

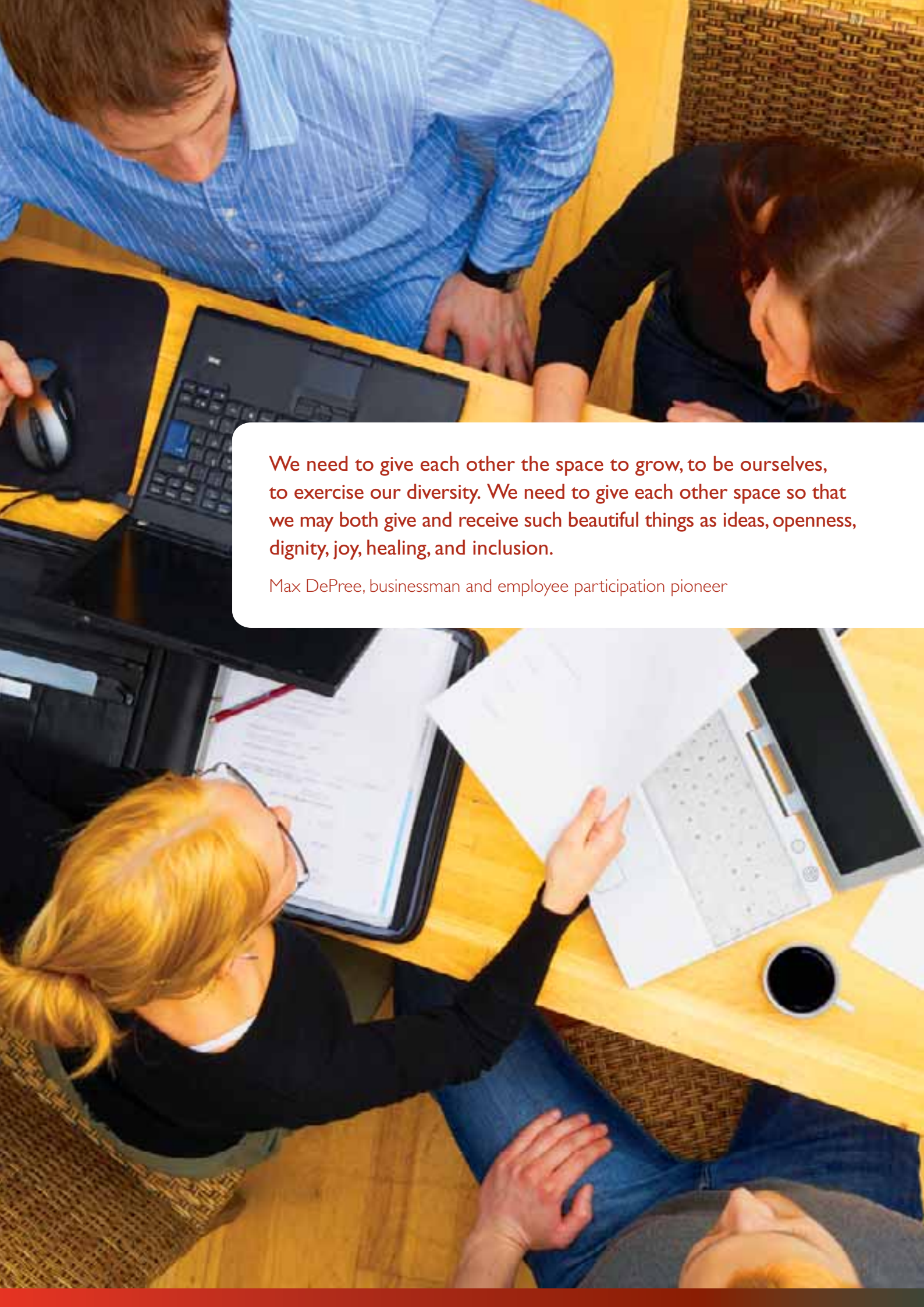


ENGAGE INVOLVE EMPOWER

FAST-TRACK SOLUTIONS FOR COLLABORATION AND CONSULTATION

Empowering people to work together better

 **INOVEM**
INCLUSIONWARE



We need to give each other the space to grow, to be ourselves, to exercise our diversity. We need to give each other space so that we may both give and receive such beautiful things as ideas, openness, dignity, joy, healing, and inclusion.

