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TownSuite Municipal Software

TownSuite enhances the way you work. TownSuite provides you with a means of accessing all of your municipal information from one place.

No spreadsheets. No work arounds. No paper. No post-it notes required!

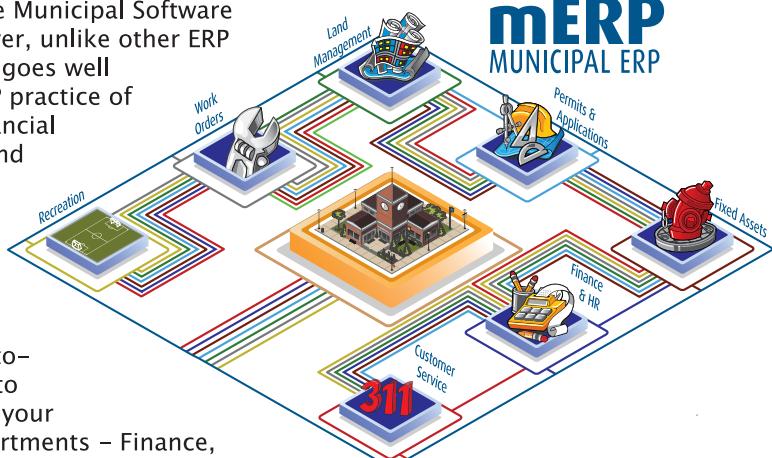
We are a technology company that is focused only on the municipal sector. We build simple, yet powerful software that is designed to improve how your departments and staff interact with not only your municipal information, but with each other and with your stakeholders.

> 35% of TownSuite's expenditures are R&D focused

mERP

Enterprise Resource Planning (ERP) software connects the important parts of an organization, through a single system. Municipal ERP, or mERP is software that connects the important parts of an organization through a single system, but the big difference is that it is developed specifically for municipalities.

mERP is how we have come to define what TownSuite Municipal Software truly is. However, unlike other ERP systems it also goes well beyond the ERP practice of connecting financial management and administration functions.



Rather, TownSuite has the made-to-order capacity to connect ALL of your municipal departments – Finance, HR, Planning, Public Works, Recreation, and Customer Service. Not only that, TownSuite also connects your stakeholders to their information and your municipal services, connecting your dots and leveraging your municipal information in one place.

Over 3,500 software improvements in 2018



Our Values

Municipal focused solution

Designed, developed and continuously improved only for municipalities. For over 30 years!



Scalable

TownSuite is scalable to any size municipality. Our class leading edge technology enables our software to meet your needs. Our offerings can scale both vertically and horizontally which allows you to shape, define and your specific processes within TownSuite.

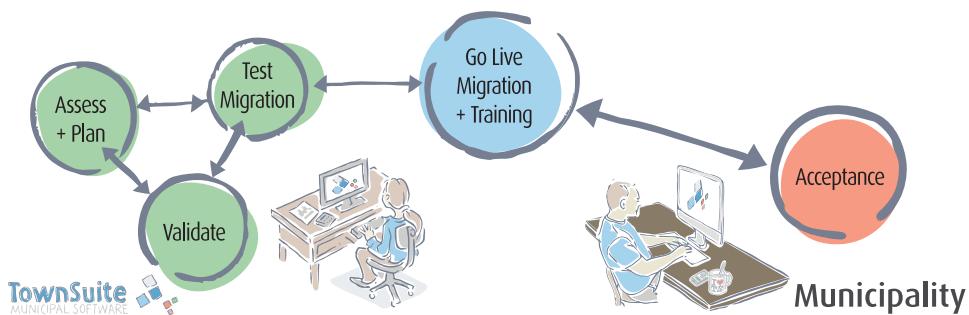
100% Canadian

TownSuite has always been and always will be a 100% Canadian owned and operated company.

770 software releases in 2018, including over 200 automated public releases

Implementation

Implementation doesn't happen in a straight line. There is no magical solution that makes change easy, but our methodology lightens your load. We take the lead in all migration activities.



