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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.

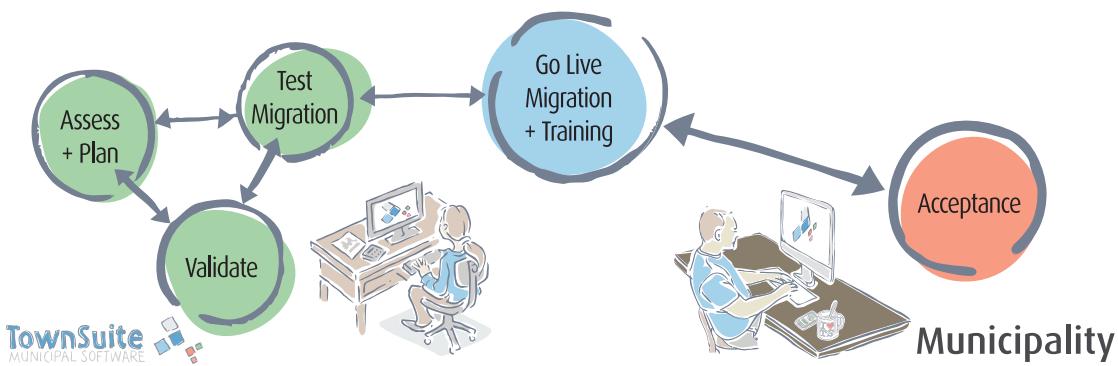
### 100% Canadian

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

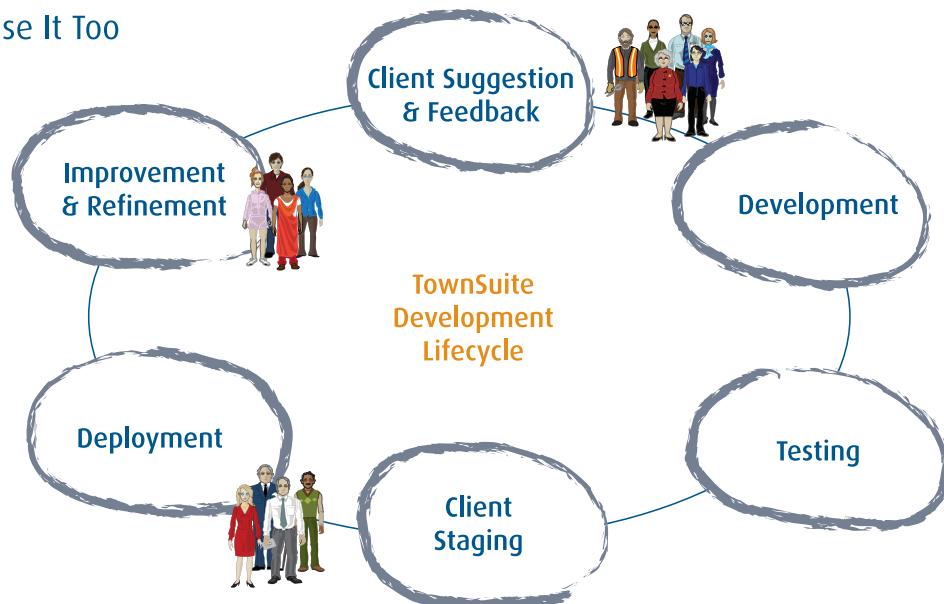
Support when you need it. Our seasoned support team understands municipalities. We understand you and we are here to help with any question!

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.

