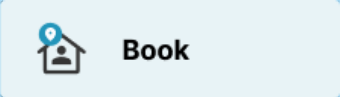




Introducing My Smart City

Your smart city solution.



AWARD WINNING SOLUTION



About My Smart City

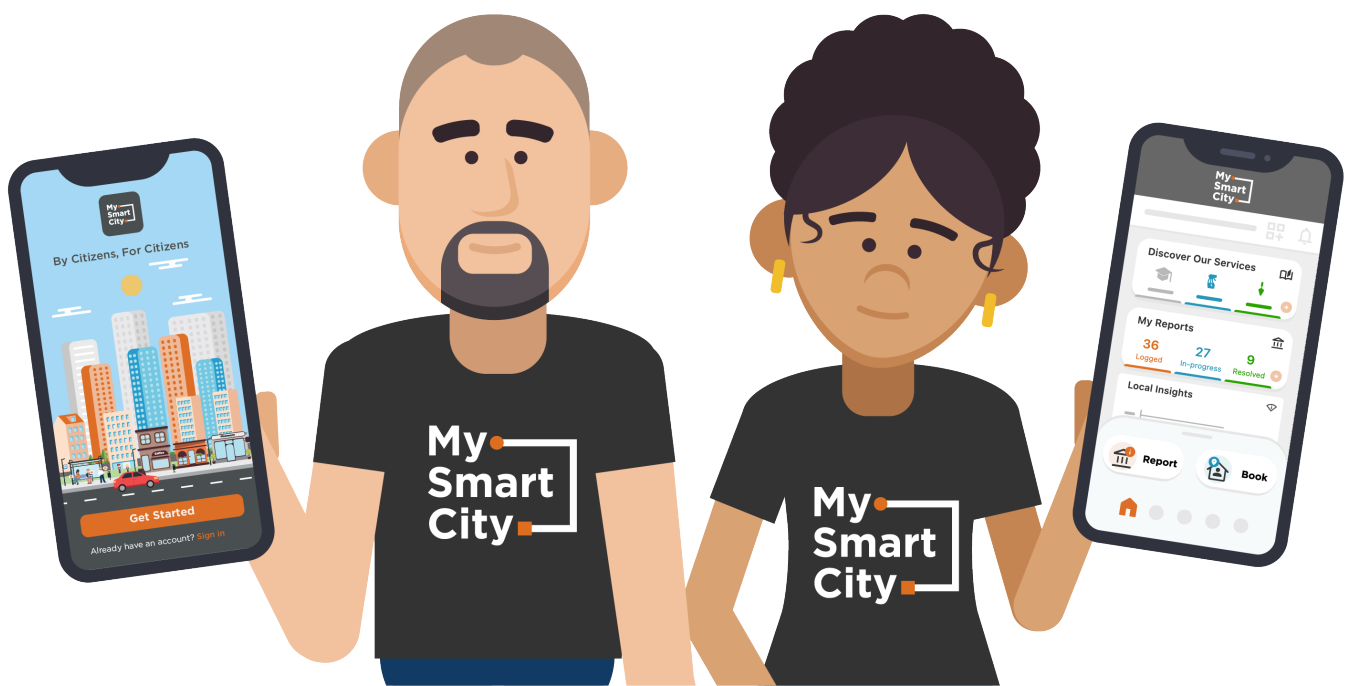
My Smart City is a free-to-use platform that facilitates two-way communication between citizens and city officials and creates a collaborative, optimised environment that supports smart city initiatives.

My Smart City is a product of Acumen Software - specialists in crafting highly configurable Software-as-a-Service (SaaS) solutions tailored to the dynamic needs of industries across various sectors. Acumen Software are the developers of Forcelink Mobile Solutions, Powerlink and SPOTTER.

My Smart City was nominated as one of the best Smart City solutions out of South Africa in 2018 by the Department for International Trade and TeXchange: Smart cities UK. We were awarded 'Best Enterprise Solution' at the MTN Business App of the Year Awards, as well as the Brand South Africa (SA) Social Cohesion Award in 2022. We also progressed to the Top 3 SMEs in Digital Innovation at the BCX Digital Innovation Awards, 2022. My Smart City was also nominated as one of the Top Five Finalists in FNB's App of the Year Awards for 2024.

Powered by Forcelink, our Mobile Field Services ERP solution, My Smart City is built on a foundation of extensive knowledge and expertise in Field Service Work Management.

By leveraging data analytics and IoT integration, the platform pioneers smart city initiatives, improving resource allocation, service delivery, and public safety.



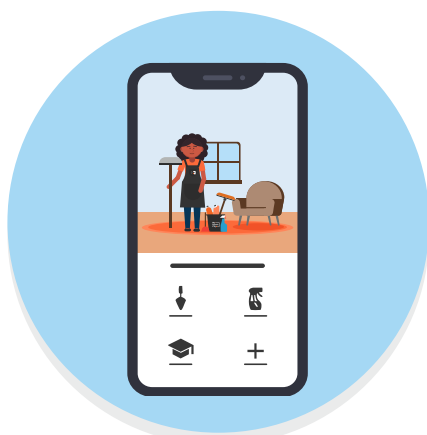
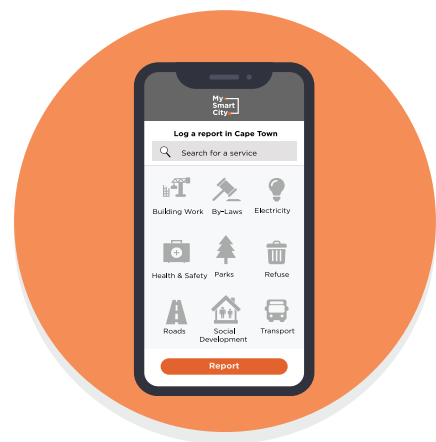
What Features Does My Smart City Offer?