Support

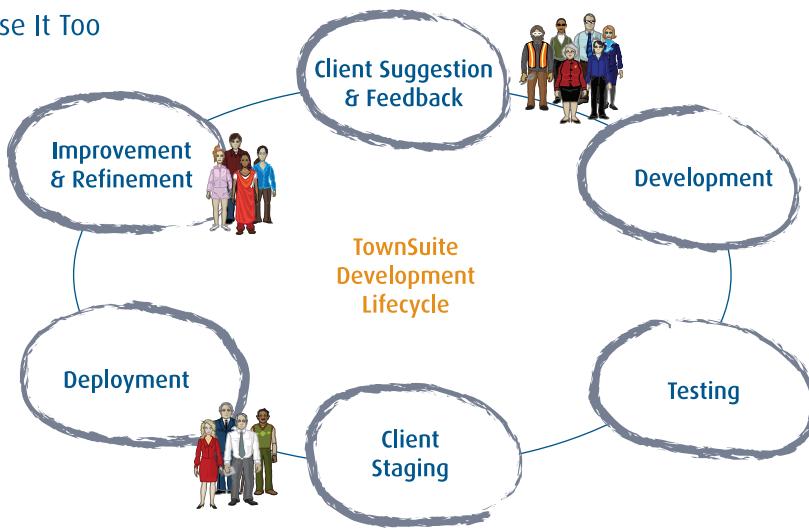
Support when you need it. Our seasoned support team understands municipalities. We understand you and we are here to help with any question!

**Over 2.5 Million
invoices sent in 2018**

Living

We all live; we breathe and we grow. In both our professional and personal lives. We believe that your software tools should do the same. We turn over the results of our continuous improvement and innovation back to you, without you having to pay any upgrade fees. Ever. That helps you to continue to grow, with automated updates and continuous software improvements that are focused on your needs.

We Use It Too



We know that our software is a good choice for you, because we use it too. We use it every day for our Billing, HRIS, Development activities and CRM

**Over 12,000
software source code
commits in 2018**

No Strings Attached

Our proprietary platform means that you are not reliant on any other software product to operate our products or meet your deadlines. No strings, platforms, frameworks or other solutions are required.



What We Offer

TownSuite Municipal Software is a Municipal Enterprise Resource Planning (mERP) solution that continues to grow and evolve based on input and feedback from clients, and needs identified within industry and related industry activities.

All of our software products are designed to work together, and are configurable to clients' needs. TownSuite can be utilized in different combinations, presenting unique ERP options for any and all of our software products to meet administration, management, operational, analysis and reporting needs.

Optimized and streamlined to work intuitively, TownSuite works the way you would. TownSuite provides the capacity for stakeholder engagement from all corners of your municipality – staff, managers, elected officials, front line workers, and of course your customers.

The collage includes the following components:

- Town of Bright Lake:** A screenshot showing property details for 88 Rose Bed Street, Bright Lake, NS B1B 1B1. It lists phone numbers (904-662-9999), fax (904-662-9999), and email (brightlake@brightlake.ca). It also shows utility readings for July 1st, 2017, and current readings for June 17th.
- Town of Anytown:** A screenshot showing property details for 27 Main St, PO BOX 10, Anytown, NL, ADN 3M0. It lists phone (709) 555-2311, fax (709) 555-2312, and email (taxation@anytown.com). It shows utility readings for July 1st, 2017, and current readings for June 17th.
- Residential Metering:** A bar chart titled "User Usage History" showing energy consumption over time.
- Your Dashboard:** A dashboard view with sections for "Manage Sub Account", "Linked Accounts", "Change Password", "Feed Panel", and "Event Transactions". It displays service requests (30), tax bills (26), utility bills (12), and a current balance of \$5389.20.
- Maintain Employees:** A window showing employee details for ANTHONY RANDY, including pay type (Hourly), deduction class (All Deductions), business (E031-BUS1-Office/CPU-E-Business), and banking information.
- WorkOrder:** A window for work order #100275, titled "Main Street Repairs". It shows project details, status (APPROVED), and work order items for "REPAIRS - BOLLARD" with department "Public Works".
- Planning & Development:** A screenshot of the Building and Development Permit module for permit #C2018-001. It shows property address, contact information, and building details like width (44.0 ft), length (35.0 ft), and building area (155.00 sq ft).
- Building & Development:** A detailed view of the permit application, showing sections for "Building Details", "Accessories", and "Conditions". It includes a note about building permits and a condition about meeting current Nova Scotia Building Code.
- Planning & Development (Advanced View):** A more detailed view of the permit application, showing sections for "Permit Details", "Building Details", "Accessories", and "Conditions". It includes a note about building permits and a condition about meeting current Nova Scotia Building Code.
- Map View:** Two map-based interfaces showing geographic data. One map highlights a specific area with a red box, and another map shows a larger area with various colored regions and labels.
- Document Management:** A window showing a list of documents, likely related to permits or inspections.