**Town of Bright Lake**

**Town of Anytown**

**Property**

**Maintain Employees**

**Billing Period Jul 01, 2017 - Sep 30, 2017**

**Description:** 5% Residential Meter Meter  
5% Residential Meter Meter

**Previous reading:** 30 Jun 17  
**Current reading:** 30 Sep 17

**Water Usage History**

**Your Dashboard**

**Emily Bond**

**Total Service Requests**

**Total Tax Bills**

**Total Utility Bills**

**Event Transactions**

**WorkOrder**

**Planning & Development Department**

**BUILDING AND DEVELOPMENT PERMIT**

**Building Details**

**Development Officer**

**Building Official**

**GIS Map**



## 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

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

## Payables & Vendors

## Bank Reconciliations



## Purchasing & Inventory

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

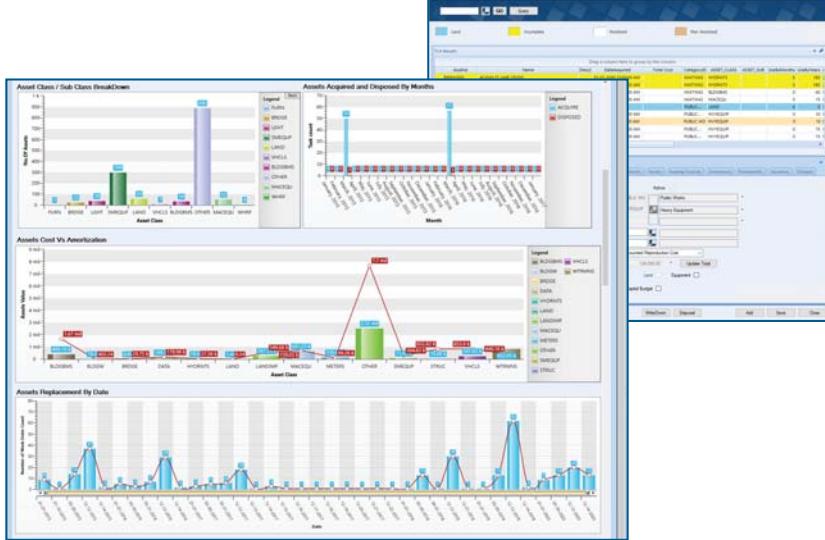
## Quick & Easy Reporting

- 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

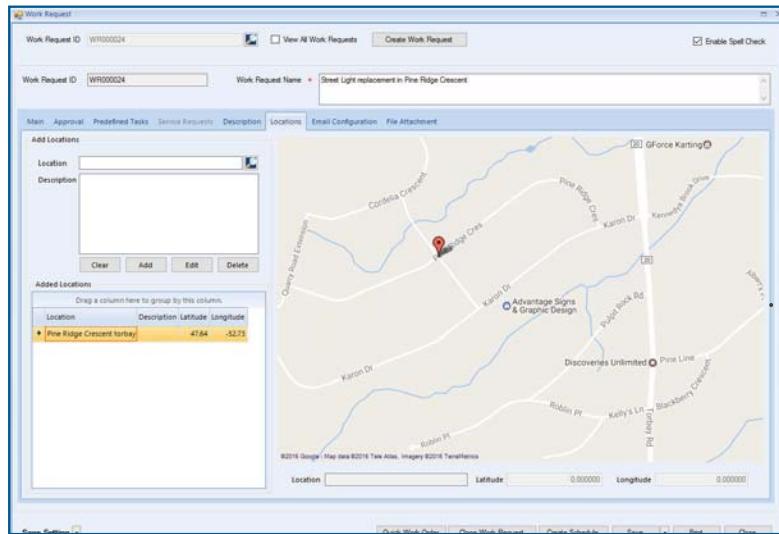
## Asset Management

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



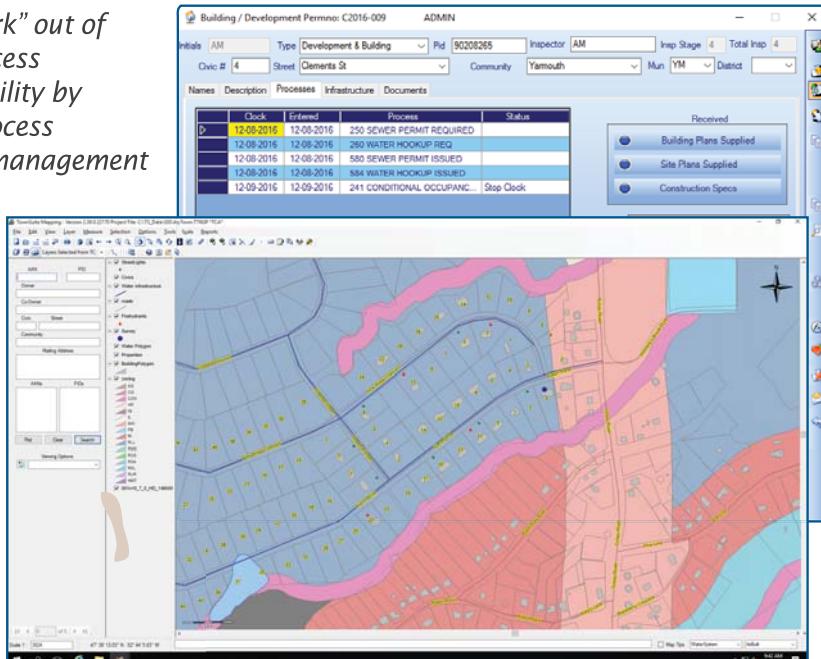
- *Mobile task management*
- *Improve communication, with internal staff through scheduling tools as well as citizens who can submit requests*
- *Generate real time reports for work requests or work orders*
- *Create work orders, track task activity in the field*
- *Connect to Finance, Land Management,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

The screenshot displays three overlapping screens from the BusinessSense mobile application:

- Top Screen (Report Detail):** Shows a report titled "InspectionReport\_26.pdf" with a timestamp of 10:51 AM. It includes sections for "MUNICIPALITY OF THE DISTRICT OF Municipality of the District of Chester" and "Inspection ID". The report lists various inspection items such as "WATER CLOSET", "DRAINAGE", "BUILDING DRAINS", "SOIL GAS VENTS", and "BACKFLOW PREVENTION". Each item has a status indicator (e.g., green circle for "Good") and a "Save Changes" button.
