

TownSuite®

MUNICIPAL SOFTWARE



2018

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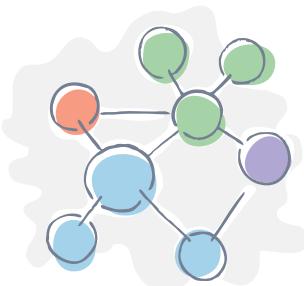


TownSuite Municipal Software

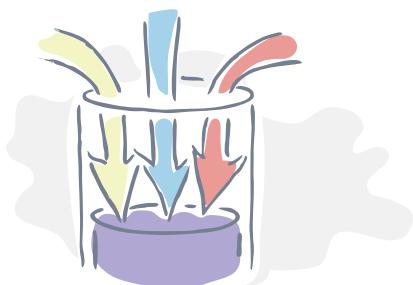
TownSuite enhances the way you work. Access all of your municipal information from one place, no additional spreadsheets, workarounds or post-it notes required.

Connect your dots – TownSuite helps manage multiple levels of municipal management. Creating and leveraging information that can be intelligently linked throughout your municipality.

- ▶ All your information – Together in one place, connected and secured. No need for duplicate entries.
- ▶ Across departments – Designed for municipal use beyond a specific department. Connect information accuracy by expanding the use and leverage the true power of your municipality.
- ▶ Cloud or on-premise – Hosted in the cloud. Want your data on site, no problem our hybrid solutions can work for you!



Work within one product – Engineered to control your municipal information from one source while relying on minimal connections to other software. Any connection we make outside is also managed by us to ensure they are always running.



- ▶ One source – TownSuite is a platform, of which you can scale and connect captured information. You are not restricted to the module's existing offerings.
- ▶ Across departments – Information can be pulled back and connected together to harness more function and accessibility than if systems were isolated or connected via external integrations.
- ▶ Managed integrations – Change your bank, meter readers, update your POS. Did a vendor just update its functionality? We've got you covered.

Municipal focused solution – Designed, engineered, built and tested for municipal use and grown by municipal users over the past 30 years.

- ▶ Dedicated focus – Reassures our clients we are focused on their sector and will continue to evolve each product as the sector changes.
- ▶ Not generic – Scrap generic packages from other known providers. Built from the ground up for you to leverage information as required.
- ▶ Municipal since day 1 – Focused on building software for municipal government. Reassures your focus will also remain ours.



Leverage information – Collecting and retrieving information has never been easier. Choose from one of our several product dashboards, 1000's of out-of-the box reports created and refined over years of clients' input or create your own reports ad-hoc.



- ▶ Dashboards – Graphical views of information for a bird's eye view.
- ▶ Reports – There are 1000's of out-of-the box reports created and refined over years of clients' input
- ▶ Custom Reporting – Create endless additional reports within Crystal Reports or SQL Reporting Services at your leisure. If that's not your thing you can at anytime request to assist you which is also covered under your support contract!

Any size municipality – With class leading edge technology that continues to evolve with each release. TownSuite has the ability to serve well beyond its name and actually assists government bodies connect information on a larger scale.

- ▶ Truly any size – If you're a small municipality of under 1,500 or larger at over 150,000 we have scaleable offerings that can suit your requirements and needs.
- ▶ Proven solution – Built on Microsoft .NET and leveraging multiple other technologies ensure TownSuite continues to innovate. Our backend architectures are built to handle strenuous loads.
- ▶ Multi-tenant – Need a solution that includes more than one municipality? Feel free to ask what pricing discounts are available.



We use it too – We not only work with you to make your experience better over time, we also use our products daily.



- ▶ Billing – All customer billings and receivables are done through TownSuite. Our clients can also view eBills through our online portal.
- ▶ HRIS – All of our employee payroll, leave requests and time management are tracked through our product.
- ▶ Development – We use industry leading tools to assist our development, but also TownSuite to track issues, timelines and implementations.
- ▶ Support – Clients can contact support through several ways including phone, email, fax. However, our CRM is also connected to TownSuite so you can submit issues directly.



Living software – Don't worry about version update fees again. Instead grow with us using our municipal platform that grows and evolves with our client base.