Finance

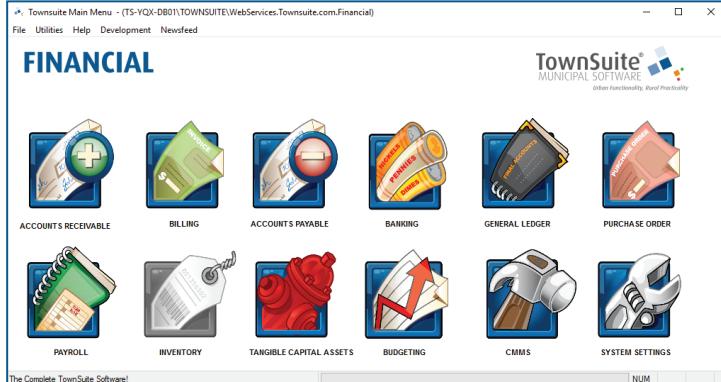
TownSuite Financial is an intuitive, easy to use financial application that streamlines your financial management and administration activities. Financial has all the financial tools you need – property tax billing, utility billing, cash receipting, budgeting, bank reconciliations, job costing, etc. It is all designed specifically for municipalities – not for business. Everything works in real time, and everything works the way you want it to since it is configurable to how you do things.

- Streamline your financial management and accounting processes
- Real time reporting providing you with up to date status of your finances

- Revenue management - Availability and management of all financial information
- Cost savings by reducing staff time spent on manual process.
- Central customer database means that properties and existing

meters are always linked together, and always linked to a customer.

- Connect to Asset Management, Land Management, GIS, HRIS, Event & Facilities Management, and eBilling and payments from one source



Billing & Receivables

The screenshot displays three windows of the TownSuite Billing & Receivables module. The first window shows a customer profile for 'ONLY BOND' with details like address, phone number, and email. The second window is a 'Receipt Entry' screen where a receipt for 'ONLY BOND' is being entered, showing items like 'Water Account' and 'Property Taxes'. The third window is a 'Total Service Payment' summary showing a total of \$5389.20.

- Property Tax
- Utility Billing
- Cash Receipting
- Central Customer Identification - Single access point for account maintenance and receipting
- eBilling & Payments

Payables & Vendors

The screenshot shows the TownSuite Payables & Vendors module. It includes a 'Payable List' window with a grid of vendor names and details, and a larger window showing a detailed transaction history for vendor 'DALEY JOSEPH FURNITURE & HEATING LTD' with columns for Date, Description, Total, and Aged Payable.

Bank Reconciliations

The screenshot shows the TownSuite Bank Reconciliations module. It features a 'Reconciliation Log' window listing transactions from various accounts and dates, and a 'Reconciliation Summary' window showing a balance sheet with columns for Debit, Credit, Status, and Source.



Purchasing & Inventory

- RQ's, PO's
- Quotes
- Goods Received
- Release, return, adjust inventory
- Apply User spending limits
- Approval authorization
- Email notifications

