bell  
CSU Long Beach  
San Bernardino County  
Indio  
Oceanside  
Escondido  
San Diego

**Montana**  
Flathead

**South Dakota**  
Rapid City

**Nebraska**  
Lincoln

**Utah**  
Salt Lake City

**Nevada**  
Clark County  
Las Vegas

**Arizona**  
Glendale  
Maricopa

**New Mexico**  
Albuquerque  
Las Cruces  
Las Vegas

**Texas**  
Houston  
Bell County  
Sweetwater

**Minnesota**  
Blaine  
Coon Rapids  
MSP Airport  
Metro Transit

**Wisconsin**  
Dane County  
Fond du Lac County

**Illinois**  
Pontiac  
Plainfield  
Matteson

**Iowa**  
Davenport

**Missouri**  
Boone County

**Michigan**  
Allegan County  
Ingham County  
Ottawa County  
Muskegon County  
Eastern Michigan University  
Washtenaw County  
Michigan State Patrol  
St. Clair County

**Indiana**  
Lake County

**Ohio**  
Butler County

**West Virginia**  
Jefferson County  
Kanawha County

**Virginia**  
Fauquier County

**North Carolina**  
Durham

**Georgia**  
Atlanta  
Roswell  
Fulton County  
Hartsford-Jackson Airport

**Florida**  
Orlando  
Alachua County  
Pinellas County  
Orange County  
Collier County  
St. Lucie County

**Maine**  
Old Town  
Sanford  
Penobscot  
Waldo County  
Cumberland County  
Ogunquit

**New York**  
Onondaga County  
Oneida County

**Massachusetts**  
Boston  
Wilbraham  
Holbrook

**Logo:** Schedule Express



**Contact Informer Systems Today for a Schedule Express Demo!**

# Executive Summary



Schedule Express reduces the risks, costs and complexities of scheduling and deploying public safety professionals in cities throughout the United States. An award-winning cloud-based SaaS solution that is trusted by the nation's leading public safety agencies, Schedule Express has been deployed in nearly every state for Police, Fire, 9-1-1, Corrections, EMS, Records, Investigations and more. Born in the cloud in 2003, Schedule Express is an award-winning enterprise-class workforce management solution specifically designed and built for public safety agencies. Through its powerful Cognitive Configurator Engine, Schedule Express allows you to build and maintain shift-based schedules while uniquely automating time off requests, shift trades, OT, training, on-duty/off-duty work, special assignments, and more – from request through approval – effectively eliminating paperwork, man-power costs and substantially reducing errors, omissions and abuse.

**100% Public Safety** – Since 2003, Informer Systems, LLC has enthusiastically dedicated itself 100% to the Public Safety industry. We do not operate in any other industries such as healthcare, petrol chemical, transportation, education, etc., as other vendors do, which require their scheduling application to fit other industry requirements as well, and thereby limiting and watering down public safety scheduling functionality. One hundred percent of our customers are true Public Safety customers such as Police, Fire, EMS, 9-1-1, Corrections, etc. For 18 years, Informer Systems, LLC has been at the cutting edge of providing tailored scheduling solutions to the Public Safety industry. Moreover, all of our professionals have actually been employed by public safety agencies and are experts in workforce management scheduling. This brings to bear decades of hands-on, practical expertise.

**100% Cloud** – As the very first cloud based public safety scheduling solution, Schedule Express is the premier scheduling solution specifically designed and built from the ground up for 24/7/365 mission-critical environments. Schedule Express operates inside the Amazon Web Services (AWS) Elastic Cloud Computing (EC2) environment providing high reliability, high scalability, high computing capacity and storage. This eliminates the need to invest in any hardware up front or to maintain afterwards.

**100% of Feature Set** – Every Schedule Express customer receives ***the entire*** feature set contained within the Schedule Express ecosystem. While other vendors itemize their product suite so they can charge extra for key feature sets such as shift bidding, vacation bidding, time cards, reporting packages, etc., not so with Schedule Express. As a subscriber to the Schedule Express service, every customer receives the entire current feature set at no additional cost. No exceptions.

**100% Future-Proofed** – Furthermore, ***all*** future upgrades and enhancements are provided to every agency at no additional charge. This future-proofed methodology provides a substantial, measurable, and continuous return on investment.

**100% Onsite Implementation & Training** – Informer Systems, LLC provides onsite implementation and training for administrators, schedulers, and supervisors. This is simply unparalleled and unmatched in the industry. Furthermore, the Informer Systems, LLC implementation team is simply the best in the business. How? Because not only has every team member been previously employed by a public safety agency with their job responsibilities including the management of the agency's workforce management schedules, but also because collectively they have turned up hundreds of agencies and thousands of users across North America. They bring to bear decades of scheduling experience and expertise. Their vast knowledge of scheduling policies, procedures, rules, regulations, and employment agreements are top-notch.