Max DePree, businessman and employee participation pioneer

CREATING THE SPACE

FOR COLLABORATION, CONSULTATION AND INCLUSION

Today the power of inclusion is recognised worldwide. In government and business, local democracy, associations and interest groups, communities and enterprises, people who work together better, get better results.

But it's only been in the past few years, with the creation of the interactive online world known as Web 2.0, that the way to achieve this has become available to everyone, whoever they are, wherever they are.

It's about creating the space – online – where people can get together, share information, discuss and develop ideas, consult and involve the people who matter, create joint output, drive projects more effectively and create partnerships that get things done.

THE ORIGINAL INOVEM INCLUSIONWARE™

INOVEM is a pioneer of web-native systems for collaboration, consultation and inclusion. Founded in 2001 by a group of Web 2.0 visionaries who had created SmartGroups – the forerunner of today's social networking sites – Inclusionware from INOVEM is purpose-built to fulfil those needs.

Our solutions are used by central and local government, planning authorities, consulting firms, corporates and representative organisations around the UK and US, to empower people to work together better.

Our innovative Web 2.0 technology enables people who want to involve, consult or collaborate with others to do so quickly, economically and without unnecessary barriers.

DESIGNED AROUND YOU

There's no need for complex IT knowledge, expensive training or restrictive workflows; and you don't have to base all your collaboration and consultation around making a document – it's your choice. We look like you, work like you and adapt to every different need you have. We enable everyone to participate, easily.

For those who want to consult the public, involve a community, manage a partnership or just work closely with colleagues, INOVEM gives you the place to do it – fast.

IT'S ALL ABOUT YOU

AND HOW YOU WANT TO WORK

INOVEM Inclusionware practises what it preaches: it works in a wholly collaborative, inclusive way that empowers you to the maximum.

Because it's highly people-centric, you don't have to sign up to a specific way of working, or change your identity to use INOVEM Inclusionware. You can simply collaborate, inform or consult with people the way you want, when you want.

We've made INOVEM fast to obtain, easy to learn, simple to use, inexpensive to own and very flexible so you can decide what you want to do with it next.

And what's even better is we've made it invisible. Your online collaboration and consultation space is about you, looks like you and comes from you – not some third-party site with your logo stuck on it.

SUSTAINABLE

Imagine being able to reduce your meeting-related travel by half, or three-quarters, or more. Plus being able to make the same kind of reduction in a lot of your paper document drafts, meeting papers, survey forms and other correspondence.

Inclusionware is a major contributor to environmental sustainability strategies in both these ways, and being available as a hosted solution can minimise energy consumption implications.

INOVEM as a company is fully committed to carbon neutrality and is actively working towards developing products that further reduce our customers' carbon footprints.



OPEN AND TRANSPARENT

A lot of consultation and collaboration solutions enable you to put your brand on their interface, or change the colours to make their software look more like your own identity. The point about INOVEM is that we actually become your own identity.

We can provide all our functionality within your own online environment – so people don't see us, they see you. We call it INOVEM Chameleon, and it's a unique approach that our customers really appreciate.

Similarly, we can interface and integrate with your key back-office applications, or other applications and technologies that you like to use, to give you a seamless experience.

INOVEM Inclusionware is built on industry standard technology platforms, enabling maximum openness and integration, as well as long-term investment protection.

DEMOCRATIC AND ACCESSIBLE

One of the most remarkable things about INOVEM Inclusionware is that it's open to everyone.

Browser-based, simple and intuitive, as a hosted solution it requires little or no IT resources to set up, learn, use or support – something that a lot of hard-pressed IT professionals like. Even if you opt for the installed solution, it's very easy to own. We work with IT staff to ensure they're happy with INOVEM and facilitate any integration you may need, but after that it's a breeze.

Initial product training is done in a day, and our customers then tend to introduce colleagues or new starters to the system themselves, though we're always there if you need us.

Using INOVEM is easy and flexible even for the non-technical, and we work to the highest accessibility ratings. Plus, INOVEM is easy to use as part of a mixed online and offline programme that ensures everyone is included.