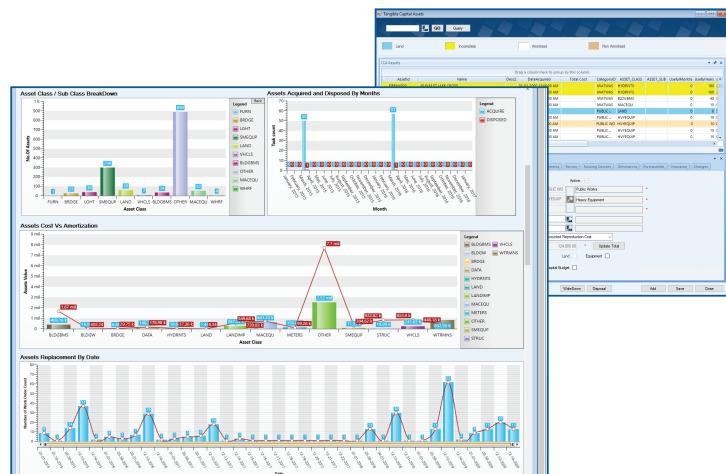
Quick & Easy Reporting

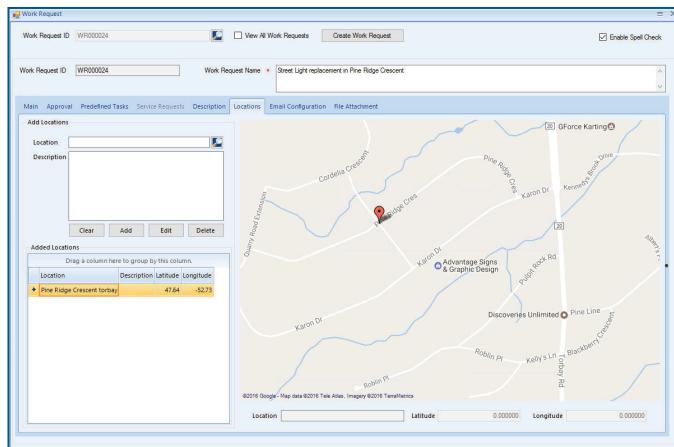
- 100's of Criteria Driven reports - ready to use, easy reporting tools
- Report on any period or range
- Financial statements, AP Reports, AR Reports, GL Reports, etc.
- No report building required
- Reporting tools make it easy to adjust our reports to your needs

Asset Management

Asset Management does not have to be complicated. TownSuite simplifies asset management as much as possible providing municipalities with the tools they need to plan, track and review asset planning, replacement and maintenance.

- Manage Critical infrastructure, including lifecycle
- Asset reporting providing you updates on asset performance
- Reduce labour costs and save time by giving access to relevant information
- Plan and capture maintenance efforts

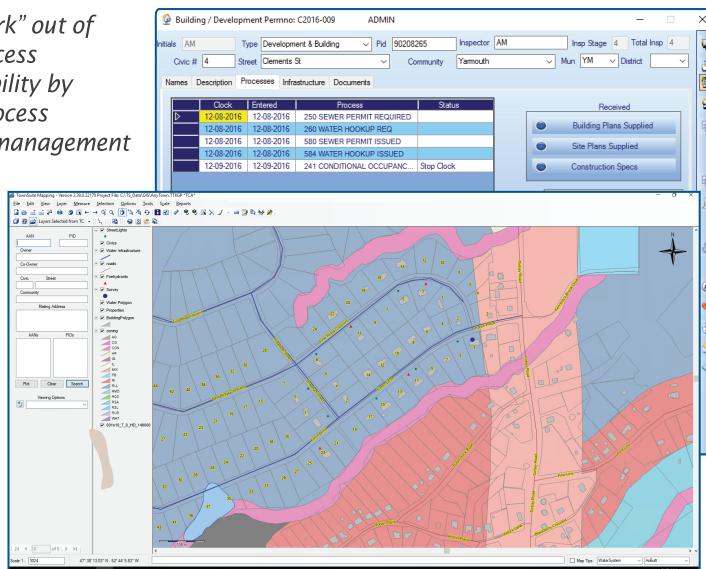


- Mobile task management
 - Improve communication, with internal staff through scheduling tools as well as citizens who can submit requests
 - Generate real time reports for work requests or work orders
 - Create work orders, track task activity in the field
 - Connect to Finance, Land Management, GIS, HRIS, Event & Facilities Management, and eBilling and payments from one source
- 

Land Management

Managing building activity, develop control, and by-law enforcement can be a complex combination, ensuring development and by-law regulations are followed and enforced. TownSuite brings everything you need together in one place, connecting data, connecting people and making it easy to set up process flows the way that your municipality needs. Like all TownSuite Municipal Software, applications are configurable, so your application approval processes flow the way you want.

