

WHAT? ReportIt

is an innovative and scalable cloud-based application for municipalities/cities to:

- create an online complaint ingestion platform that is easy to use, customizable, and mobile-ready
- allow residents to submit complaints for review and track progress
- > empower city employees to manage and prioritize requests

Why? ReportIt

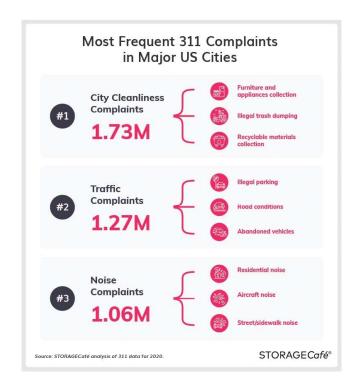
evaluated different city and municipal websites and noticed:

- > some municipalities have no method to capture complaints, leading to decreased visibility into severe issues that cause significant problems to residents
- the lack of visibility in government action breeds distrust in institutions
- residents felt more comfortable submitting the complaints in their own words and in real-time
- underserved municipalities need a simple and affordable option to serve the public that works within budget by reducing operating costs
- the statistics derived from the complaint capture and resolution can be used to measure the effectiveness of the municipal response and help inform on future budget measures



ReportIt How?

provides software-as-a-service, using dedicated software engineers, to help reduce staff overhead and budget
 uses agile development to enhance the platform and features, increasing the delivery speed and return on investment
 is fully customizable and mobile-ready to support capture of complaints in real-time



We can throw stones, complain about them, stumble on them, climb over them, or build with them.

- William Arthur Ward