FAST, FLEXIBLE AND AFFORDABLE

Getting up and running with INOVEM can be done in days, rather than weeks. So the next project is the ideal time to try it.

Once you've subscribed to INOVEM Inclusionware, it's equally easy to adapt it for the next task, and the next. Our licensing regime is broad and flexible, and extending the scope from a team-working solution to a public consultation or a multi-partner Management Information System is straightforward. When people start using INOVEM for one thing, they soon want to use it for all sorts of new things as well.

The system's based on what we call 'structured informality' – the ability to quickly structure a collaboration environment that enables people to express themselves freely and creatively. Authority can be delegated through the user base as needed, and users can easily set up their own groups, projects, consultations or document co-creation exercises. The in-built structure of INOVEM keeps things organised, while the user lets their imagination fly.

PARTNERSHIP BUILDING

One of the greatest benefits of INOVEM Inclusionware solutions is that you can be part of more partnerships.

From building a group of colleagues to help solve a problem more efficiently; to enabling team-working across the world; to sharing information as it happens; to getting the best expert input to your project; to making committees and work-groups more productive; to forging long-term strategic partnerships with other organisations, INOVEM puts everyone on the same page.

This is where the real revolution happens – suddenly, you can work with or talk with whoever you want, right now.

INOVEM CHAMELEON – BUILDING YOUR REPUTATION FOR INCLUSION, NOT OURS

Though INOVEM is a highly reputable company with customers ranging from the UK Government to Coca-Cola, we don't flatter ourselves that your colleagues, partners and publics are desperate to work with us. What they want to do is work with you. And what you're keen to do is demonstrate your own ability to collaborate, involve and include.

So instead of offering you the opportunity to add your logo to our software, we simply disappear behind your own online web identity, delivering all our functionality as though it were your own invention.

INOVEM Chameleon is our name for this. We fit the solution into your existing menu structures and website breadcrumb trail, use your own domains (eg consult.yoururl.gov.uk), copy your complex functions and remember your users' preferences.

We also enable website monitoring and tracking, and link seamlessly to different parts of your website, and back again.