- Take the “guesswork” out of the permitting process
- Improve accountability by automating the process
- Defined workflow management and tracking
- Communication management, with internal staff as well as citizens / vendors
- More efficient use of staff time and less duplication of efforts or manual work
- Visualize your municipality infrastructure, properties, zoning-whatever you need
- Ability to query the map for easy and fast insight
- Link and store municipal data



- *Inspection Scheduling*
- *Mobile Inspections*
- *Connect to Asset Management, Finance, GIS, HRIS, Event & Facilities Management, and eBilling and payments from one source*

Human Resource Management

Your employees are important resources, and having the right tools in place ensures that they are compensated correctly and on time, as well as have access to information and tools, reconciliations, etc.. It is all designed specifically for municipalities – not for business. Everything works in real time, and everything works the way you want it to since it is configurable to how you do things.

- *Easy to use Canadian payroll*
- *Seamless employee maintenance - tracking personal documentation like training certificates or correspondence*
- *Easy, one-click Payroll Tax Table Updates*
- *Electronic T4's and ROE's*
- *Paystubs, leave requests, timesheet entry, and more*

- *Online portal provides secure personal information*
- *Connect to Finance, Asset Management, Land Management, GIS, Event & Facilities Management, and eBilling and payments from one source*



eBilling & Payments

Your customers are increasingly demanding that more information and more services are available online. Implement eBilling and online payments to provide your customers with the convenience of receiving ebilling notifications and paying for their property taxes or utility bills right from your website. And right from their home, or car, office, and even on the go.

The screenshot displays two main components:

- Billing Summary:** This section shows outstanding payments for a property. It includes fields for Property (Total amount owed for property: \$3,976.84), Customer charges total (Charges to your account: \$1,000.00), Utility bills total (Total amount owed for meters), and Balance (Total amount outstanding). A large green "Pay bills now" button is prominently displayed.
- Receipt Generated:** This section shows a receipt for a payment of \$2500.00 for account WHEYA001. It includes a timestamp (2016112003), a link to view details, and a "View now" button. Below the receipt, there is a message about email subscriptions and a "Mail settings" link.

- Electronic delivery of Billing notifications
- Customers can view entire transaction history for their account - invoices and receipts
- View meter readings and see trends in peak consumption during the year
- View personal information like mailing address and other contact information
- Make secure payments through a PCI compliant payment gateway
- Charge services fees
- Connect to Finance, Asset Management, Land Management, GIS, HRIS, Event & Facilities Management from one source

Point of Sale

Easily accept payments from anywhere, any time. TownSuite Point of Sale connects your staff with the ability to process any kind of transaction from any browser on any device.

The screenshot shows a complex POS interface with several transaction lines and payment options:

- Line 1:** Description: AVERB005-69524322-Utility-40 NORTH STREET [EBM]. Net Amount(CAS): \$1676.23. Qty: 1, Gross Amount: \$1676.23, Tax: \$0.00.
- Line 2:** Description: Gatorade. Net Amount(CAS): \$11.50. Qty: 2, Gross Amount: \$23.00, Tax: \$0.00.
- Line 3:** Description: Mega Musical Eve. Net Amount(CAS): \$50.00. Qty: 1, Gross Amount: \$50.00, Tax: \$0.00.
- Line 4:** Description: G-00005-00004-00047. Net Amount(CAS): \$0.00. Qty: 1, Gross Amount: \$0.00, Tax: \$0.00.
- Line 5:** Description: Nov/22/2018. Net Amount(CAS): \$0.00. Qty: 1, Gross Amount: \$0.00, Tax: \$0.00.
- Line 6:** Description: Mega Musical Eve. Net Amount(CAS): \$50.00. Qty: 1, Gross Amount: \$50.00, Tax: \$0.00.

Below the transaction lines, there are buttons for "View", "Back", and "Select". At the bottom, there is a "Transaction Customer:" field containing "Sarah Hobbs [sarah.hobbs@townsuite.com]" and a large orange "Pay" button. The footer notes "Version 2.32.27391 R1 2018 PreRelease" and "Made with ❤ by TownSuite Municipal Software © 2018".

