

American Management Systems, Inc.

Expect a Revolution

The emergence of the Web and technology innovation have launched a revolution—a revolution in how people and businesses communicate and interact with each other. Customer expectations of public service are increasingly being set by best practices—best practices characterized by round-the-clock accessibility, self-service, ease of use and greater convenience—all hallmarks of *eGovernment*.

What is *eGovernment*?

For most people, *eGovernment* means getting *on-line* instead of *in-line*. Fundamentally, *eGovernment* is about providing customer-facing services and information through multiple access channels, both traditional and electronic. Thanks to powerful new technologies, the public sector is now able to offer citizens a variety of new channels for interacting with government—over the Internet, through wireless communications, by phone, and of course, in person.

For government, two key components at the foundation of delivering responsive, customer-facing *eGovernment* are streamlining operations and enhancing customer service. In addition to both of these critical functions, governments must take an end-to-end view of their organizations by linking these new front-end channels of communication with existing, legacy-based back-office systems.

AMS: Delivering *eGovernment* Services and Solutions

At AMS, we understand both the requirements for *eGovernment* and the long-standing public sector values of economy, efficiency, and effectiveness. For more than three decades, AMS has provided solutions to federal, state, and local public sector organizations that improve government operations and help better serve citizens. AMS clients include more than 300 state and local organizations, as well as federal, provincial and city governments in Canada.

AMS offers a full spectrum of services and solutions that enable our clients to shape and execute their *eGovernment* vision. We offer a portfolio of reusable, transferable software offerings—offerings designed specifically for state and local government—that can help you realize the benefits of new Web-enabled systems functionality, quickly and affordably. Best of all, we help our clients integrate today's Internet-based technologies with their legacy systems to improve functionality and extend their current infrastructure investments.

To complement our existing capabilities, AMS works in partnership with other industry-leading companies to deliver a wide range of best-of-breed *eGovernment*. We have insights into the key issues that confront governments, and we can help you offer the services and information your customers will soon come to expect. AMS can help you:

- Deploy multiple channels of communication and interaction—including Web portals and call centers—to improve accessibility, convenience, and self-service.
- Leverage the power of consistent, integrated customer-facing services and information across multiple organizations, reducing redundancy and deploying seamless, personalized service.
- Join virtual on-line end-to-end *eProcurement* marketplaces to streamline these key functions and cut both time and costs.



Expect a revolution. We do, and we know how to enable your transformation. AMS has the vision, depth of knowledge, experience, and flexibility to help government totally transform the way it does business. Because the business of government is like no other business.

About AMS

American Management Systems (AMS) is an international business and information technology consulting firm—one of the 20 largest such firms worldwide. AMS's suite of *eBusiness* strategy, management, and technology services makes business reinvention possible in Internet time for large organizations.

Founded in 1970, AMS is headquartered in Fairfax, Virginia, with over 9,000 employees and 59 offices worldwide. *Forbes* magazine ranked AMS among the best-performing big companies in the U.S. in their "*Best of the Biggest*," and FORTUNE magazine placed AMS on its list of the "*100 Best Companies to Work for in America*" in 1999.