- ▶ No version fees – When you commit to us, we feel we owe it back to you. That means once you purchase a module all updates are included in our annual support fee.
- ▶ Autonomous updates – Never worry about software updates again. We do it all behind the scenes. You just need to select the frequency.
- ▶ Living documentation – Just like our software our documentation lives and is updated to reflect changes.



100% Canadian – Since our inception TownSuite has been 100% owned and operated by Canadians. Any hosting is also hosted in facilities that are also wholly owned Canadian corporations.



- ▶ Owned – Ownership started in Canada and continues to be 100% owned and operated by Canadians.
- ▶ Operated – From management, design, development, QA and releases to your door our Canadian team is key in our agile full stack development process.
- ▶ Supported – Our phenomenal support team has locations across Canada to ensure you are covered when you need it. With base support from 7:00 AM – 6:30 PM EST with options for further SLA.

Your partners in software – Our team works collaboratively with you to resolve your technical issues, and identify areas where our software can be improved to benefit everyone.

- ▶ We listen – our municipal clients are the municipal experts, and we learn from them, partnering with them on implementations, product development and improvement
- ▶ Grassroots – we have built our team and our client base by evolving over time with the input of our clients. This is a guiding business function of TownSuite and its team, and is important to its future growth and development.
- ▶ Experienced – Successfully completing over 150 projects in the last 5 years. Our core technical staff has over 150 years of combined municipal software experience. In addition, our management and advisory team has hundreds more.



Who is TownSuite?

TownSuite Municipal Software is a technology company that builds simple yet powerful municipal software that focuses solely on the municipal sector.

What we've accomplished

Thousands of municipal employees across Canada use TownSuite to work the way they want to, including over 150 implementations of our various products over the last 5 years. With over 160 municipalities leveraging TownSuite, we're transforming everyday municipal operations and giving people like you the ability to better connect to your municipal information.

> 2 Million
invoices sent in the
last 12 months

Our values

We create products that connect and leverage information across municipal departments, and that are easy to use. When people use TownSuite they know that their information is safe and can be retrieved at anytime. Having trust and reassurance that TownSuite will continue to grow with them as their requirements change is a nice thing to know before signing the dotted line. Simplifying our users' requirements while expanding their capabilities has always been a top priority, and it always will be.

Why is TownSuite Different?

No strings attached – From the architecture, design, development and implementation, TownSuite has been built and created in-house, from the ground up with a unique and effective means of delivering software to municipalities. No strings, platforms, frameworks or other solutions included.

Experienced at delivering value – We value innovation and quality of product over making a quick buck. With today's ever increasingly backed/absorbed products by large conglomerates it's good to know that TownSuite has been backed by Canadian management for over 30 years that are focused solely in the local government space.

Class leading innovation – TownSuite is not built on top of an existing framework. Instead we have built our own. This allows us to put in more effort and deliver way more features than you would see elsewhere. Not interested in having bleeding edge updates? We've got you covered too! Each TownSuite module has multiple pipelines allowing those who wish to be on a less frequent update cycle to do so.

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



Product focused – We make software for municipal government. Period. We focus our efforts on making the product better. This comes from listening and working with our clients and other subject matter experts in several connecting fields.

Triple C Support – Completely Covered Comprehensively – Need to talk to someone, even if you feel it's a silly question? Our team has you covered. Not only are we there to help you when you have a question we have been proactively improving support for decades. This includes things such as comprehensive backups, system analysis, living documentation and system updates and much more which are all included with your Annual Care package.

With countless processes that continue to refine and grow over time we feel this is a core advantage we have over our competition. The ability to focus on your needs and requirements. Examples include:

