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PRESS RELEASE

BANGOR, ME, Launches
New App & Website

BANGOR, ME - Sept. 4, 2014 -- The City of Bangor, Maine, today launched "Go, Bangor," its first-ever mobile application (app), designed by QScend Technologies, Inc., in Waterbury, CT. The city also launched a new website, designed by the City's IT Department, using QScend's content management system, QContent.

Together, the app - available through iTunes and Google Play - and website will better connect residents and visitors with City Hall. The app provides easy access to information including city news, public meetings, and social media. Of particular note, the mobile app makes it easy to submit a service request to the City. Bangor's citizen service initiative is powered by QScend's QAlert municipal CRM software.

"Go Bangor" users can quickly report issues, which are automatically routed to the appropriate department or individual. They also can review the status of their open requests. Residents can also submit a service request via the new Bangor website and review their submission history and knowledge base articles online.

QAlert also integrates with the City's GIS data, providing key information to City staff as to the location of issues that can eventually guide future projects. In addition, the city plans to use the data in QAlert to ensure the efficient delivery of City services.

"Government needs to be more efficient and responsive at all levels," said Bangor Council Chair Ben Sprague. "Advances in technology help us do that, and with the new tools on our website and mobile app, the City will be able to address issues and track service delivery with quantitative results."

Using QAlert, the city can track projects from start to finish, choose to notify submitters of progress to their issues, and use the reporting area for a number of things, including better budgeting and resource allocation, and work schedule development.

"We're proud to be associated with the City of Bangor," said Keith LeBeau, President & CEO of QScend. "City staff has been a pleasure to work with, and we hope Bangor residents and visitors alike will enjoy using the app and website that we created together."

About QScend Technologies, Inc.
QScend Technologies (www.qscend.com) is an industry leader in Web-based software solutions and services for municipalities. More than 30,000 QScend product users access the company's series of "Q" products for a variety of citizen service related functions, including website content management, electronic newsletter distribution, citizen service request management, and 311 call center functionality.

Located in Waterbury, Connecticut, QScend Technologies was the first company to relocate into the city's Information Technology Zone. The company also provides custom website design, application hosting, and e-mail solutions for its customers.