

### 1 Empower citizens to easily report incidents

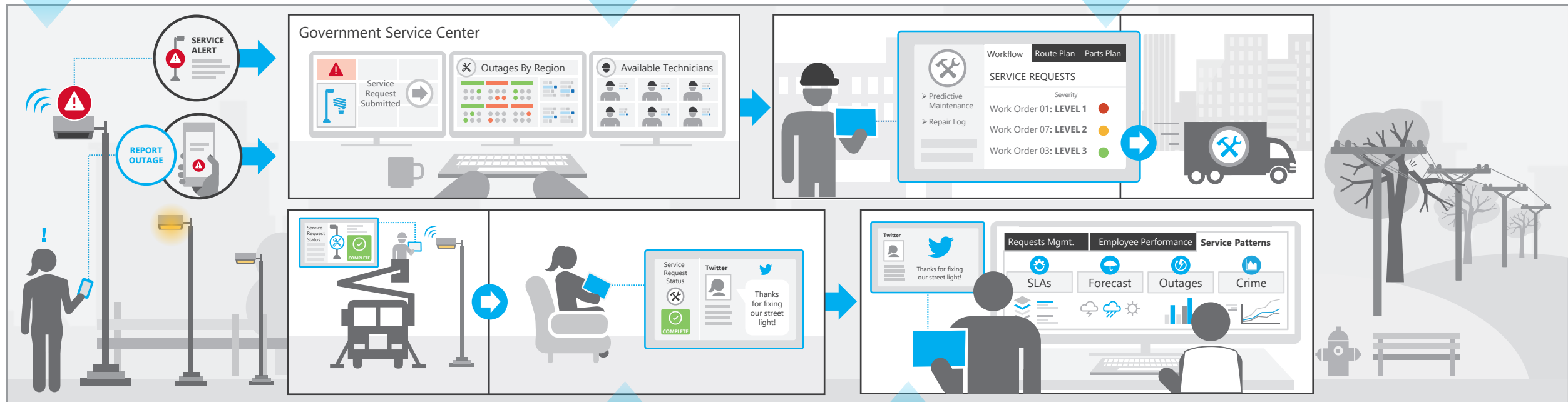
- Build interactive mobile apps to enable anytime, anywhere reporting
- Leverage built-in location services and user data to gain context
- Route notification to appropriate department

### 2 Receive automatic service alerts from public assets

- Install sensors and connect infrastructure to gain visibility into system management
- Predict and proactively prevent outages with advanced analysis

### 3 Accelerate case response times and issue resolution

- Optimize employee productivity with step-by-step workflows and route planning
- Assign field agents based on proximity and expertise using intelligent case routing



### 4 Keep citizens informed and engaged

- Send case status notification to track progress and completion
- Increase transparency to drive accountability and ensure delivery of quality service
- Connect with citizens via social media to track sentiment

### 5 Equip management with real-time insight

- Create dashboards and reports to inform decision-making
- Identify patterns from internal and external data to predict citizen and infrastructure needs
- Monitor individual and team performance to determine resource allocation