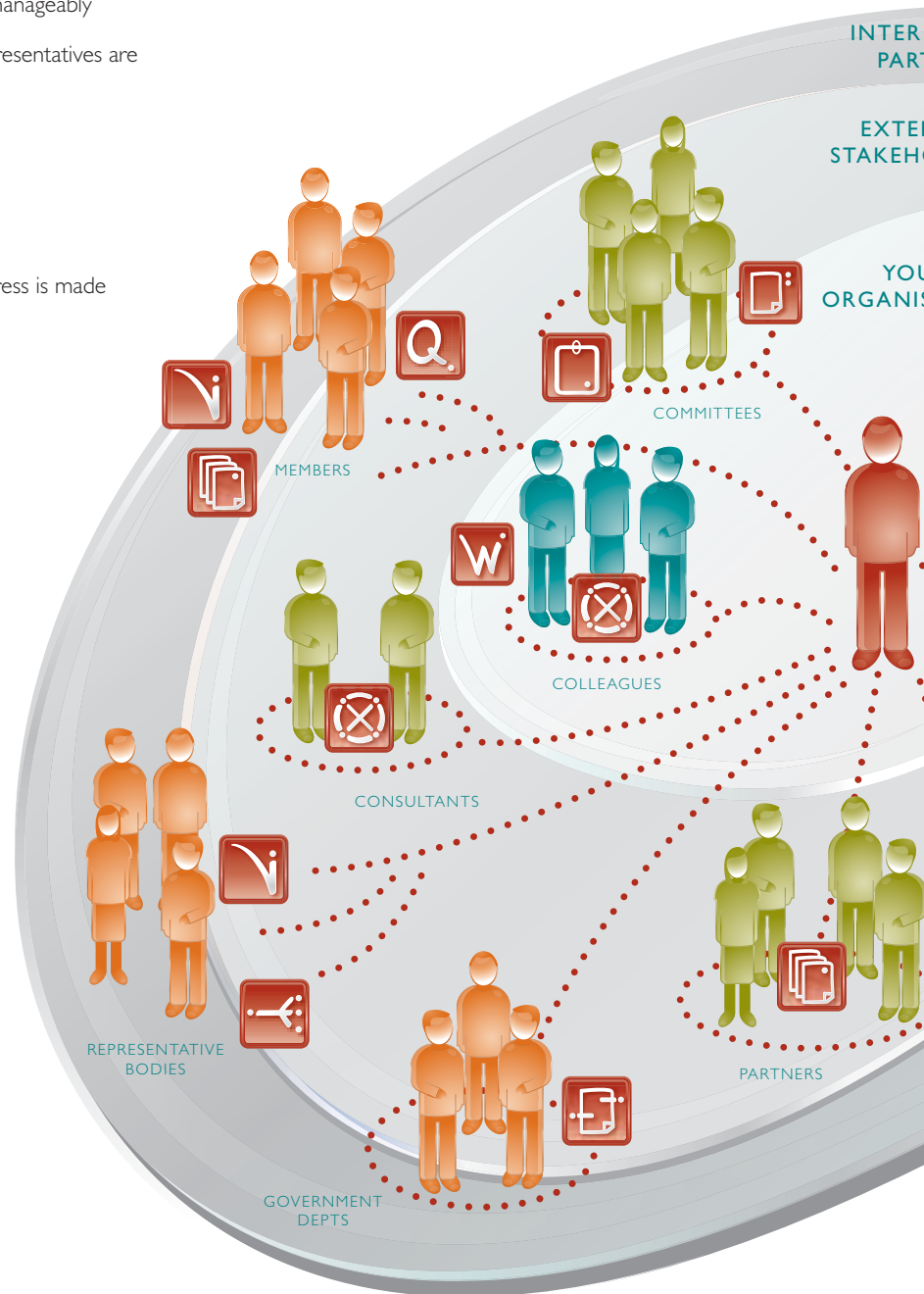
EVERYONE'S INVOLVED

AS MUCH AS YOU, AND THEY, WANT TO BE

INOVEM Inclusionware creates the single, simple yet multi-functional environment which can connect all the people you need to collaborate with, consult or inform.

It means you can

- gather information and expertise in a fraction of the time it used to take
- carry out statutory consultations at all levels quickly and manageably
- make sure members, interest groups, committees and representatives are all informed of the same things at the same time
- make project teams and committees more productive
- build strong and lasting partnerships
- manage procurement processes more openly and fairly
- schedule meetings – and ensure that the majority of progress is made outside and between them.

