SMART COMPLAINT

SMART COMPLAINT MANAGEMENT

a web + mobile application for

- e-services to local authority
- respond + update complaints
- log complaints

FEATURES

- RESPONSIVE WEB DESIGN [all devices]
- GEO LOCATION BASED
- CLOUD BASED SYSTEM
- CROWD SOURCING

BENEFITS

- ORGANIZE DATABASE
  user data can be update from time to time.
- INTERACTIVE COMPLAINT MANAGEMENT
  all complains can be viewed in a map and list.
- SAVE COST + TIME
  complains are sent directly to PIC for each local authorities to be solved.
- WELL MANAGE REPORT
  received complains that have been solved by PIC's are organized in a report and be part of system records.

WEB MODULES

- FOR LOCAL AUTHORITY

INTERACTIVE DASHBOARD

COMPLAINT MANAGEMENT

CATEGORY MANAGEMENT

COMPLAINT INFORMATION

MOBILE APP

- FOR CITIZEN

LOG COMPLAINT

BOOKING FACILITY

VIEW COMPLAINT STATUS

READ NOTIFICATION

Smart City i2i

SMART FACILITY

SMART FACILITY MANAGEMENT

a web + mobile application to

- manage facilities
- manage contractors (maintenance)
- manage bookings

FEATURES

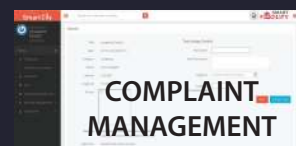- RESPONSIVE WEB DESIGN [all devices]
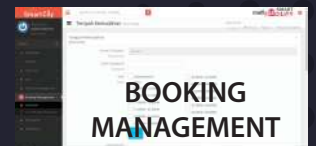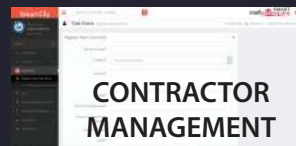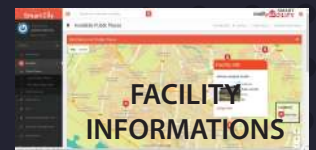- GEO LOCATION BASED
- CLOUD BASED SYSTEM

BENEFITS

- SHORTEN TASK DELEGATION PROCESS
  identify contractor according to each area.

- EFFICIENT FACILITIES MANAGEMENT
  all facilities are grouped into one platform.

- EFFECTIVE COMPLAINT ORGANIZATION
  complaint received are monitored systematically.

- WELL ORGANIZED BOOKING SYSTEM
  booking of facilities and payment procedures are well supervised.

WEB MODULES

- FOR LOCAL AUTHORITY

INTERACTIVE DASHBOARD

FACILITY INFORMATIONS

CONTRACTOR MANAGEMENT

BOOKING MANAGEMENT

COMPLAINT MANAGEMENT

NOTIFICATIONS

MOBILE APP

- FOR CONTRACTOR

VIEW TASK

UPDATE TASK

NAVIGATE TO TASK LOCATION

READ NOTIFICATION

SMART FACILITY

SMART LICENSE

SMART LICENSE ENFORCEMENT MANAGEMENT

a web + mobile application to

- manage premise, license and enforcer location
- manage inspection task

FEATURES

- VALUE ADD FOR EXISTING LICENSE MANAGEMENT
- REDUCE OPERATION TIME & COST
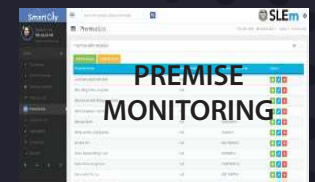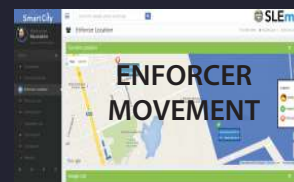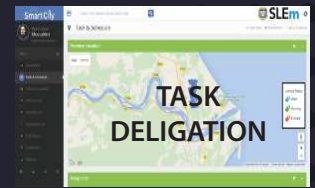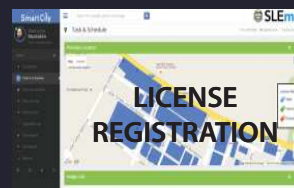- SIMPLIFY WORKFLOW FOR EXISTING TASK

BENEFITS

- **ACCURATE DATABASE**
  premise registered providing updated data
- **EFFICIENT TASK MANAGEMENT**
  task are deligated efficiently to the enforcers
- **EFFICIENT WORKING SYSTEM**
  enforcer movement are being tracked
- **OWNERS AWARENESS**
  latest premise license status are monitored in a system

WEB MODULES

- FOR LOCAL AUTHORITY

  LICENSE REGISTRATION

  TASK DELIGATION

  ENFORCER MOVEMENT

  PREMISE MONITORING

MOBILE APP

- FOR ENFORCER

  ENFORCER PROFILE

  UPDATE TASK

  VIEW EXISTING LICENSES

  AD HOC INSPECTION FORM

SMART WASTE

SMART WASTE MANAGEMENT

a web + mobile application to

- locate bin location
- manage contractors (maintenance)
- locate maintenance area

FEATURES

- RESPONSIVE WEB DESIGN [all devices]
- GEO LOCATION BASED
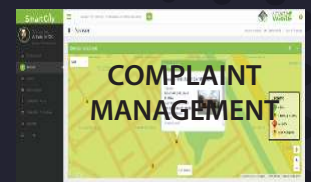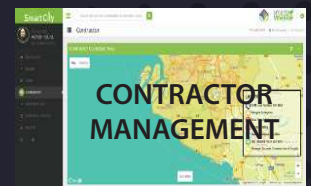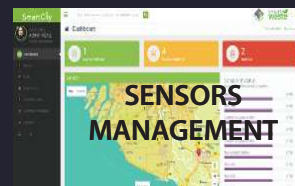- REAL TIME DATA
- INTELLIGENT SENSOR

BENEFITS

- SMART WAY OF WORK
  smart sensors that can provide real time data

- EFFICIENT CONTRACTOR MANAGEMENT
  all contractors are grouped into one platform

- SCHEDULED WASTE COLLECTION
  collection of waste are monitored weekly

- PUBLIC AWARENESS
  *public can complain directly to local authority
  for any issues related to waste collection or cleaning*

WEB MODULES

- FOR LOCAL AUTHORITY

SENSORS MANAGEMENT

CONTRACTOR MANAGEMENT

WASTE COLLECTION MANAGEMENT

COMPLAINT MANAGEMENT

MOBILE APP

- FOR CONTRACTOR

COLLECTION SCHEDULE

UPDATE TASK

VIEW EXISTING TASK

NAVIGATE TO DESIRED LOCATION

SMART WASTE