**Fully Featured Advanced Workforce Management & Scheduling Ecosystem** – Many factors impact scheduling. It's not just when and where a person is working, but it's the exceptions to the when and the where a person is working that becomes complicated. As a fully featured advanced workforce management and scheduling ecosystem, Schedule Express combines all of the connective tissue of those exceptions that impact scheduling into a fully integrated, real-time and robust solution. Schedule Express manages the vast complexities associated with Absences or Time off, Trades or Swaps, Voluntary or Mandatory Overtime, On-Duty and Off-Duty Details, Event Scheduling, Special Assignments, Training, Coverage, Personnel Skillsets and Qualifications, Vacation Bidding, Shift Bidding, Time Cards, Time Banks, Reporting, Audit Trails, Security Rights, Integration to Payroll, and so much more. All of these factors impact scheduling, and Schedule Express is the ecosystem that brings it all together within a single database. This is why Schedule Express is ideal for cities, counties, and municipalities throughout the United States.

**Powerful Cognitive Configuration Engine** – There is primarily one common denominator with all public safety agencies in America, and that is, no two agencies operate the same way. The need to custom configure each individual agency and their respective departments is paramount. The very core of Schedule Express lies within its powerful and potent cognitive configuration engine which brings to life automation intelligence. It is here that Schedule Express has the ability to custom configure each individual agency and each individual department within that agency to its own scheduling policies, procedures, rules, regulations, MOUs, CBAs, or any other employment agreement(s) that may exist. Once again this makes Schedule Express ideal for cities, counties, and municipalities throughout the United States.

**24/7/365 Public Safety Level Service, Support, & Maintenance** – Informer Systems, LLC fully recognizes and understands the urgent demands that exist when a public safety agency requires service and support. Consequently, our response times for service and support are what you would expect from a company operating in the public safety market with 2-4 hour response times for critical issues, within 24 hours for major issues, and 2-3 business days for minor issues. Additionally, with direct access to the Schedule Express Service Desk, customers are able to monitor the status of their trouble tickets at any time.

**Substantial ROI** – Schedule Express delivers a significant reduction in work effort to produce daily, weekly, monthly, quarterly and annual work schedules, while substantially reducing errors inherent in paper and computer-based calendaring systems. On average public safety agencies realize a 40-60% reduction in labor costs within 4-6 months of deploying Schedule Express providing a substantial and measurable return on investment. Schedule Express:

- Saves Time – Increases productivity and reduces scheduling overhead
- Saves Money – Lowers operational and labor costs by 40-60%
- Future Proof – No charges for upgrades and 24/7/365 service, support, and maintenance
- Web-Based – Accessed via secured internet site – anywhere, anytime, anyplace on any device
- No Upfront Costs – No hardware or software to buy, install, or maintain

### **Schedule a Demo**

From small town America to big city USA, public safety agencies throughout America are choosing Schedule Express for all their workforce management scheduling needs.

Schedule a demo today at [info@informersystems.com](mailto:info@informersystems.com)

# Informer Systems



## NCSA Technology Bid

22-01-0303

Number of Users	Base Price (Discount Included) License Fee Per User/Per Month* <small>*(Billed Annually)</small>	% Discount off MSRP
1-30	\$20.00	6.0%
31-150	\$13.00	35.0%
151-300	\$12.50	37.5%
301-500	\$12.00	40.0%
501-750	\$11.50	42.5%
751-1000	\$11.00	45.0%
1001-1250	\$10.50	47.5%
1251-1500	\$10.00	50.0%
1501-1750	\$9.50	52.5%
1751-2000	\$9.00	55.0%
2001-2250	\$8.50	57.5%
2251-2500	\$8.00	60.0%
2501-2750	\$7.50	62.5%
2751-3000	\$7.00	65.0%
3001-3250	\$6.50	67.5%
3251-3500	\$6.00	70.0%
3501-3750	\$5.50	72.5%
3751-4000	\$5.00	75.0%
4001 and above	\$4.50	77.5%
<b>Professional Services</b>		<b>MSRP Rate</b>
One-time onsite full deployment of Schedule Express		\$1,500
One-time onsite training for all admin & supervisory personnel		per person
One-time onsite data collection and custom configuration		per day
Onsite refresher training after implementation		Included
Unlimited 'live' web-based training		Included
All future maintenance and updates		Included
Interface to payroll		Included
Modification of existing report(s) or creation of new report(s)		Included
24/7/365 service, support, and maintenance		Included
50% discount off MSRP		
<b>Additional Services</b>		<b>MSRP Rate</b>
Programming Services	Custom Development or Integration with Third Party Applications	\$190 per hr
System Analysis Services	Analysis & Evaluation of Work Force Management Processes & Procedures	\$190 per hr
10% discount off MSRP		

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