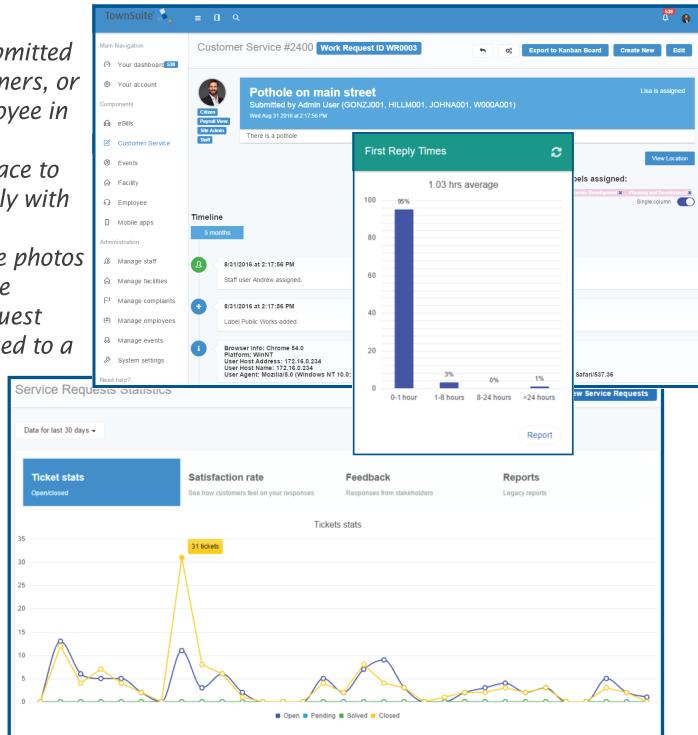
- Combine multiple types of transactions into one transaction
- Process Property Tax payments
- Process Utility Bill payments
- Accept event / program registration and payment
- Sell event tickets and memberships
- Process facilities bookings
- Sell inventory and merchandise
- Process payment for services rendered



Service Requests

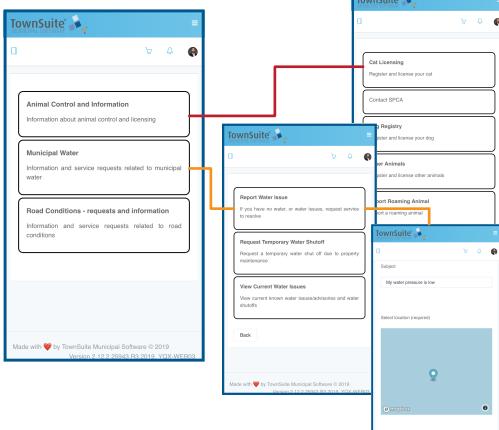
Tired of trying to keep track of all customer service requests that are received throughout your municipal departments? There is an easier way to collect and streamline this process, connecting your staff to your customers and tracking requests in a simplified, and intuitive manner.

- Requests can be submitted directly from customers, or entered by an employee in the same system
- Use an online interface to communicate directly with customers
- Electronic media like photos or documents can be attached to any request
- All requests are linked to a customer
- Requests can be converted to work requests
- Dashboards enable monitoring of customer service activity, resolution time and other factors



311

This application also features 311 tools that can be embedded on your website to easily direct customers to information, collect customer contact information, and receive requests for service.



- Create unlimited categorized information cards, with unlimited subcategories and further subcategories
- Ability to collect anonymous submissions - option can be enabled or disabled
- Automatically connect requests with an existing eServices account with provided email addresses
- Assign and notify staff for any and all requests received and/or information collected



Recreation Management

Intuitive, easy to use recreation tools make event / program creation and administration, and facilities administration and booking a seamless process between you and your customers. Online access and payments make it easy for your customers to connect to your municipal recreation services and amenities. Connecting through TownSuite Municipal Software means that all transactions and customer requests are automatically updated across the entire platform.