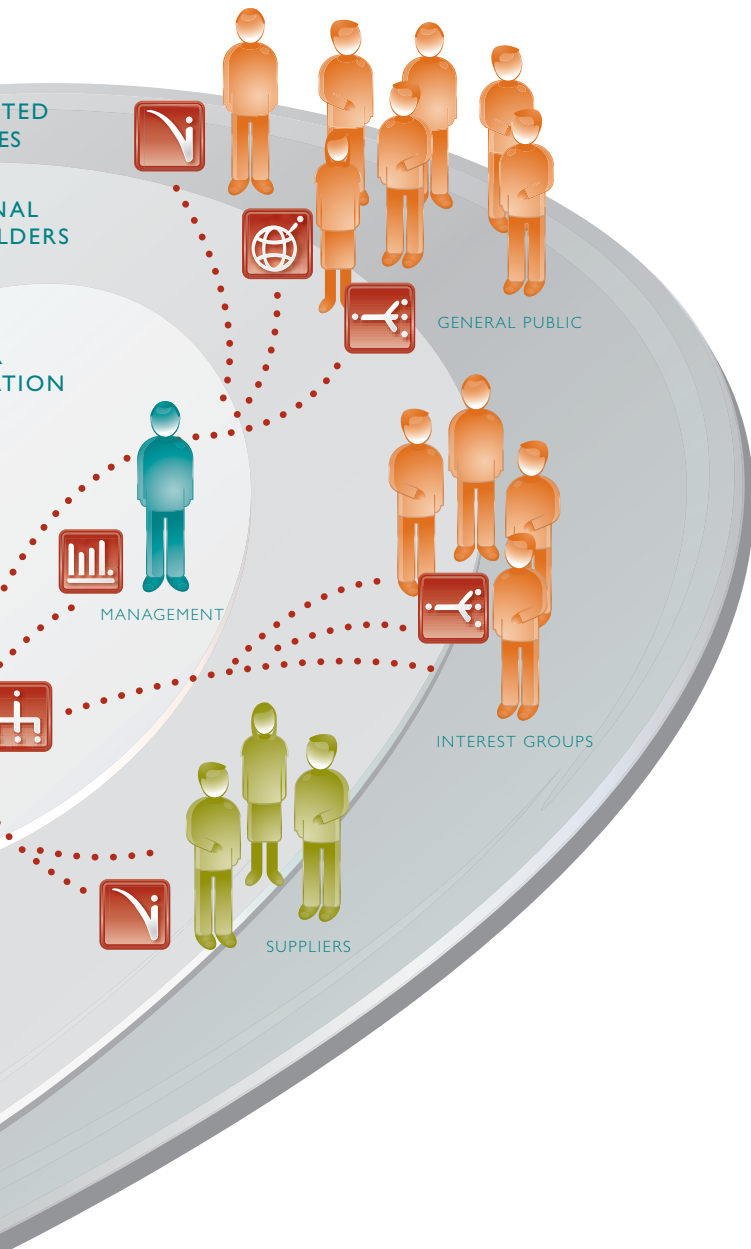


ENGAGE, INVOLVE, EMPOWER

Inside and outside the organisation, the barriers of time and place are removed, enabling anyone and everyone who's important to a project – or whose views matter – to be engaged in the process, involved in the discussion and empowered to participate.

WHAT CAN YOU DO WITH INOVEM INCLUSIONWARE?

Exactly how you use INOVEM is up to you – its flexibility means you can use it for a large number of organisational and communication tasks – but some of the primary things it enables you to do are:



INFORM

Quickly set up any number of groups and online communities so you can keep people informed, making sure they all have the latest versions of information. People can be in as many groups as they need, and if you're setting up the group, you can decide what they see, and what actions are open to them.



CONSULT

Ask the right people's opinions and views, at the right time. You can do this by an online discussion, by collecting comments against a document or asking people to take part in an interactive questionnaire. With INOVEM, consultation can be simple and quick, or detailed, thorough and auditable.



SURVEY

To get wide-scale and statistically valid results, INOVEM's consultation functions offer sophisticated, database-driven surveying techniques. Build your questionnaire, and offer respondents online or offline alternatives to maximise inclusive participation.



TEAM-WORK

Power up your productivity and drive your projects by team-working with colleagues, partners, suppliers, anyone. Your online working space is available 24x7, so you're not dependent on 'catching people in', but instead maximise everyone's working time as they develop ideas and progress actions via the shared collaboration environment.



WORKFLOW

Set up document workflow to suit the way you work, or the project's specific needs. INOVEM doesn't insist that you need to use complex and rigid workflow templates, but provides simple tools to enable you to create and approve your documents consistently.



SCHEDULE

Aligning times and dates is a critical part of any collaborative project, and here it's easy. Calendarise actions, meetings and project stages online and the system will keep you on track.



CO-CREATE

Not all collaboration or consultation requires a document to be created, but with INOVEM you can quickly and easily set up a Structured Document to share online. Colleagues can comment on, amend and develop the document bit by bit, according to their authorisations, with a full audit trail.



CO-PUBLISH

If you're creating policy, collateral, reports or surveys, it's simple to turn your online Structured Document, when it's ready, into a fully designed PDF. Following your own house styles, the system will produce fully formatted documents which can be published online or printed for offline use.



FILE & SEARCH

The extensive database facilities underlying INOVEM ensure that you can accurately file and easily search all important elements – including people, documents, discussions and actions. This delivers a Management Information System for organisations or partnerships, where key information can be shared, ensuring latest versions are used.



ANALYSE & REPORT

Extensive dynamic analysis and graphical reporting capabilities give you the opportunity to deliver management information straight out of INOVEM. These provide an important part of the feedback loop for project teams, as well as making it easier to display consultation results.



MAP

Another new feature of INOVEM is the ability to map survey respondents, partners and suppliers, project participants or any other group of people in your database. This provides a new depth of reporting capability to aid decision-making.