- Middle Screen (Submission):** Titled "Inspection Submission" at 10:50 AM. It shows sections for "WATER CLOSET" and "DRAINAGE". Below these are three categories: "a. BASE SUPPORT MATERIAL", "b. SIZE", and "c. SLOPE". Each category has a status indicator (green circle for "Good") and a "Save Changes" button.
- Bottom Screen (Scheduler):** Titled "Inspection Request Scheduler". It lists scheduled inspections for "Inspector 1" and "Inspector 2" on "TODAY". Each entry includes the name, issue ID, and permit number. For "Inspector 1", the entry is "Pre-Occupancy Issue ID: 10301 Permit No: C0318-005". For "Inspector 2", the entry is "Footings Issue ID: 10307 Permit No: C0318-005". Below the scheduler is a "Plumbing" section with issue ID 10106 and permit number C0317-001, and a "Grading" section with issue ID 11105 and permit number C0319-003. A "Save Changes" button is located at the bottom of the scheduler screen.

## 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

Your Dashboard		Fill your plan here!					
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- *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 shows two main components. On the left, a 'Billing Summary' page displays outstanding payments, customer charges total, utility bills total, and a balance of \$5389.20. It includes a 'Pay now' button and payment method selection (Debit/Credit). On the right, a 'Receipt Generated' screen shows a receipt for account WHEYAO01 with a total payment of \$2500.00. It includes a 'View now' button and a note about email preferences.

- *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 a payment processing area on the right. The transaction list includes items like 'Utility-49 NORTH STREET (EBILL)', 'Gatorade', and 'Mega Musical Eve'. The payment area shows a 'Pay' button and a 'Transaction Customer' field with the value 'Sarah Hobbs [sarah.hobbs@townsuite.com]'. There are also links for 'TownSuite APIs' and 'Mega Musical Eve'.

