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ANNOUNCEMENT

Connecticut DEEP Chooses QAlert to Boost Service Efforts

(Waterbury, CT – June 26, 2020) – QScend Technologies, Inc. announced today that it has been selected to provide State of Connecticut Department of Energy and Environmental Protection (DEEP) with its QAlert™ citizen relationship management (CRM) software, a dynamic Web-based tool that enables county staff to log, route, and manage all citizen service requests.

QAlert will become the backbone of the DEEP's combined sewage overflow program, replacing its current Sewage Right-to-Know Electronic Bypass Reporting System.

The Connecticut Department of Energy and Environmental Protection is charged with conserving, improving and protecting the natural resources and the environment of the state of Connecticut as well as making cheaper, cleaner and more reliable energy available for the people and businesses of the state. DEEP was established on July 1, 2011 with the consolidation of the Department of Environmental Protection, the Department of Public Utility Control, and energy policy staff from other areas of state government.

About QAlert

QAlert is Web-based software that allows local and county governments to track, manage, and resolve citizen service requests, and to maintain records based on property, submitter, issue type, and more. QAlert includes a powerful reporting tool for CitiStat-type information sharing, a self-serve area where citizens can review knowledge base articles, log-in to check their request history, and interact with staff working on an issue, and six different intake channels. Municipalities can opt to add a smartphone app for request submissions and an iPad app for mobile request management.

QAlert is the most robust, cost-effective CRM solution on the market. It is used around the country as the backbone for call centers and decentralized citizen service initiatives in towns with populations of less than 8,000, in cities small (15K) to large (550K), and in counties of varying populations, from 400,000 to nearly 2 million.

About QScend Technologies

QScend Technologies (www.qscend.com) is an industry leader in Web-based software, including its flagship product, QAlert, and services for counties and municipalities. Located in Waterbury, Connecticut, QScend Technologies was the first company to relocate into the city's Information Technology Zone.

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