MANAGE

INOVEM is extremely easy and intuitive to manage, facilitate and moderate, enabling non-technologists to pull together teams and manage consultations effectively and without stress. Authority can be delegated, so many people can become managers or facilitators, to spread the load.

THE SOLUTIONS FOR YOU

AND THE THINGS YOU NEED TO DO

The INOVEM Inclusionware range comprises four core products which combine to deliver a range of solutions which we've created to meet our customers' needs.

These solutions can provide a ready-made answer to a wide range of tasks; or you can simply use our core products to define your own solution to meet your own need. We're always keen to explore new uses for our Inclusionware solutions, and will work with you to share experience, expand our domain knowledge and fine tune the solution.

Whatever sector you're in, if you have a need to work with others or gather their views, INOVEM can make it easy.

INCLUSIONWARE FOR GOVERNMENT

In local government, the increasing need to extend consultation and stakeholder engagement means that many local authorities are already INOVEM Inclusionware users. Our eConsultation Systems and Stakeholder & Community Portals are helping councils around the UK to canvass opinion and engage more closely with their communities.

Shared services, collaboration and partnership building are also crucial elements of the public sector agenda, and the ability of INOVEM to energise these relationships has meant that a number of government departments, agencies and services are among our customers.

Our Team Collaboration Systems and Project & Partnership Portals are enabling some major projects to move forward more smoothly, and underpinning information management systems across diverse partnerships.



And our Bid & Tender Management Systems are attracting procurement teams who want to cut through laborious information sharing procedures, without compromising the equity of the process, and ensuring a full legal audit trail.

INCLUSIONWARE FOR BUSINESS AND CONSULTING

The need for effective online team collaboration has been recognised in business for many years, as teams become more diverse and the need to harness the best skills – wherever they may be located – becomes paramount.

But with the accelerating environmental and cost factors related to travel and meetings, the demand for our easy-to-implement Team Collaboration Systems is rising even faster.

In major projects, our Project & Partnership Portals are able to significantly increase efficiency in scheduling and managing disparate resources, as well as enabling faster development of plans and documentation and ensuring that everyone's working off the same version of information.

INCLUSIONWARE FOR PLANNING AND THE ENVIRONMENT

Environmental and planning issues are a huge area for Inclusionware, as the need to partner; the need to co-develop plans and programmes, the need for accurate project management and above all the need to consult widely, at many levels, are all key.

Our Planning Consultation Systems and Development Project Portals have been designed specifically to harness our extensive domain knowledge – and our customers' experiences over the past seven years.

They deliver an ideal environment for local authority Planning departments, Planning and Environmental Consultants, development consortia, regional and national stakeholders to achieve their collaboration and consultation goals, and deliver projects effectively.

INCLUSIONWARE FOR ASSOCIATIONS

The advent of INOVEM Inclusionware has changed the game for membership-based entities such as professional bodies, associations and institutes.

Now, all members can be informed and consulted online, through our Membership Involvement Systems which enable policies, standards, events, certifications and compliance issues, and many other tasks to be made easier.

Members can be categorised and segmented into any number of groups, and it's easy to set up and motivate working groups and groups of experts.

Our Committee Support Systems enable committee and working-party members to be informed and consulted – but also to achieve far more in between meetings than ever before, and to reduce the need for face-to-face meetings in order to achieve results.

INCLUSIONWARE FOR COMMUNITIES AND ACTION GROUPS

Cities, towns and villages, neighbourhoods and streets, interest groups and enthusiasts, lobby groups and social event organisers, workers with youth and senior citizens, health interest groups and environmental campaigners – the people who can benefit from our Stakeholder & Community Portals and eConsultation solutions is growing.

And with INOVEM's fast-track set-up, economical licensing, ease of use and versatility, the variety of our customers keeps on getting wider.



OUR INCLUSIONWARE PRODUCTS

INOVEM CONNECT

INOVEM Connect is a 'light-touch' networking and collaboration tool which helps managers to quickly build and facilitate web communities and social networks.

Rapidly implemented and highly economical, INOVEM Connect allows stakeholders to provide feedback, discuss issues and be kept informed, enabling managers to trial collaboration and consultation ideas before implementing more comprehensive solutions.

