

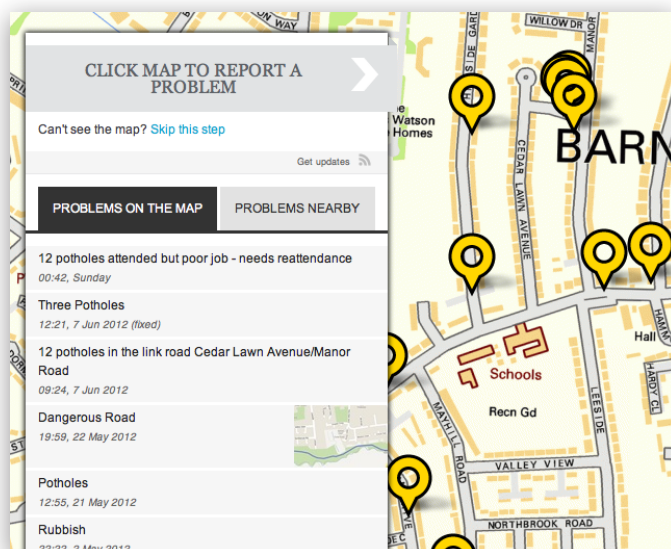
Shift your problem reporting online:

FixMyStreet for Councils



FMS is an award-winning application for reporting and mapping street issues.

FixMyStreet will help you reduce costs by moving citizen contact online, eliminating manual data entry, and reducing duplicate reports. As a cloud-based service, it is cost-effective, highly customisable and simple to implement.



Features

All backed by our famously friendly and responsive support team.

Core Features:

We know every council is different, so FixMyStreet has a customisable front-end to match your website and reporting requirements. It includes a highly mature, extremely user-friendly user interface which users love, an online map of issues (to prevent duplicate reports) and a reporting dashboard.

Mobile:

Mobile is a great way to report issues on-the-go. FixMyStreet has been offering apps since 2008, and we're happy to produce council specific versions. For users who don't want Android or iPhone apps, we can make your web version of FixMyStreet work in almost any mobile web browser, ensuring that almost anyone with a phone can access the site.

Back Office Integration:

We can also link the FixMyStreet cloud service directly to your CRM or problem-handling back-office system, enabling automatic two-way updates to your website. We support direct integration as well as using the open protocol Open311. If you are looking to set up your own Open311 server we can help you with that, too.

Pricing

Our charges are all-inclusive, with no hidden extras.

* Prices assume integration of standard complexity; very complex or non-standard integrations may cost more.

Product combinations	Year 1	Year 2 onwards
FixMyStreet Web	£3,500	£2,000 pa
+ Mobile Optimised Site	£5,500	£3,000 pa
+ Mobile Site and Apps	£9,500	£4,000 pa

Integration Options	Year 1	Year 2 onwards
Integration with Microsoft, Oracle, Lagan CRM systems*	£5,500	£2,000 pa
Integration with other CRMs and fault management systems*	£6,500	£2,500 pa

Email hello@mysociety.org or give us a call on **020 3239 0725**

Frequently Asked Questions:

Who developed FixMyStreet for Councils?

FixMyStreet for Councils was built by mySociety, a British social enterprise.

How do you know what councils need?

mySociety has over 30 council clients, of whom four are current FixMyStreet users. We have worked closely with these clients to understand their needs, which has given us a good insight into council processes.

We have surveyed further councils who have expressed an interest, and based on that outreach we have added the most-requested features, for example the data dashboard.

How do you work with councils?

We will discuss your needs and understand what customisations are desirable. We then send a quote and specification to you, which can be iterated further if need be. On agreement, we will set out a detailed timeline and project manage the delivery in conjunction with your team.

Can we customise reporting categories, like 'Pothole'?

Absolutely. We can add or remove categories based on the ones most relevant to you. We can also adjust field descriptions and add custom text to the forms, based on your local circumstances.

Are reports posted on the council site shown on FixMyStreet.com?

Yes. It works the other way round too, so any reports added on FixMyStreet.com will be shown on your council FixMyStreet application. This approach ensures people don't report the same problems multiple times.

Can you build additional forms and other features?

Yes. Our skilled team of developers can build additional functionality to match your requirements, whether it is extra forms, payment gateway, or other service needs.

Which back-office systems can you integrate with?

We can work with any back-office system, from major CRM systems to in-house applications. We support direct integration as well as using the open protocol Open311. If you are looking to set up your own Open311 server we can help you with that, too.

Where can I see examples?

Have a look at bromley.fixmystreet.com and barnet.fixmystreet.com



mySociety have a strong track record in working with local authorities, government, national and international organisations, and private companies from Google to Channel 4.

www.mysociety.org

www.fixmystreet.com

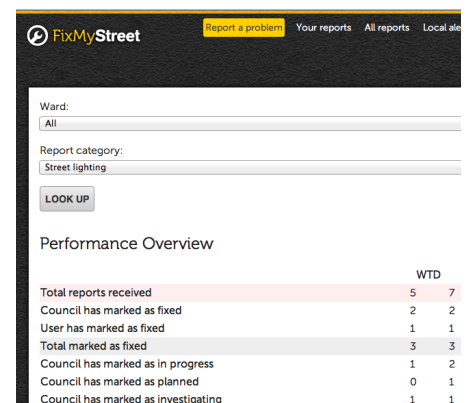


Tom Steinberg

Founder and Director

Tom has advised governments, private companies and third sector organisations on how to make use of new technologies for better service delivery.

Powerful statistics



Built-in dashboard, visible only to council officers, gives overview of activity by users and by the council.