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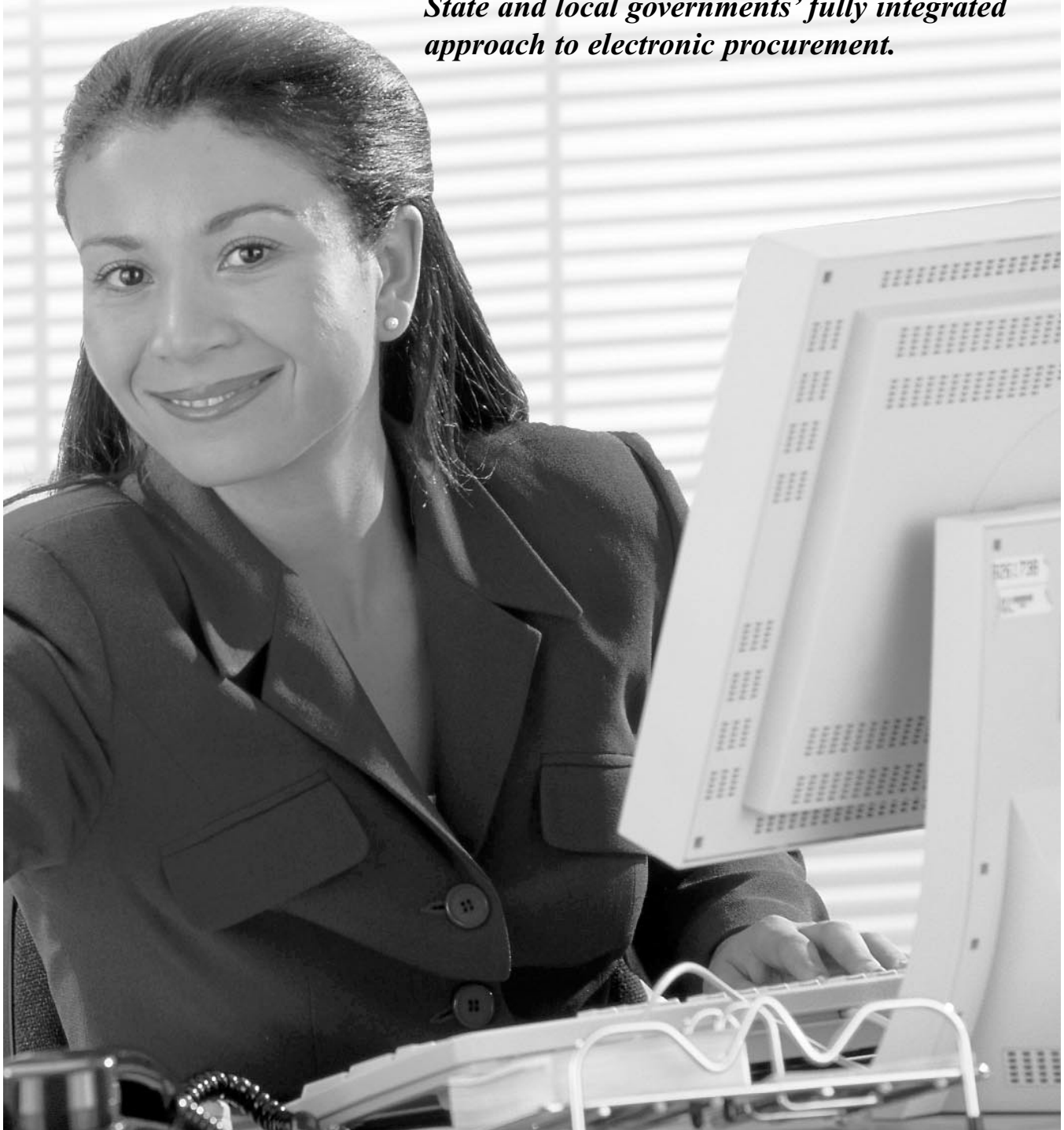


Electronic government? It's a concept whose time has come. Rising customer expectations of convenience, efficiency and service excellence are rapidly spilling over into the public sector—and government must respond. Fortunately, AMS has been delivering powerful technology-enabled solutions to help state and local governments face real world challenges for over 25 years. And, we have the track record to prove it. By leveraging our vision, expertise and technical know-how, you can deploy the right solutions to keep government customer-facing in this increasingly digital economy. We can help successfully implement your eGovernment strategy—because we know what you and your customers expect.

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- ★ Assistance with user marketing

To learn more about Bank of America and Purchase Street solutions for state and local government, contact:

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SAP Public Sector and Education

A subsidiary of SAP America, Inc., the market leader of inter-enterprise software solutions, SAP Public Sector and Education provides comprehensive, integrated solutions and portal services that connect government employees to their constituents. Through these critical connections, mySAP.com enables organizations to cut across department and enterprise processes by centralizing data collection, reducing transaction costs, eliminating inefficiencies and empowering workers. mySAP.com harnesses the power of the Internet and integrated systems to help government work smarter, better, and faster. With SAP solutions and services, these core components of our civic life can optimize resources, manage internal and external relationships, share virtual information, increase productivity, and better serve constituent needs.

SAP Public Sector and Education has more than 200 employees and is headquartered in the Ronald Reagan Building and International Trade Center in Washington, D.C. More information about the company is available at www.sap/usa/publicsector.

For more than 28 years, SAP software has helped thousands of businesses operate more efficiently and effectively. Following the introduction of SAPTM R/3[®], an integrated software system with a menu of more than 1,000 best business practices, SAP expanded into the public sector and now serves over 600 public sector customers worldwide.

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mySAP.com provides an open, collaborative business environment of personalized solutions on demand. The introduction of mySAP.com to the public sector reflects the SAP commitment to e-government. As government agencies and other public sector organizations extend their investment in technology and adapt to the Internet landscape, each constituent's needs must be met quickly and inexpensively.

mySAP.com enables government organizations to integrate and consolidate information across agencies, providing citizens with improved convenience and access to services. The integrated software solution allows government to manage directly their relationship with constituents via the Web or through call centers to provide a single point of contact across the myriad government departments and services.

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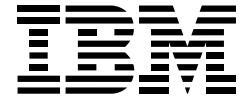
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IBM will host the reception on December 14th.

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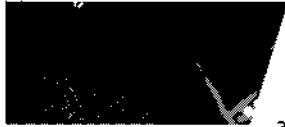
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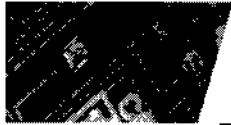
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