

ANOVA IT CONSULTING

Anova IT Consulting is a technology consulting firm specialised in the development of e-commerce solutions, training, technical assistance for Public Administrations for the management of technological development and consultancy programmes for digital transformation and business growth.

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AVISA APPLICATION: MOBILE APP FOR CITIZEN PARTICIPATION FOR REPORTING URBAN ISSUES

Anova IT Consulting has developed Avisá, a mobile app that **helps citizens participate in communicating incidents to the town council.**

- Avisá is an app that facilitates citizen participation in reporting issues to the City Council via their smartphone.
- It allows them to easily report issues such as broken street lights, potholes or full litter bins.
- In less than one minute, users can indicate the type of issue and add a photo of the incident, which is registered and geolocated.
- Avisá automatically locates the incident on the city map, automatically transferring it directly to the corresponding councillors and departments in the town council so it can be resolved.
- Avisá thereby provides a single channel for reporting issues, which reduces the costs associated with their management.

Objectives:

- Foster active citizen participation in improving municipal management
- Achieve unified incident management from a single online control panel that can be accessed from any device with the necessary permits
- Automate internal incident management processes in the city council.
- Develop a historic registry of incidents geolocated and classified according to type and importance, which allows the local council to:
 - Prioritise improvement actions
 - Conduct periodic analyses on the evolution of the number and types of incidents, thus facilitating decision-making.

Scope of smart destination application

Technology

Solutions for destinations in the following areas



Type of solution