Events / Programs

- Create events, accept online registration, manage waitlists and apply membership benefits, enforce prerequisites
- Enable customer maintenance of sub-accounts for children and other dependants
- User engagement provides ability to broadcast event updates to registrants (eg. change of venue or agenda) via email, or dashboard
- TownSuite Integration means registration automatically creates invoices on a customer account, and payment automatically generates the receipt. You can even automate work orders for prep/cleanup if you use our work order module
- Accept online payments with integrated PCI Compliant gateways (Chase, Global Payments, Moneris, PayPal)

The screenshot shows a user navigating through the TownSuite software to register for a "Spin Class - Monday" event. The main interface includes a sidebar with navigation links like "Your Dashboard", "Customer Service", "Events", "Facility", "Employee", "Administration", and "System settings". The central area shows a map of the event location, St. Paul's McGee Road. Below the map, a message indicates that a participant has been added successfully. A list of participants is shown, with "Andrew W" selected. Buttons for "Add to cart", "Remove from cart", and "Proceed to cart" are visible.

Event Ticketing

- Create ticketed events like concerts, theatrical performances, or other social events that require a ticket for entry
- Enable customers to select their own seats
- Use templates to create your own eTickets for any event
- Scan tickets at entry with our App - eliminate ticket duplication and verify and / or take attendance (available on iOS and Android)

The screenshot shows the "Mega Musical Eve" dashboard within the TownSuite software. The dashboard features various metrics: 29 of 3020 tickets sold, 83 total page views, and 0 attendance tracked. It also shows 2 registrations last 30 days and \$1,960.00 in revenue generated. On the left, there's a "Registration History" section showing a ticket for "Mega Musical Eve at Cham...". The right side of the dashboard includes a seating chart with colored boxes representing available and taken seats, and a "Useful Links" section with a grid of icons.

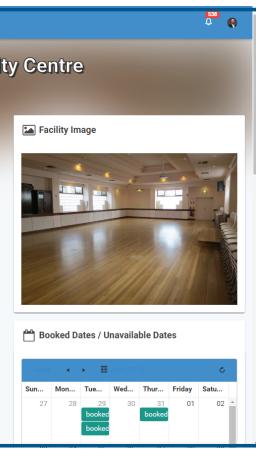


Facilities

- Create and maintain facilities available for rental
- Maintain different facility setup formats
- Define approval process for individual facilities
- Setup payment policies including deposits and cancellations
- Create multiple seating and / or table plans per facility

The screenshot displays several key features of the TownSuite Facility Management system:

- Booking Packages:** A "Manage Bookings" screen shows a grid of booking references, status, customer code, booking total, and payment/refund details.
- Work Requests:** A "Facility schedule" screen allows users to select facilities and view their availability over time, with specific events like "Elementary Practice" listed.
- Facility Statistics:** A dashboard provides real-time data on facility occupancy, including a bar chart of occupied hours and summary metrics like 12 bookings, \$848.7 revenue, and 5 total cancellations.
- Facility Details:** A "Facility One" page shows details for a specific facility, including its address, contact information, and a "Facility Image" of the interior.
- Facility Schedules:** A "Facility schedule" interface shows detailed booking times for specific facilities like Soccer Pitch - Field 1 and 2, with options to "Reserve Facility".

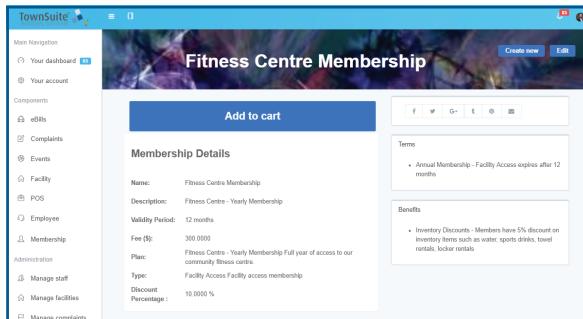


- Create booking packages
- Create work requests for facility setup
- Add additional revenue generating items to any booking - like setup fees, refreshments, cleanup fees, etc.
- Facility specific terms and conditions
- Line-item terms and conditions - acceptance required before booking
- Multi-booking view enables quick and easy access to multiple facility schedules to identify and reserve available booking times
- Facility Dashboards
- Connect to Finance, Asset Management, Land Management, GIS, HRIS, and eBilling and payments from one source



Memberships

- Create any number of membership types
- Define membership benefits
- Define discounts available to specific membership types
- Define advanced sales options
- Provide facility access per different membership type
- Sell passes and scan a passcode per use



TownSuite Managed Cloud

Managed hosting services are available for all TownSuite Municipal Software applications. Our Managed Cloud offering brings considerable value to municipalities seeking to avoid the potential problems and challenges faced by locally hosting critical software.

