



Diamond ERP

Specifically for local government

Diamond ERP has been partnering with municipalities for 25+ years to deliver solutions that respond to the growing needs of the communities and citizens we serve. We help public sector organizations deploy cost effective, integrated, Microsoft-based solutions that increase employee productivity so that you can better serve the demands of constituents and leverage technology to automate all aspects of your organization. Municipal staff leverage these solutions to deliver essential services to their community, make informed decisions to better serve citizens, and streamline operations to deliver services in a cost effective and efficient manner.

Our Experience

Diamond ERP supports 300+ customers across eleven provinces and territories. We are a leading provider of local government ERP solutions in Canada. Our product suite expands upon the world class financial management functionality of Microsoft Dynamics GP and combines a broad range of 'municipal specific' modules designed to meet the unique needs of local government. Dynamics GP inter-operates with a broader range of Microsoft technologies {including Microsoft SQL Server and Microsoft Office} to provide end users with a highly flexible and self-empowering work environment combining structured business applications with unstructured user productivity and collaboration tools that employees need to perform daily tasks.

Our Client Focus

Diamond is committed to our client relationships and to delivering the support that our clients need to maximize their investment in Microsoft technologies. We provide a fully staffed help desk, web-based incident and call tracking and solution optimization services to support the long term business objectives of our clients. Our goal is to ensure that you get the best public sector products as well as services in the industry - period.

Reliable, Flexible and Scalable

Diamond's public sector solutions are built upon the core financial management foundation of Microsoft Dynamics GP – one of the most widely used mid-market ERP systems in North America with over 40,000 installs. Diamond extends the superior functionality, Microsoft Office integration and Reporting/BI tools of Dynamics GP to the public sector by developing seamlessly embedded Revenue Management applications to meet the needs of mid-sized municipalities and public utilities.

- Reporting & Analytics
- Financial Management
- Public Sector Solutions
- Payroll and Human Resources
- Project Costing
- Virtual City Hall

Our Technology Leadership

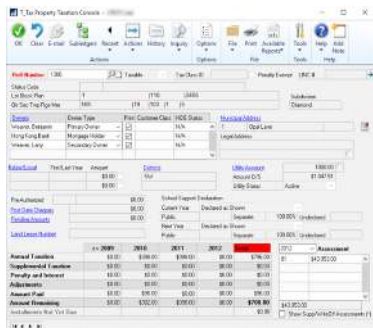
Working collaboratively with Microsoft Dynamics GP, Diamond ERP delivers proven business solutions that offer seamless integration with Microsoft desktop applications (Word, Excel, Outlook), superior reporting and business intelligence tools and a deep feature set. Diamond is able to leverage Microsoft's product development initiatives to bring together a suite of local government based solutions that include:

- **Microsoft Dynamics GP ERP** (Financial accounting, Purchasing, Business Intelligence/Reporting)
- **Microsoft/Diamond Payroll/HR** (Payroll, Human Resources, Employee Time Entry and Employee Self Service)
- **Diamond Revenue Management for Dynamics GP** (Utility Billing, Property Tax, Cash Receipting, Licensing, and Permits)
- **Diamond e Government** (Online bill and notice Delivery, payments, Property Tax Accounts, Utility Bill Accounts, Permits, Licenses, Bylaw Infractions etc.)



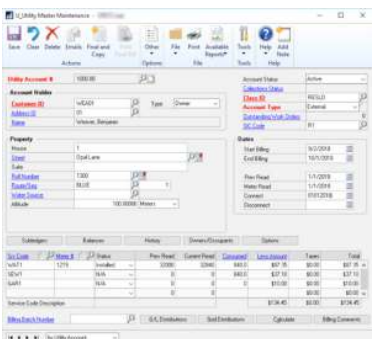
VIRTUAL CITY HALL

Extend citizen engagement and services anytime, anywhere and on any device with Virtual City Hall (VCH). VCH offers such a diverse and powerful set of features and payment options for citizens and other stakeholders to easily do business with your municipality. Diamond's latest release of VCH brings all the features, reliability and strengths of previous versions into a new and thoroughly modern look and feel that supports virtually any browser on any device.



PROPERTY TAX WITH eSEND

User friendly, robust and reliable, with 100 % integration to core financials, Diamond Property Taxation sets a higher bar and gives you complete command of your property and taxation requirements. This module completes all taxation related activities with ease while offering flexible configuration for tax billing, tax sale, adjustment entry and appeals tracking. Property Tax eSend works seamlessly with property tax, arrears letters, tax statements, pre-authorized payment notices and virtual city hall by providing paperless documents by email or online through Virtual City Hall.



UTILITY BILLING AND UTILITY eSEND

Powerful and easy to use, Diamond Utility Billing sets the standard for periodic billing of water, sewer, garbage, gas, electric and other related services. Diamond Utility Billing is an end-to-end solution that includes meter and reading management, bill levy and generate, work orders, payment and collections, adjustments and so much more. The Utility eSend module works seamlessly with Utility Billing and Virtual City Hall by providing paperless invoicing and notices. Your employees can send out e-mails to customers containing a PDF attachment of their actual Utility bill or Arrears Letter! Utility eSend also lets you create and view email templates, print paper copies, view email history, and more