GECOR SYSTEM

Gecor System develops technological solutions with the aim of improving quality of life within cities. With over 15 years of experience, this company is a pioneer in the Smart Cities field, and has implemented trailblazing tools in over 100 cities across the world.

www.gecorweb.com

Collaborating member of the Smart Destinations Network

GECOR

GECOR is a **technological service designed to facilitate citizen participation and the digitalised management of public space maintenance**.

Local councils and other administrations gain a two-way communication channel that creates a positive, transparent relationship between citizens and authorities, with a Smart City strategy. It is a service that runs through an app and a website at the same time, linking participation with digitalised, automated incident management.

The power of the GECOR solution supports the integration of the organisation's internal processes, and more **efficient management**.

- Both citizens and technicians are able to trace messages sent.
- The solution's settings allow these messages to be assigned automatically, internally reassigned, or sent to suppliers.
- Both documentation and management are simplified, thus saving time, improving responses and modernising the system.

The tool features a range of functions, which include:

- Measuring customer and user satisfaction
- Controlling and measuring capacity
- Segmenting communications
- A virtual tourist office (with information and a chat feature)
- Services for the elderly (with information and a chat feature)
- An app screen with key links to municipal websites where people can fill in paperwork and carry out other procedures
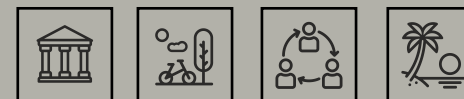
The GECOR cloud app centralises all the information entered into the system through the different platforms, thus contributing to the digitalisation of all the municipal departments. The platform processes text, images and variables such as location, time, status and cost.

Through this solution, managers have access to real-time information and dashboards that allow them to implement strategic planning actions, take steps to deal with unforeseen events and analyse trends based on historic data.

Scope of smart destination application	Solutions for destinations in the following areas	Type of solution
Technology **Governance**		