

SIGO INFORMATION AND MANAGEMENT

SiGO develops agile and intuitive applications that improve the way citizens access information and services in their cities. They help their clients provide an efficient and remote service to citizens.

www.sigogestion.com



SIGO INCIDENTS

The main objective of the SiGO incident platform is to **centralise all the information related to the maintenance of the city** with the aim of making it more efficient, and also to be able to **oversee the service providers more effectively**.

The high economic and staff investment that is made annually in keeping in the best conditions the city requires the best tools for control and control optimisation of services.

It wants to equip both the city council and all the agents involved with the best technological tools to make maintenance as efficient as possible, reducing the response times and costs.

SiGO Incidents streamlines the management of **incidents, integrating all the agents in a single platform that is accessible from anywhere and with any device with an internet connection**.

It facilitates the management of the different municipal services, both internally and with the concessionary contracts of the different services, as well as the relationship with the citizen both for the reception of incidents and for managing feedback. It also enables all the associated document management, in a way that prevents the dispersion of information. To summarise:

- The platform allows the management of the maintenance of the City Council's buildings and infrastructures in a unified way.
- The platform allows citizens and employees to report incidents through input channels designed for this purpose, as well as managing all the requests sent, checking statistics, producing work orders, monitoring subcontractor activities, and more, through a web back-office.

Currently, the SiGO incidents platform is operational in councils in large cities such as Valencia and Castellón, and in medium-sized cities such as Onda, Orihuela, Vinaròs and Peñíscola.

Scope of smart destination application

Technology

Solutions for destinations in the following areas



Type of solution

