3Di KAHUNA SOLUTIONS

myCity

EMPOWER THE CITIZENS

The activity of determining the workflow, equipment needs, and implementation requirements for a particular process.

FOR CITIZENS

Give citizens the ability to make self-service requests for the usual city services like animal control, pothole repairs, requesting a park pavilion for a child's birthday party, or getting an unwanted couch removed.

Give citizens the ability to make self-service payments for dog licenses, parking tickets, the deposit for that pavilion, or paying for the couch removal because there are really 2 couches not one.

Give citizens access to communication services like event notifications, request fulfillment updates, or 2-way social media between the city's elected officials and the citizens and vice versa.

FOR CITY WORKERS

For citizens' requests to be handled in a proper and timely manner, city workers need seamless processes to provide resolutions.

myCity provides role based functionality utilizing both web and mobile-based applications to deliver the right tools for:

- Customer Service Representative (CSR)
- Customer Service Representative Supervisor
- Department Staff

FOR CITY EXECUTIVES

Cities across the U.S. are under greater pressure to deliver better, faster results while being cost efficient at the same time.

Management requires better information at their fingertips in formats that are easy to use on a variety of devices.

myCity's Executive Reporting, Analytics & Dashboards are designed to meet the specific management needs of:

- Mayor, Mayor Staff
- City Manager
- Council Member, Council Staff

CITIZEN ENGAGEMENT FOR YOUR CITY

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Enable citizens to request/use services and interact with their city directly using current technologies. Putting the information in the citizen's hands will make them "real partners" in building a government that works better.
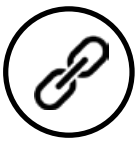
UNIFIED EXPERIENCE

Professional, proven mobile and portal designs that deliver a consistent, easy to use experience. For all city services and all city users.

CITIZEN RELATIONSHIPS

A full-featured relationship management solution designed specifically for local government use to promote greater productivity, faster resolution, and data-driven management

SERVICE REQUEST MANAGEMENT

A full-featured management tool designed to improve government business process efficiency from service intake through service fulfillment while providing Real-time Service Status.

REAL-TIME DASHBOARDS & REPORTING

Real-time information delivered as fixed and configurable reports, role based dashboards and usage analysis by council district, SR type, SR Status, time, department, and more.
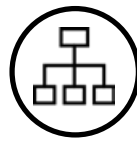
SEAMLESS INTEGRATION

Re-Use not Replace. myCity's architecture allows for the use of existing software applications to work alongside its own. Choose the best solutions and deliver a seamless experience to the citizens.

SECURE BY DESIGN

In addition to government regulatory compliances, myCity is delivered in a "single-tenant" platform to deliver better security for your data while allowing for greater personalization.
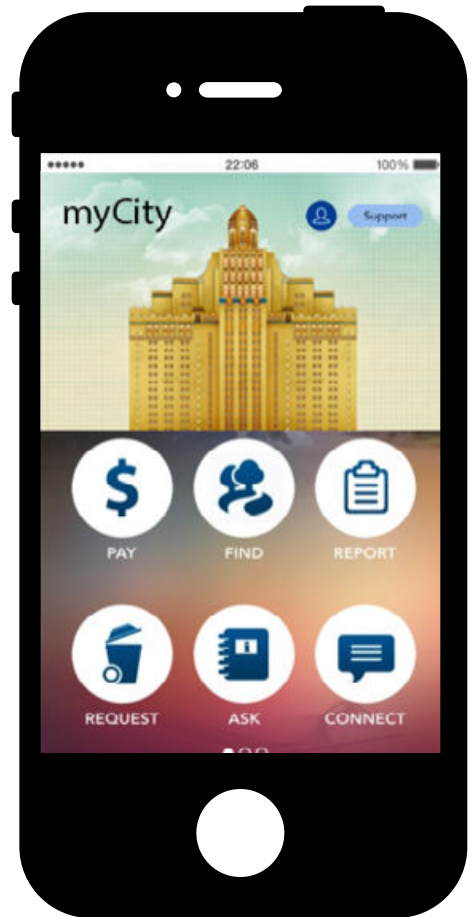
myCITY MOBILE APP

Adoption is mission critical to success with any citizen engagement solution. 3Di's mobile apps have proven history with hundreds of thousands of users.

Growing Market

In 2016, the U.S. number of smartphones grew to over 207 million and it will rise to 238 million by 2019. Smartphones are the primary choice for not only for voice and text communications, but email and web access as well.

myCity Mobile

myCity Mobile is a highly personalized application built using industry best design principles combined with data from our citizen user group studies. 3Di works with each city to tailor all images, buttons, and functionalities to meet the needs of each city and their citizens. 3Di takes a more painstaking approach than some other companies when it comes to producing the best mobile app possible and here's why: 77% of people will never reload a mobile app if it fails.

myCity Features

- Mobile Application (iPhone, Android and Responsive Web App)
- Citizen Relationship Management (CRM)
- Service Request Management (SRM)
- Unified Portal
- Citizen Portal
- Agency Portal with role based access

- Vendor Portal
- Knowledge Base
- Integrated GIS (with Google or ESRI)
- Identity Management & Access Control
- Reporting, Analytics & Dashboards
- Fixed reports
- Configurable Reports

- Role based dashboards
- Usage analysis (by Council district, SR type, SR Status, Time, Department, etc.)
- Content Management/Document Management
- Workflow Engine
- Integration Services