

AVEPOINT CITIZEN SERVICES

MODERN SOLUTIONS FOR TODAY'S DEMANDS

Scenario



Bob noticed a street light was flickering on and off near the park where his children play and wants to report the issue to his local authorities.

e-Government



Using his smartphone, Bob submits a request through the AvePoint Citizen Services portal, uploads a photo of the street light, and uses the built-in location services to note where the issue is. Bob is able to view the status of his open case and get alerted when his case is closed, all from his mobile device.

Responsive Government



Without the need of a traditional call center, Bob's request is routed to the appropriate field agent based on geo-location, request type, and urgency.

The field agent is able to quickly respond to the service request, log response activity in real time, as well as close out and annotate the case directly into their mobile device.

Intelligent Government



By utilizing embedded sensors and Internet of Things (IoT), a connected streetlight automatically opens a case, requests resources, and directs the necessary personnel to its location.

Using the information provided on the Citizen Services mobile app, the field agent collects the appropriate resources, arrives at the park shortly after, knows exactly which streetlight to service, and easily closes the case.

Proactive Government



Using the data collected from IoT devices and historical service request data, the agency is able to leverage Azure Machine Learning to predict normal service outages, forecast staffing and purchasing needs, and schedule preventative maintenance so that streetlights are serviced before they ever go out.

End Result



Your Citizens

Quickly and easily submit service requests and stay up-to-date with real-time progress tracking and notifications.



Your Staff

Reduce response time with intelligent case routing accessible anywhere, anytime, and from any device.



Your Agency

Provide the highest level of service to citizens, operate at optimal efficiency, and better plan for tomorrow.