- ▶ **Project management** – unique bidirectional communication methods to ensure requirements and deliverables are met on time. Full transparency throughout the project's implementation with designated contacts for management, implementation and technical. Refined by the over 150 projects we procured over the last 5 years.
- ▶ **Implementation and Conversion** – using a unique mixture of automation and refined observation by our experienced staff we have matured our process to not only be prompt but very accurate. We've learnt over the years the reason why clients move to TownSuite is normally impediments with their legacy system. Not only will you get a smooth implementation we will also help clean up the bad data – you do not have to undertake this on your own.
 - ◊ **Minimum staff time** – As long as our team has access to your data you can be assured that your staff will be minimally involved in the process – input and involvement is only needed for high level validation and system review.
 - ◊ **Remove downtime**
 - ◊ **Short transition timelines** – you are migrating to TownSuite for a reason. Rather than dragging the process out over a period of month, we will work with you to schedule main components of any one module over a short period of time. This means less time using multiple systems, and more time getting acquainted with us.
- ▶ **Best support** – Our basic support includes comprehensive support from 7:00 AM EST to 6:30 PM EST with options to go beyond. Know that you are not alone or limited – there are no restrictions on support requests with options ranging from through TownSuite, email, fax and phone.
- ▶ **Documented** – all of our products come with full documentation that is accessible within a few clicks of your mouse, or taps on your screen. All conveniently linked right from your TownSuite Municipal Software to our Customer Portal.
- ▶ **Living** – With hundreds of features added annually for each module you know you are in safe hands for years to come.



What We Offer

TownSuite Municipal Software is an Enterprise Resource Planning (ERP) 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 Dashboard:** Shows utility bills, service requests, and tax information.
- Town of Anytown Property Management:** Displays a property record for 27 Main St, PO Box 10, Anytown, NL A0W 3M0, with details like Date: Mar 08, 2018, Amount Due: 2,065.61, and Customer Number: DWYEK003.
- Maintain Employee:** A screenshot of the employee maintenance screen showing details for ANTHONY.RANDY.
- Employee Panel:** A dashboard for Emily Bond showing service requests (30), total tax bills (26), utility bills (12), and current balance (\$5389.20).
- Work Order:** A screenshot of the work order creation screen for a Public Works employee named BOLLARD.
- Planning & Development Department:** A screenshot of the building permit application for Permit # C2018-001, issued on March 29, 2018, for 89 Rose Red Street, Bright Lake, MS B1B 1B1.
- Land Information System (LIS):** Two screenshots showing property maps and land parcels with zoning and ownership details.

Finance

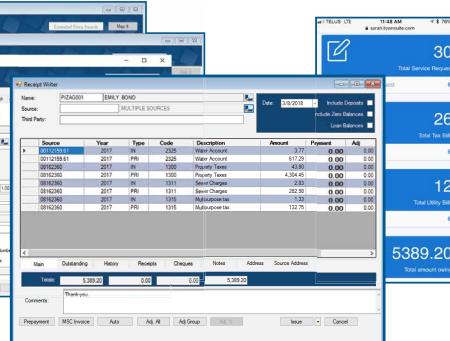
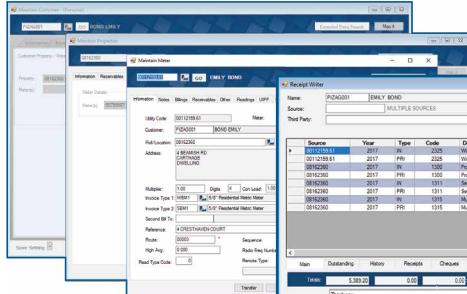
TownSuite Financial is an intuitive, easy to use financial application that streamlines your financial management and administration activities. Financial has all the financial tools you need – property tax billing, utility billing, cash receipting, budgeting, bank reconciliations, job costing, etc. 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 & Facility Management, and eBilling and payments from one source

The Complete TownSuite Software!

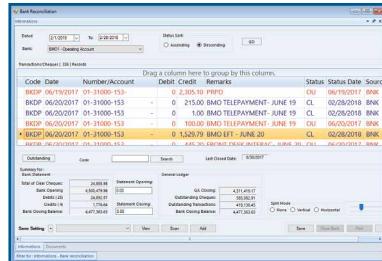
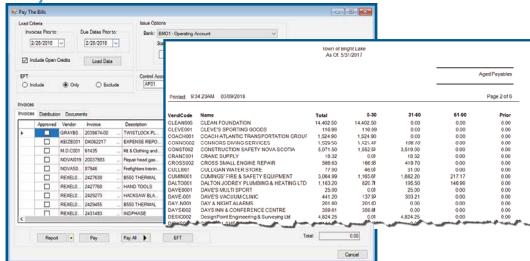


Billing & Receivables



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

Payables & Vendors



Purchasing & Inventory

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

Town of Bright Lake
88 Main Street
Bright Lake
NS
B1B 1B1

Vendor: PETRO CANADA
1000000000
DEPOT#001
84V2S

Telephone: 000-000-0000
Fax:
Email:

Ship To:
Town of Bright Lake
88 Main Street
Bright Lake NS B1B 1B1

Purchase Order #: 26093
Must be received by: 19770514
19770514
Requirement #: 1601
Vendor Code: PETRO001

Code	Description	Unit	Qty	Price	Total
MSC	Car Wash for 2014-2015	EST	each	50.0000	250.00
MSC	Car Wash for 2014-2015	EST	each	50.0000	250.00

Page 1 of 2

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

Job Costs by Object Code and Fiscal Period
Page 1
Run: APR 4, 2017 12:00PM (EST)
Period: 2016 December 31, 2016
Fiscal Year: 2016-2017
Budget: Current Month Year to Date

Town of Bright Lake
Fiscal Year Period As of 2016 To March 31, 2017

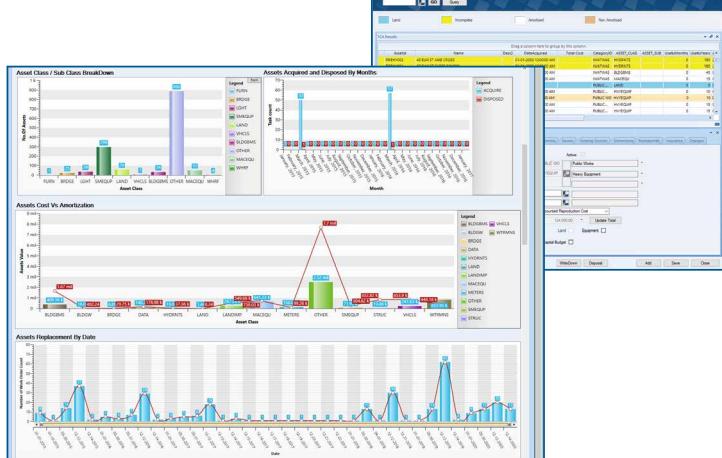
Trial Balance
Date Selection: Fiscal Year: 2016-2017 From: April To: March
Accounts:
01-1000-000 First Accts
01-1100-000 General Accts
01-1110-030 Public C
01-1110-015 Common
01-1110-020 Retained Earnings
01-1110-025 Capital
01-1110-035 Special
01-1121-033 Service C
01-1121-034 Service G
01-1127-037 Special
01-1420-000 Non-S
01-1420-001 Non-R
01-1910-568 Distr Tr
01-1910-569 10P

Trial Balance - Income Statement
Date Selection: Fiscal Year: 2016-2017 From: April To: March
Accounts:
Zero Amounts
All
Balance Sheet
Income Statement
Sort:
Account Number
Account Name
Select Fund:

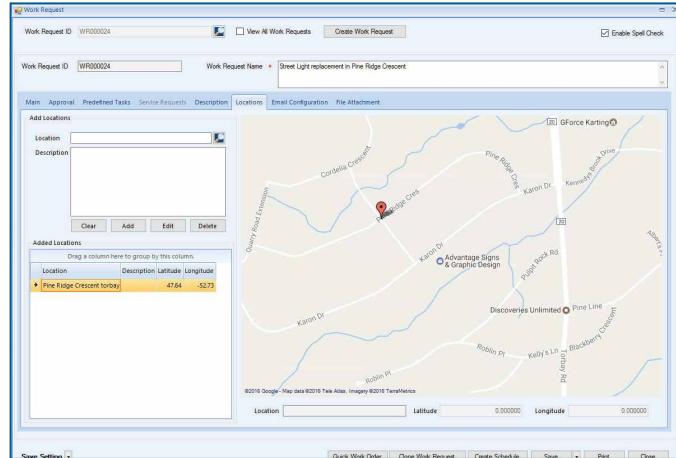
Asset Management

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



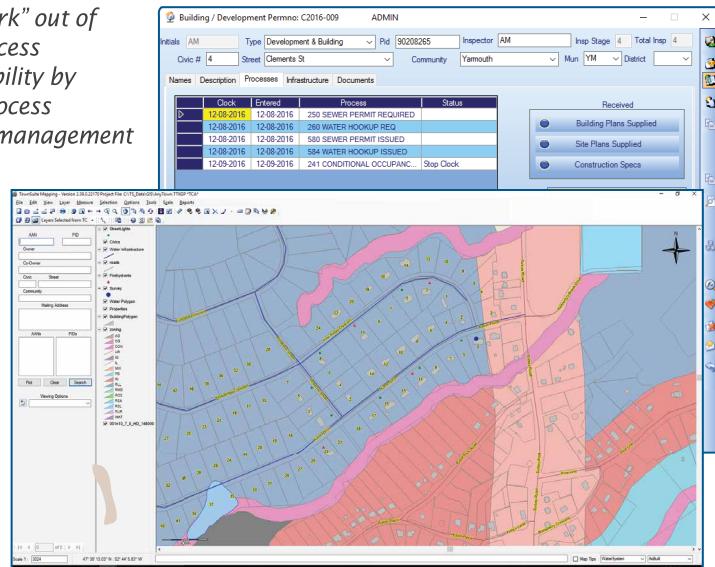
- Improve communication, with internal staff through scheduling tools as well as citizens who can submit requests
- Generate real time reports for work requests or work orders
- Create work orders, track task activity in the field
- Connect to Finance, Land Management, GIS, HRIS, Event & Facilities Management,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

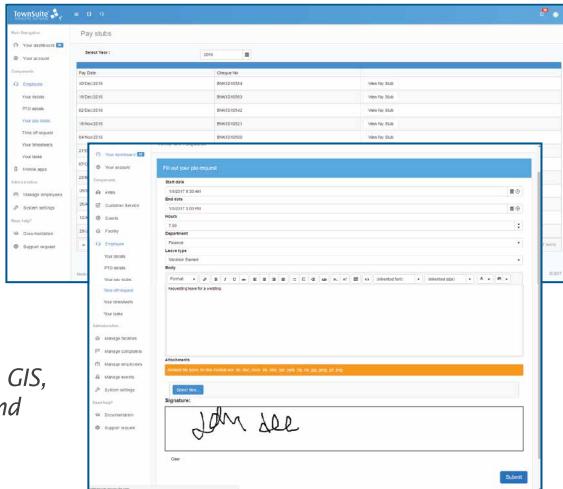
- Take the “guesswork” out of the permitting process
- Improve accountability by automating the process
- Defined workflow management and tracking
- Communication management, with internal staff as well as citizens / vendors
- More efficient use of staff time and less duplication of efforts or manual 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
- Connect to Asset Management, Finance, GIS, HRIS, Event & Facilities Management, and eBilling and payments from one source



Human Resource Management

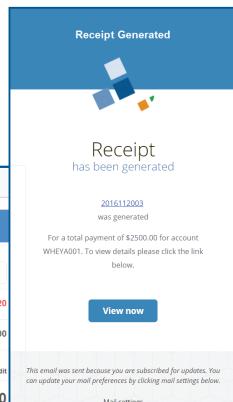
Your employees are important resources, and having the right tools in place ensures that they are compensated correctly and on time, as well as have access to information and tools. reconciliations, etc.. It is all designed specifically for municipalities – not for business. Everything works in real 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
- Electronic T4's and ROE's
- Online portal provides secure access to paystubs, leave requests, timesheet entry, and 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.



- 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 POS interface with a transaction list on the left and various payment and event management tools on the right. The transaction list includes items like 'Gatorade' and 'Mega Musical Eve'. The right side features sections for 'Inventory', 'Events', 'E-Bills', 'Facilities', and 'Membership'. Below these are promotional banners for 'Easter Monday Day Camp', 'TownSuite APIs', 'Seminar - Cyber Security for Business', and 'Mega Musical Eve'. A central search bar and a 'Pay' button are also visible.

- 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

The dashboard provides a comprehensive view of customer service operations. It includes a timeline of recent interactions, a chart showing the first reply times (with an average of 1.03 hrs), and a satisfaction rate graph. The satisfaction rate chart shows a significant peak of 31 tickets at 2:17:36 PM. Other sections include 'Ticket stats' (open/closed counts), 'Feedback' (responses from stakeholders), and 'Reports' (legacy reports). The overall interface is clean and modern, designed for easy monitoring and management.