INOVEM COLLABORATE

INOVEM Collaborate is a powerful team working environment designed to improve information, co-ordination, group communication, task and project management, content development and knowledge sharing across defined and flexible participation groups.

INOVEM Collaborate allows team members to keep in touch on fast moving and dynamic projects through instant notifications; maintains an audit trail of versions, histories, updates and comments on documents and other project information; and makes it easy for new members to be co-opted into teams with full information at their disposal.

INOVEM CONSULT

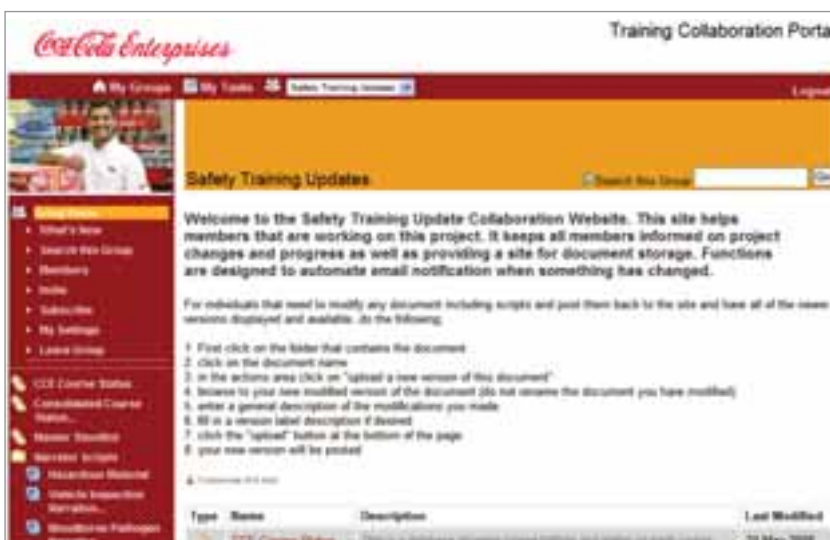
INOVEM Consult is an extremely flexible product that provides a variety of engagement tools for both formal and informal consultation work.

INOVEM Consult makes it easy for consultation managers to setup, manage and support each consultation stage through a robust and highly configurable consultation management framework, powerful stakeholder management functionality, a wide choice of interactive response methods and easy-to-use dynamic analysis and reporting.

INOVEM CO-PUBLISH

INOVEM Co-Publish is an easy-to-use tool to create, manage, review and publish documents. Through its friendly, intuitive interface, users can manage the construction and publication of their documents in HTML, print-ready PDF and XML formats.

INOVEM Co-Publish is unique in being able to fully support both print and web corporate branding styles.



WE'LL SUPPORT YOU

EVERY STEP OF THE WAY

SUPPORT FOR OUR CUSTOMERS

INOVEM Inclusionware is easy to implement, easy to learn, easy to use and reliable. Which is why we are renowned for providing the highest levels of support to our customers.

It starts with understanding what your needs and challenges are, and helping you decide on the right solution, or mix of products, to get the right result. We have a wide understanding of consultation and collaboration domains in the public and private sectors, and can often provide valuable experience to help you get a better outcome, quicker.

Then, we quickly adapt our software to work within your environment, providing the seamless identity that delivers added value to you.

After that, we're always available to help you activate new functionality, develop new services, refine or repurpose your solution. Our online ClientZone offers a direct and secure route into a raft of shared knowledge and resources, to complement our telephone support line.



SUPPORT FOR OUR PARTNERS

INOVEM Partners include a wide range of professionals and consultants in fields such as environmental services, planning, communications and consultation, who find that their job is made a whole lot easier by our technologies.

Unlike many consultation technology providers, we're purely in the business of providing the best technology platform and service, not of becoming consultants ourselves. We never compete with our partners, or look for consulting projects, but work closely with our partner base to recommend appropriate resources when opportunities arise.

Partnership is integral to our long-term strategy, and it's in our blood. If you'd like to become an INOVEM Partner, visit our website or give us a call on 01 488 648486.

WANT TO GAIN THE BENEFITS OF INCLUSIONWARE, TO ENGAGE, INVOLVE
AND EMPOWER YOUR COLLEAGUES AND COMMUNITIES, RIGHT NOW?

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