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AST Successfully Implements Modern Oracle Cloud Mobile Application for Citizen Requests at City of San Jose, CA

Naperville, IL July 31, 2017: The City of San Jose, CA today successfully launched My San Jose, an Oracle cloud-based 311 solution allowing residents to report non-emergency service requests via a modern mobile application.

The City sought to enhance its capabilities in responding to citizens' needs, specifically with a Service Request Management (SRM) and Customer Relationship Management (CRM) solution to meet modern demands. AST's decades of experience implementing Oracle solutions in the Public Sector made it the most qualified team to help the City realize its goals. The AST and Oracle solution enables the City to engage citizens with greater efficiency and improved agility, instill trust in city governance, and build a community of informed and prepared citizens.

The six-month collaborative engagement involving the AST and City teams has allowed the City to increase direct communication with its citizens through email, application notifications and comments, and live chat, while also ensuring that telephone correspondence is available when required.

"During the Alpha and Beta testing, My San Jose received overwhelmingly positive feedback on its ease of use and functionality," says Kip Harkness, the City's Deputy Manager. "We're eager to see the community response and use of this tool."

As a result of the AST 311 Solution, the City of San Jose is now able to effectively provide improved municipal services to its citizens through modern channels, saving time and costs by eliminating inefficiencies.

AST Corporation is a Platinum level member of Oracle PartnerNetwork.

About the City of San Jose, CA

The City of San Jose, California is the largest city in Northern California and the nine-county Bay Area, and is the 10th largest city in the United States. Founded on November 29, 1777, San Jose was California's first civilian settlement and was the site of the first state capital. With the booming tech industry in the 1990s, San Jose earned its moniker as the Capital of Silicon Valley. Today, San Jose has more than one million residents, is the county seat of Santa Clara County, and the economic, cultural, and political center of Silicon Valley.

About Applications Software Technology (AST) LLC

Established in 1995, AST is a Platinum level member of Oracle PartnerNetwork (OPN), and Oracle Cloud Premier Partner. AST's services encompass all aspects of Oracle Cloud Applications, Business Intelligence, Enterprise Performance Management and Middleware implementations. AST offers flexible Managed Services and comprehensive Oracle University courses customized to the needs of our Public Sector and Commercial

customers. Clients look to AST Corporation for leadership and assistance in systems integration, business process redesign, project management, systems administration and training.

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