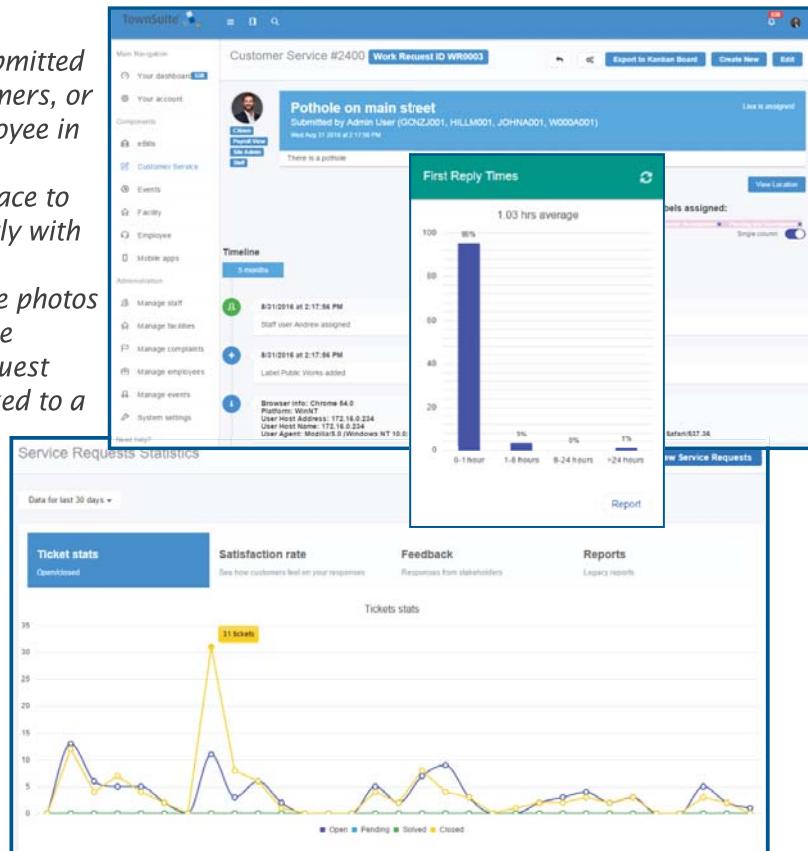
- *Combine multiple types of transactions into one transaction*
- *Process Property Tax payments*
- *Process Utility Bill payments*
- *Accept event / program registration and payment*
- *Sell event tickets and memberships*
- *Process facilities bookings*
- *Sell inventory and merchandise*
- *Process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



## Service Requests

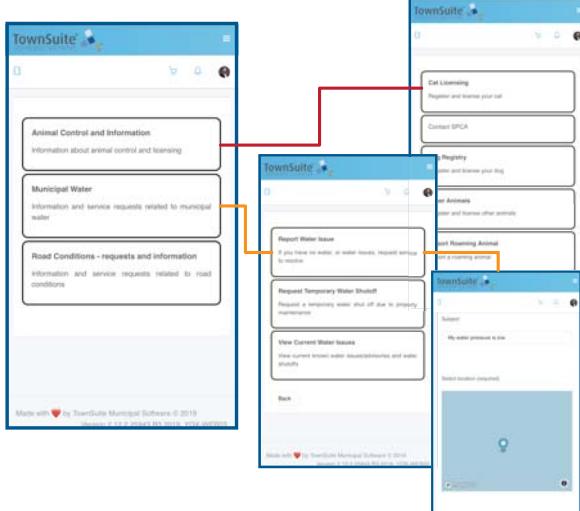
Tired of trying to keep track of all customer service requests that are received throughout your municipal departments? There is an easier way to collect and streamline this process, connecting your staff to your customers and tracking requests in a simplified, and intuitive manner.

