



## Emphasys User Awards Program

Recognizing users for the exceptional work they do

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### Program Overview

The Emphasys User Awards Program is designed to recognize clients who demonstrate notable performance in innovative software usage, beta testing and employee support with Emphasys' range of products. It places focus on such clients as a way to encourage the development of a user culture dedicated to supporting software advancements and ongoing improvements in the operation of PHAs, HFAs, and IHAs.

With increasing demands from residents, officials and stakeholders, public housing agencies and authorities like you can count on Emphasys as a software partner in helping build and refine internal efficiencies as well as increase overall effectiveness in serving your local public housing residents. Through software utilization, forward-thinking users are able to meet these increasing demands by enhancing the level of customer service and the quality of the service provided. Yet, technological improvements are inevitable in this process, requiring constant adaptation and continuous learning. Hence, Emphasys Software is using its user awards program as a means of maintaining focus on the need to continuously assess internal operation, make effective resource decisions and cultivate human capital in aiding you in your overall organizational performance.

### User Awards Purpose

1. Recognize notable clients who have improved their business processes through the use of Emphasys software products
2. Promote sharing of best practices among Emphasys clients
3. Provide practical models for the assessment and improvement of operational efficiencies

### User Awards Benefits *at-a-glance*

- Public recognition at annual Emphasys Users Connect
- Twenty-five percent refund for one Emphasys Users Connect 2007 registrant
- Profile on Emphasys website
- Community announcement through local news media release

## User Awards

- **Most Innovative Partner:** To qualify for the award, a client must demonstrate innovative ways of using Emphasys software products.
- **The Emphasys Pioneer:** To qualify for the award, a client must illustrate characteristics of an early adopter, demonstrate an eagerness to engage in future testing of an unreleased product and actually participated in a beta testing program between November 2006 and September 2007.
- **Emphasys Wall of Champions:** To nominate an employee, a client must believe that an individual employee serves as a champion for improving internal operations through software utilization.

## User Awards Criteria

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**2007 Deadline: The deadline for the 2007 Emphasys User Awards is Monday, August 6, 2007 at 5:00 PM, Eastern Standard Time.**

*Most Innovative Partner* exhibits a sense of innovation and creativity in utilizing Emphasys software. The client has taken a unique approach to using the software in enhancing its business processes. Through the use of the software, the client was able to accomplish such strategic goals as improving its customer service, overcoming a historically debilitating challenge or realigning more of its resources on building better communities.

### Scoring Criteria

**100 points**

1. Novel in its approach to using Emphasys products; software use is quite **creative** (25 pts)
  2. Significantly improved workflow designs in achieving higher operational performance; innovation contributes to a more **efficient** operation (25 pts)
  3. Contributed to the overall improvement in the **quality** of service delivery (25 pts)
  4. Innovation supports the **strategic** direction of the agency/authority (25 pts)
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**The Emphasys Pioneer** is willing to test unreleased Emphasys software and thus demonstrates a capacity for being the first to use cutting edge approaches. The awardees are committed to serving as the first line of product introduction to the public by dedicating time and resources to using and testing new software.

**Scoring Criteria**

**100 points**

1. Actively participated in a beta program during November 2006 through September 2007 (25 pts)
  2. Provided substantive feedback that influenced the enhancement of product functionality (25 pts)
  3. Proactive in issue resolution (25 pts)
  4. Serves as a reference site for the new product (25 pts)
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**Emphasys Wall of Champions** are comprised of individual employees who are known for championing the maximization of software usage as a viable vehicle for advancing the strategic direction of his/her housing agency/authority. An individual person selected as an Emphasys Champion will satisfy the following criteria.

**Scoring Criteria**

**100 points**

1. Successfully advocated the use of software in day-to-day operations to meet key performance standards (25 pts)
  2. Exhibited leadership in making improvements to key business processes (25 pts)
  3. Helped to effectively manage new product introduction or migration into existing processes (25 pts)
  4. Helped in the evaluation and improvement of product operation in achieving better performance (25 pts)
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## **Selection**

**Emphasys User Awards Program** Selection Committee is comprised of key individuals at Emphasys and a previous year's award recipient.

## **Eligibility**

Any current Emphasys client can nominate themselves or nominate another. *Employees nominated for the Wall of Champions must currently work for an Emphasys client.*

## **How to apply**

If you are interested in submitting a nomination for one of the three award categories, you can visit [www.emphasys-software.com](http://www.emphasys-software.com) and either download a nomination form or complete the online nomination form process. If you choose to download an application, mail the nomination form, required essay response and photo (if submitting a nomination for Wall of Champions) to the address below.

*Please note that photographs received for the Wall of Champions will be displayed during the annual users conference; All photographs received in the mail will not be returned.*

**Emphasys User Awards Program Selection Committee  
Emphasys Software  
8550 NW 33 Street, Suite 200  
Doral, Florida 33122**

You can also fax nominations to **305-592-2479**, Attention: Traci Pollock

## **Deadline**

The deadline for submitting a completed application is **Monday, August 6, 2007**, by 5:00 PM Eastern Standard Time. Nomination forms received after the deadline date are not eligible for the **2007 Emphasys User Awards Program**. Emphasys Software will send an email confirming receipt of the nomination package.

## **Award Announcement**

Emphasys Software will announce the winners during Emphasys Users Connect 2007 held in Universal City, California at the Hilton Los Angeles/Universal City, September 16-19, 2007.

## **Questions/Comments**

If you have any questions regarding **Emphasys User Awards Program**, please contact Traci Y. Pollock, Marketing Communications Manager, at 1-800.270.1223 ext. 6611. or email her at [tpollock@emphasys-software.com](mailto:tpollock@emphasys-software.com).



Innovator Pioneer Champion

## Nomination Form

Instructions: Please complete the following information and attach the required essay response. Responses should not exceed two pages, single spaced (maximum 1000 words). The deadline to submit a nomination form, essay response and photograph (if submitting a nomination for the Wall of Champions) is **Monday August 6, 2007** at 5:00 PM Eastern Standard Time. Thank you.

<b>Name of PHA, HFA, IHA</b>	
<b>Name of Contact Person:</b>	<b>Tel:</b>
<b>Title of Contact Person:</b>	<b>Fax:</b>
<b>Mailing Address:</b>	<b>Email:</b>
<b>Website Address:</b>	

Please select Nomination Category:

- The Wall of Champions
- Most Innovative Partner
- The Emphasys Pioneer

A) If you are nominating an individual employee for the *Wall of Champions*, please complete the following information. In a separate essay response, please explain in one page (maximum 500 words) why the Committee should select the employee for the Wall of Champions. **Only one nominee per housing agency/authority.**

Name: \_\_\_\_\_ E-mail address: \_\_\_\_\_

B) If you are nominating a particular PHA, HFA or IHA for *Most Innovative Partner* or the *Emphasys Pioneer*, please explain in two pages (maximum 1000 words) why the Committee should select the nominee for the award.

C) Are you or someone from your agency planning to attend this year's Users Conference?  Yes  No

<b>How did you learn of Emphasys Awards Program (check all that applies)?</b>			
<input type="radio"/> Website	<input type="radio"/> E-announcement	<input type="radio"/> Emphasys Employee	<input type="radio"/> Another Emphasys Client
<input type="radio"/> Other _____			