



## SMART CITIZEN ENABLES BI-DIRECTIONAL ENGAGEMENT BETWEEN CITY SERVICE PROVIDERS AND ITS CITIZENS.

Smart Citizen uses the singular most ubiquitous piece of technology that most citizens have - a Smartphone, to connect people with their City and the City to its' people to help improve the environment, service levels and customer satisfaction.

POWERED BY



[www.DigitalSmartCitizen.com](http://www.DigitalSmartCitizen.com)

# SMART CITIZEN INTEGRATION IS COMPRISED OF 4 COMPONENTS:

## CITIZEN ENGAGEMENT, CITY CONTROL, FIELD AGENT AND SMART CITIZEN INTEGRATION.



### CITIZEN ENGAGEMENT

**Citizen Engagement is enabled through a number of channels including: Smartphone Apps, Chatbots and Web Portals.**

#### Smart Citizen App

Smartphones are now ubiquitous and many citizens, even those in rural areas and emerging markets have access. As a result, we have found this to be the most convenient and effective way for citizens to both communicate with their City and to receive communication from the City. The Smart Citizen app empowers citizens to inform their city about issues, where those issues are located and send photos when necessary. Smart Citizen enables citizens to be part of the solution and even facilitates resolution feedback on the incidents logged once fixed.

#### Smart Citizen Chatbot

Chatbots enable an intelligent conversation which is structured around a topic of enquiry. Chatbots provide an almost human interaction without the need for humans and can facilitate an interactive dialogue based on a process, like incident reporting.

#### Smart Citizen Web Portal

Web Portals are still a popular interface for City Services and provide an extension to the incident logging and enquiry Smart Citizen app.

#### Smart Citizen Commute

Smart Citizen Commute is a standalone transport app that can be integrated into Smart Citizen to provide citizens with a view of public transport around them providing both schedules and real time arrivals (subject to a GPS tracking solution being deployed).



### FIELD AGENT

#### Field Agent App

Digitally transforming the Field Agent / Contractor process ensures that the investment made in Smart Citizen is realised through a complete digital lifecycle experience. The Field Agent App provides a 'job card' feature to allocate jobs to a field agent or contractor. This provides details of the job, including a description, category, a photo and the GPS coordinates, which allied with the devices' mapping can provide directions to the job.

Once the job is complete the field agent or contractor can mark the job as complete which will update through the City Control and send a message to the Citizen on their Smart Citizen App, keeping the citizen informed and updated. The Field Agent App is designed for tablets.



### CITY CONTROL

**City Control comprises of a number of sub-components.**

#### Control Centre

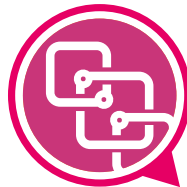
Control Centre is the central nervous system of Smart Citizen. The Control Centre is a web portal where all incidents can be managed, tracked, responded to and reported upon. The Control Centre is used by the City to manage Smart Citizen. Control Centre is hosted in Microsoft Azure.

#### City BI

City BI is a business intelligence component built upon Microsoft Power BI. City BI provides a standard set of reports, graphs and infographics that provide insight to the Smart Citizen status. City BI is extensible through standard Power BI interaction and can be extended as part of a separate consulting exercise.

#### Citizen CRM

Citizen CRM is a fully customisable and extensible customer relationship management solution that uses Microsoft Dynamics CRM as the underlying technology.



### SMART CITIZEN INTEGRATION

#### Enterprise Application Integration (EAI)

EAI is how we bridge gaps between different software programs. EAI enables data to flow from one program to another, and provides interfaces to manage the data flow. EAI is really what allows organisations to realise the full benefit of their software investments, the ability to use data as fully as possible.

**Smart Citizen Integration comprises of 4 components:**

- Smart Citizen Integration Interface (SCII)
- SAP Integration Consulting
- Microsoft Dynamics CRM Integration Consulting
- IoT Integration



### CONTACT DETAILS

Marc Fletcher or Dave Stevens

**Mobile:** +27 72 599 7013 or +27 74 589 4580

**Email:** SmartCitizen@Intervate.com

**www.DigitalSmartCitizen.com**