- 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

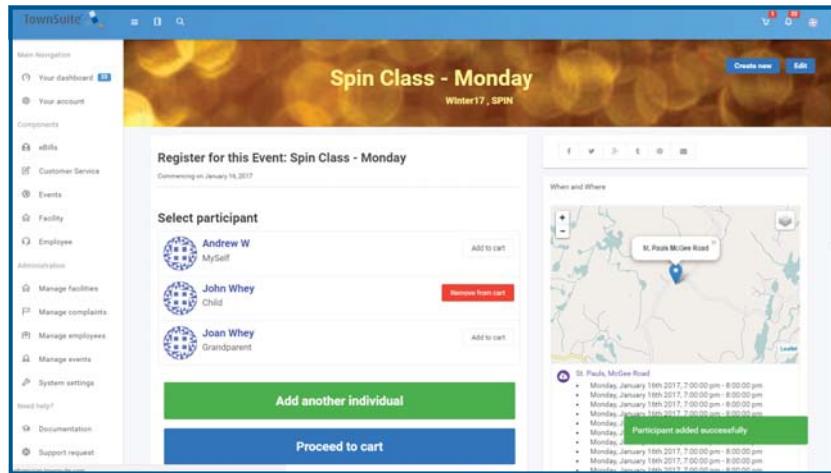


## Recreation Management

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.

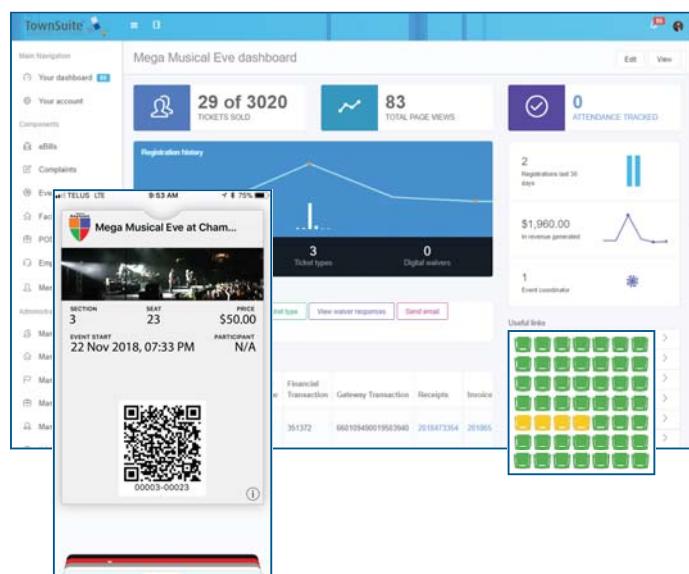
### Events / Programs

- 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)*



### 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 main dashboard with a sidebar containing links for Your account, Components (eBills, Customer Service, Events, Facility, Employee, Mobile apps), Administration (Manage staff, Manage facilities, Manage complaints, Manage employees), and TownSuite (Main dashboard, Your account, Components, Administration). The main area displays a list of facilities: Facility One, Young Ally, and Summer Camp.

This screenshot shows the facility booking interface for Anytown Community Centre. It displays daily rates (\$500.00 Daily Rate, \$75.00 Hourly Rate) and a reservation form for March 10, 2017, from 6:00 PM to 11:30 PM. A facility image of a dance studio is shown, along with a calendar view of booked dates (March 10, 2017) and unavailable dates (March 11, 2017).

This screenshot shows the 'Manage Bookings' page. It lists several confirmed bookings with details such as Booking Reference, Booking Status, Customer Code, Booking Total, PaymentRefund Due, and a preview of the booking details.