 <h3>Pros</h3> <ul style="list-style-type: none"> > Accessible From Anywhere, at Any Time > Secure standard encryption, malware and antivirus at host Licensing included – Windows, Server, SQL, etc. > Personnel Access Restrictions Data Sovereignty – store your data in a 100% Canadian Owned, Canada based centre > Quick Data Recovery Turnaround > Growth Potential > Stability/Reliability (Certified Tier III) > Smaller Footprint > Cost Savings > Predictable Cost > Backups > Maintenance 	 <h3>Cons</h3> <ul style="list-style-type: none"> > TownSuite Hosting Only > Reliance on Internet > No Physical Control of Hardware
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Powered by



Partner Program

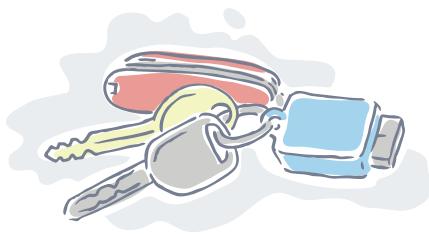
Are you interested in partnering with TownSuite Municipal Software?

Whether you are a company that our products can connect with, or a company that we can work with to facilitate the expansion of TownSuite, we have several partnership channels that could work for you.

Product Partnerships, Sales, Implementations and/or Training channels can provide you with opportunities for your business growth and expand our established brand.

To find out more about how we can work together, contact our head office:

1.800.408.3313 + Option 3
partnerships@townsuite.com
townsuite.com



Referrals

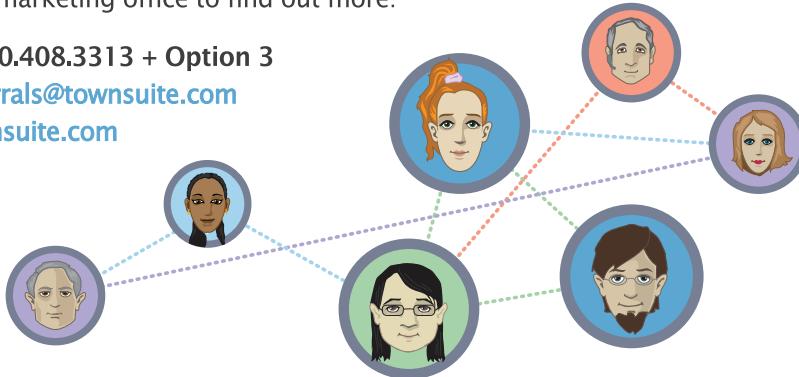
We think we are great most of the time, and we hope you do too.

We want you to tell your peers about TownSuite Municipal Software! We want you to tell your peers about the way that we do things like provide timely and personalized technical support to you and your staff, send you product updates on a regular basis (at no additional cost), work collaboratively with your team on implementation projects and training, and utilize YOUR input on our continuous improvement and new product development.

We do care about our clients and we want you to benefit when you tell your peers to contact us about our municipal software products and services.

Contact our marketing office to find out more:

1.800.408.3313 + Option 3
referrals@townsuite.com
townsuite.com



How Do I Get More Information?

It's easy, contact our Sales & Marketing Team:

Call **1.800.408.3313 + Option 3**

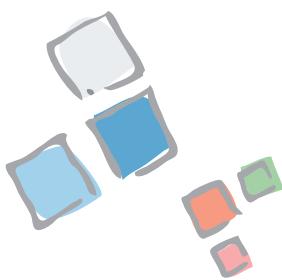
or 1.709.256.3313

Email marketing@townsuite.com

Visit townsuite.com

They can answer your questions, provide more detailed information about any specific product, or schedule a demonstration with you.





townsuite.com