My Smart City offers a wide range of features that empower citizens to connect with their communities, log municipal issues, access trusted services, and more - **all in one easy-to-use platform.**

Log

My Smart City allows users to log municipal issues such as potholes, out of order traffic lights, water leaks and more - and to include images of the issues. Community members can view and engage with logged issues around them.

This data is sent directly to our back office where our highly qualified dispatch team collects it into detailed reports which are then forwarded to the relevant municipalities, helping to streamline the reporting and resolution process.



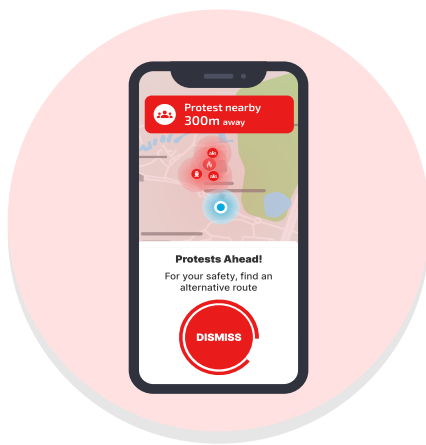
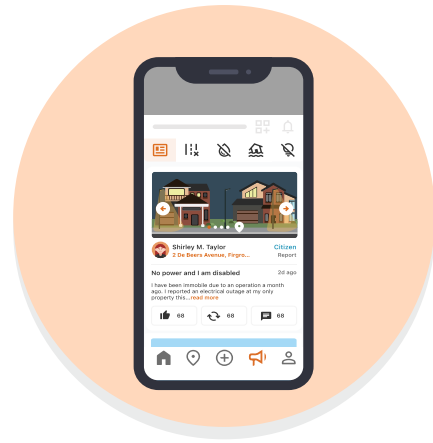
Book

My Smart City also offers users the ability to easily book trusted service providers, including domestic workers and gardeners, and to make secure payments.

Social Feed

With My Smart City's Social Feed, users can connect with their community and stay up to date with the latest news and alerts.

Citizens can also create neighbourhood announcements or start petitions that can be shared onto the Social Feed to encourage community engagement and upvoting to increase issue visibility and awareness.

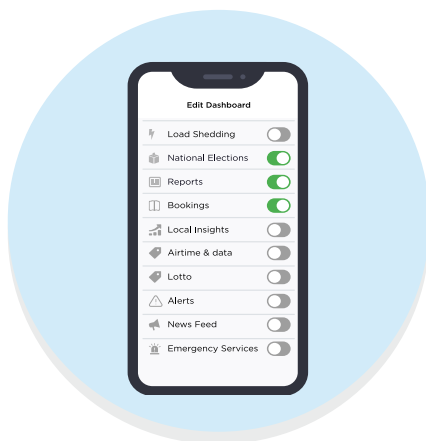
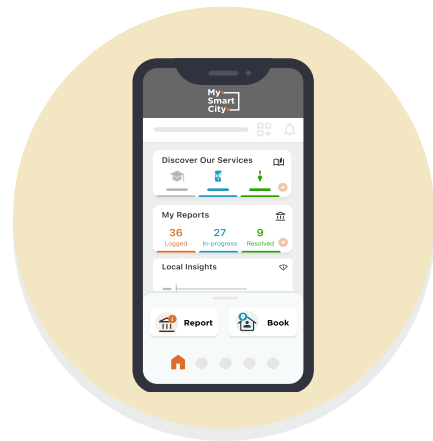


Emergency Mode

When on the My Smart City map, citizens can enable Emergency Mode to report incidents such as accidents, riots, fires and more. Users can also send out an SOS to preselected emergency contacts, before they even enter emergency mode. This will share their location with their emergency contacts.

VAS

There are also a number of other value-added services offered by My Smart City, including loadshedding schedules and the purchasing of data and airtime.



Dashboard

My Smart City offers an interactive and customisable dashboard with an array of widgets namely loadshedding, local insights and IEC voting results.

Go Premium with My Smart City Pro



For cities looking for an even more powerful solution to improve city management and quality of life for citizens, we offer My Smart City Pro.

The Pro solution integrates fully with municipal systems via the Forcelink back-office providing a centralised solution for service management with My Smart City as the citizen platform.

My Smart City Pro allows municipalities the freedom to tailor the solution to their needs with full control over their social feed, the ability to integrate to ESRI and GIS for Erf numbers and Allotments, municipal parking, public transportation routes as well as integration into systems like SAMRAS for Bill payments.

My Smart City Pro enables citizens to communicate with municipal agents in real-time through instant messaging services, ensuring quick assistance – benefiting both citizens and their city.

Via the Forcelink back-office Dashboard and Reporting, cities can manage monthly reports, municipal agent chats, review issues and requests logged per department, manage municipal announcements and news and monitor the number of subscribers per month all in real-time.

My Smart City Pro provides cities with a fully integrated city management solution that provides transparent real-time information with their citizens truly transforming cities into smart cities.

For more information regarding My Smart City Pro, please feel free to contact:

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