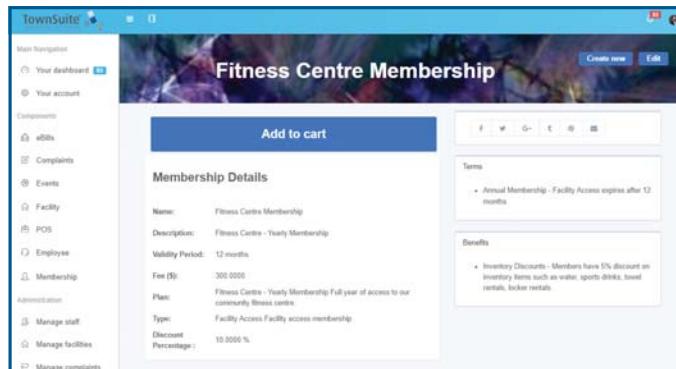
This screenshot shows the 'Facility schedule' interface. It includes a 'Select facilities' section with a search bar and a list of facility types (Convention Centre, Lakeside Swimming Pool, Test Facility, Bright Lake Day Use Park, Bright Lake Community Centre, Tennis Court - Court 1, Tennis Court - Court 2). Below is a weekly calendar view for Tuesday, February 12, 2019, showing bookings for Soccer Pitch - Field 1 and Soccer Pitch - Field 2.

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

**Bell**



## Partner Program

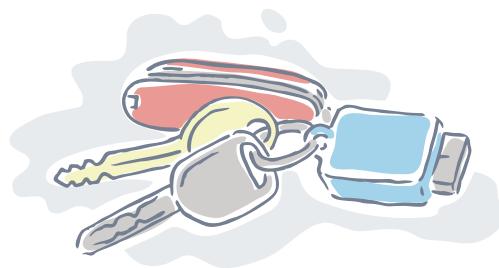
Are you interested in partnering with TownSuite Municipal Software?

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](mailto:partnerships@townsuite.com)  
[townsuite.com](http://townsuite.com)



## Referrals

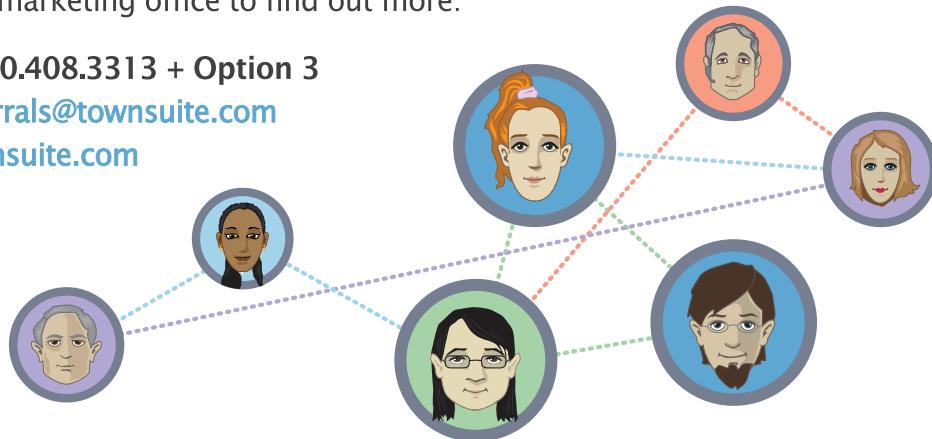
We think we are great most of the time, and we hope you do too.

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](mailto:referrals@townsuite.com)  
[townsuite.com](http://townsuite.com)



## How Do I Get More Information?

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

Call **1.800.408.3313 + Option 3**

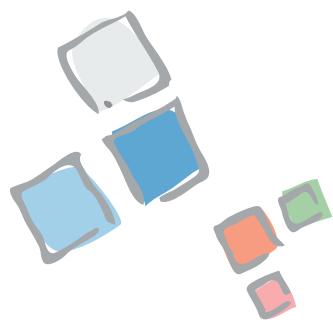
*or 1.709.256.3313*

Email [marketing@townsuite.com](mailto:marketing@townsuite.com)

Visit [townsuite.com](http://townsuite.com)

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





*townsuite.com*