



iCity

Building the 24 x 7 Municipality



Electronic Services Delivery for Municipal Governments



iCity is an e-Government suite that provides municipalities with a feature-rich, fully integrated solution to deliver services and information online. iCity software combines the convenience of 24/7 access to government services with improved operational efficiency and lower service delivery costs.

iCity offers an effective communication channel for citizens to collaborate between themselves and municipal employees. The portal suite provides access to city information and enables online payment for all City services using credit cards, debit cards and pre-authorized bank account withdrawals.

iCity includes Portal features, a Content Management System (CMS) and extensive reports.

iCity Advantages for the Municipality:

- Improved operational efficiency
- Reduced cost of service delivery
- Enhanced and personalized communications with citizens
- Increased citizen satisfaction
- Option to start small with a low budget and gradually add-on more services

iCity Advantage for Citizens:

- Any time, any place convenience
- Flexible online payment options – Credit Card, Debit Card, Bank Account Debits
- Single sign-on to access all services
- Personalized content and services

Ask us about our “Software as a Service” options to lower the cost of implementation.

iCITY FEATURES

**Anytime and Anywhere
Convenience for Citizens**

**Completely Secure and
Personalized**

**Seamless Integration to
Backend Systems**

**Adopts to City Business
Processes**

100% Browser Based

IVR Capable

**Internet and Wireless
Interfaces**

**Simple Administration and
Management**

Fully Modular System

Robust and Scalable

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Product Information

eServices

Convenience for your Citizens

Offer your community's residents the ability to pay bills, fines or apply for licenses and permits online!

- Water/sewage bills
- Hydro (electricity) bills
- Property taxes
- Parking tickets and traffic tickets
- Recreational program registrations
- Recreational and meeting facility bookings
- Pet licenses
- Building permits
- Online sales for event tickets, city merchandise etc.

.....and more

Information

Information for residents, businesses and visitors

Using iCity's built-in Content Manager, you can easily add or change important information on your Web site or Portal in minutes.

- City information
- City administration and departments
- Bylaws
- Council meeting agendas and minutes
- Online forms
- Employment opportunities and tender announcements
- Information for residents (Garbage pickup or transit schedules)
- Tourist information
- Business and economic development information

.....and more

Communications

To stay in touch

- Service requests
- Citizen feedback
- City official or department contact
- Emergency alerts
- Email and fax broadcasts
- Online customer service
- e-Newsletters
- Surveys

.....and more

Collaboration

Bring your community together

- Online marketplace with classified ads
- Citizen forum
- Community exchange
- Events calendar
- Event registrations
- Business directory
- Community directory
- Host community group websites
- Display local images in an online picture gallery
- Showcase citizens, awards and events

.....and more



Promotional Tool for Tourism and Economic Development