

CITIZEN ENGAGEMENT

Deliver a modern
citizen experience to
your community

WHAT IS THE PROBLEM?

The rules of engagement are changing. Citizens want to interact with their local government just as they do with their favorite brands. They want responsiveness and easy ways to communicate. And they want it all to happen online – from making payments, inquiries and appointments to processing applications and renewals. This pressure to satisfy digitally-savvy individuals is driving cities and counties to adopt new technologies, ultimately making these communities more attractive to current and future residents.

WHAT IS THE SOLUTION?

The key to creating sustainable communities starts with exceptional citizen engagement. By simplifying public interaction, governments provide more effective ways to enlist residents as partners in the community. CentralSquare Citizen Engagement encourages community engagement through an interactive and intuitive cloud-based platform that delivers easy self-service options. It offers citizens, as well as contractors and vendors, online access to quickly find information, report an issue, pay a bill, communicate with staff and more. Empowered by a modern citizen experience, residents easily connect with their communities. In turn, when problems arise, governments are better able to spot trends, allocate resources and facilitate early interventions.



AUTOMATION

Improves productivity by eliminating manual processes and phone calls



EASY IMPLEMENTATION

Works with your organization's website and mobile applications in use today



CUSTOMIZATION

Gives you maximum control over what and how various information is required



SECURITY

Provides secure electronic payment processing for all non-cash payment and supported third-party transactions

CUSTOMER GAINS

With CentralSquare Citizen Engagement, city employees process and respond to requests with less required time and labor, while citizens report potholes, pay bills and see how their tax dollars are spent.



CITIZENS REPORT



Convenient
24x7 access to
account information



Reliable
visibility into status
of service requests



**Ease of
communication**
with multi-language
options



Confidence
with secure payment
options

WHO WE ARE

CentralSquare Technologies is an industry leader in public safety and public administration software, serving over 7,500 organizations from the largest metropolitan city to counties and towns of every size across North America. Its technology platform provides solutions for public safety, including 911, computer aided dispatch, records management, mobile, and jail.

For public administration agencies, CentralSquare provides software for finance, community development, human capital management, utility billing, citizen engagement, asset management, property tax and municipal services. It also provides healthcare management software for hospitals and clinicians. CentralSquare's broad, unified and agile software suite serves 3 in 4 citizens across North America. More information is available at www.centalsquare.com.

7,500
AGENCY CUSTOMERS

3 IN 4
CITIZENS ACROSS
NORTH AMERICA

35 YEARS
IN PUBLIC SECTOR
SOFTWARE



Our mission is to create the broadest, smartest, and most agile software platform to help public service agencies build safer and smarter communities.

911 | Asset Management | CAD | Citizen Engagement | Community Development | Finance | Human Capital Management | Jail | Mobile | Municipal Services | Property Tax | Records | Utilities

WWW.CENTALSQUARE.COM