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
- 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, dashboard or directly
- 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)

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)



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 shows the TownSuite Facilities module. On the left, a sidebar lists components: Your account, Components (eBills, Customer Service, Events, Facility, POS, Employees, Membership), Administration (Manage staff, Manage facilities, Manage complaints), and Mobile apps. The main area has tabs for Pool, Bowling Alley, and Facility. Under Facility, it shows 'Facility One' (Bowling Alley) and 'Summer Camp'. Below this is a 'Booking Reference' table with rows for various bookings. At the bottom, there's a calendar for January 2017 with several events like 'Fun n' Fitness' scheduled.

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

The screenshot shows the TownSuite Memberships module. The main page title is 'Fitness Centre Membership'. It includes sections for 'Membership Details' (Name: Fitness Centre Membership, Description: Fitness Centre - Yearly Membership, Validity Period: 12 months, Fee (\$): 300.0000, Place: Fitness Centre - Yearly Membership, Type: Facility Access Facility access membership, Discount: 10.0000 %) and 'Add to cart'. Below this are 'Terms' (Annual Membership - Facility Access expires after 12 months) and 'Benefits' (Inventory Discounts - Members have 5% discount on inventory items such as water, sports drinks, towel rentals, locker rentals).



A screenshot of a calendar titled 'Booked Dates / Unavailable Dates' for March 2017. It shows several days marked as 'booked' in green, indicating reserved times for facility bookings.

- Create booking packages
- Create work requests for facility setup
- Add additional revenue generating items to any booking - like setup fees, refreshments, cleanup fees, etc.
- Connect to Finance, Asset Management, Land Management, GIS, HRIS, and eBilling and payments from one source

Partner Program

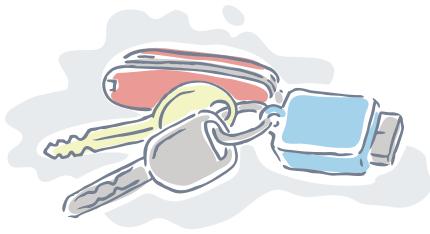
Are you interested in partnering with TownSuite Municipal Software?

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

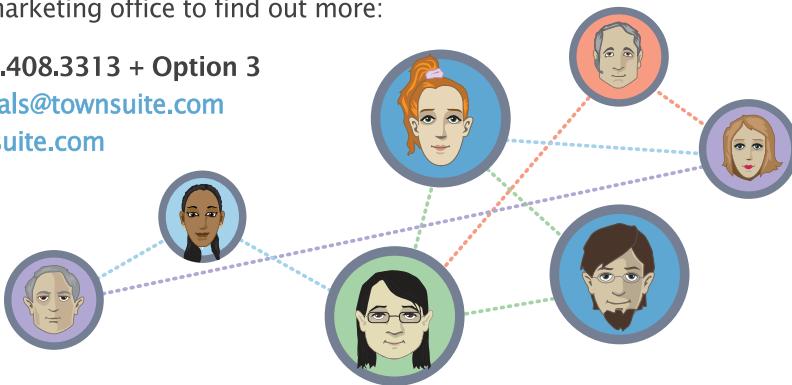
We think we are great most of the time, and we hope you do too.

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:

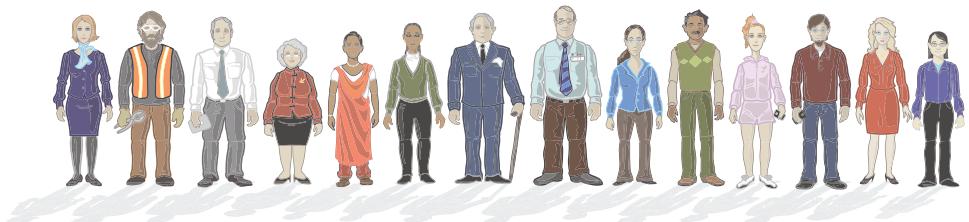
Call **1.800.408.3313 + Option 3**

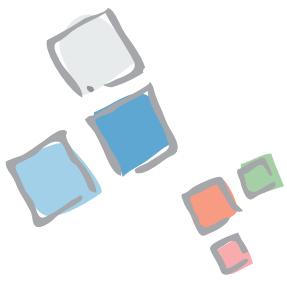
or 1.709.256.3313

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