



AvePoint Citizen Services for City of Richmond

An Overview

Accessible content is available upon request.

Microsoft Partner
Gold Application Development
Gold Collaboration and Content
Gold Cloud Platform

Background

About
AvePoint



AvePoint Investing in Richmond

AvePoint has moved its operating headquarters to Richmond. Local employee base expected to grow to over 100 later this year.

Built out a modern office in the downtown, complete with a basketball hoop, ping-pong table, gaming consoles and yoga studio. The center of the office features a mural by local artist Earl Mack.

As part of AvePoint's investment in the City, it will donate the full use of AvePoint Citizen Services - a modern, cloud-based citizen engagement solution - to support its constituents

- [Software Company Plugs in Downtown, Basketball Hoop Included](#) – **Richmond BizSense**
- [Technology Company AvePoint Bringing 100 Jobs to Richmond](#) – **NBC 12**
- [Six Area Companies Named Finalists for ChamberRVA's Impact Awards](#) – **Richmond Times-Dispatch**
- [In tight labor market, companies see the underemployed as a big talent pool](#) – **Wall Street Journal**



Who We Are



THE MICROSOFT
CLOUD **EXPERT**

Microsoft
Partner



2017 Partner of the Year Winner
Public Sector: Microsoft CityNext Award

Microsoft
Partner



Four Time Microsoft Partner
of the Year
2014, 2015, 2016 & 2017

Deloitte
Technology Fast 500

Inc. Magazine
Hire Power Award

Ernst & Young
Entrepreneur of the Year

Windows IT Pro
Best SharePoint Product



Who We Help

15,000
Customers

5 Million
Cloud Users



88 Countries



6 Continents

Platforms



Deployment Options





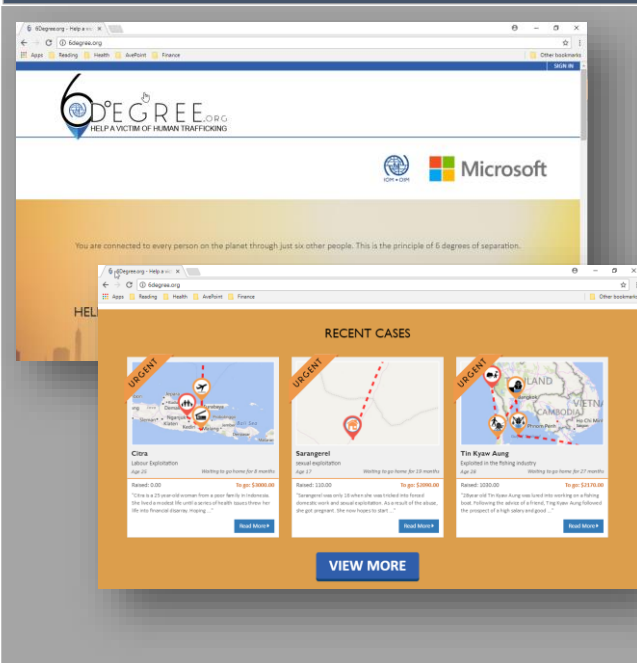
PHILANTHROPY

Our mission with AvePoint Philanthropy is to impact humanity and drive change through technology, community, and education.

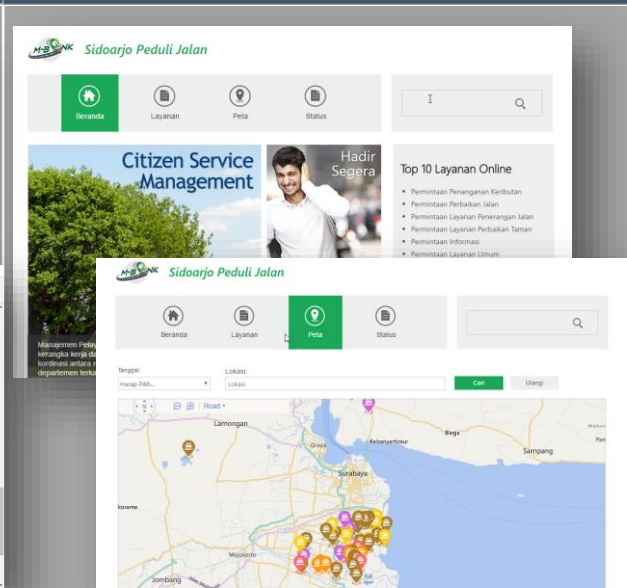
History of the platform

- Solution built on our case management platform
- Many customer implementations built on the platform, including:

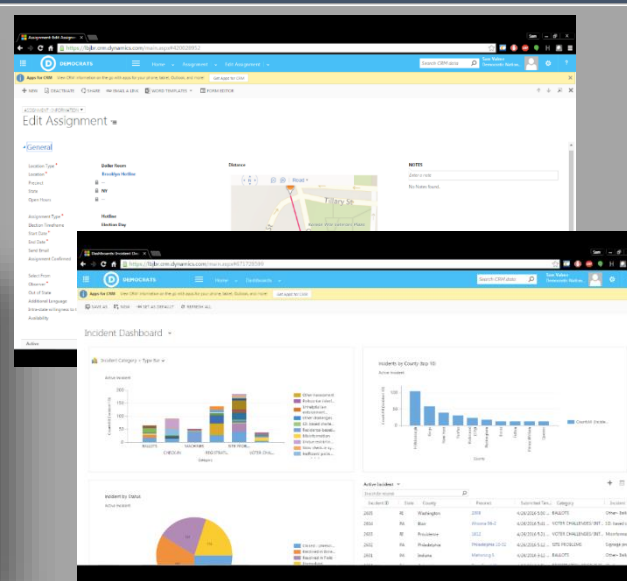
United Nations: Human Trafficking



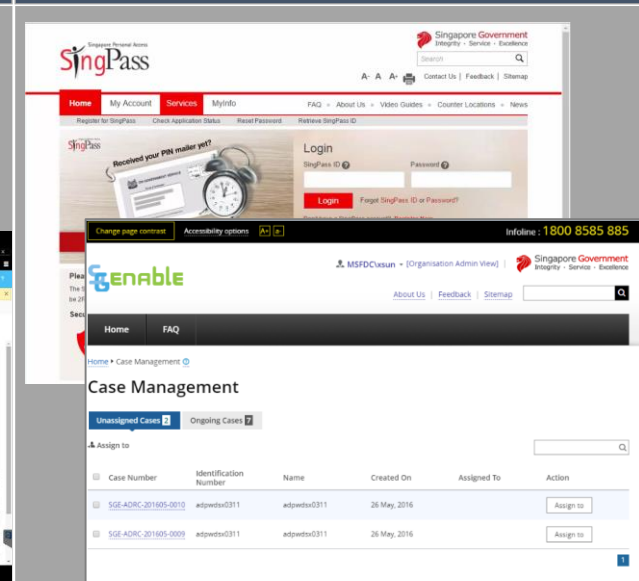
Citizen Services



DNC Case Management



Social/ Family Dev. Case Management



Project history

September 2016

Initial meeting with City to discuss helping to replace front-end of existing system

January 2017

Discussions began regarding replacing the full use of Citizen Services

January - April 2017

Functional and Technical vetting of Citizen Services

April 2017

Press Release goes out regarding the full use gift of Citizen Services solution to City of Richmond

April – August 2017

City of Richmond and AvePoint work together to finalize the details of the SOW, MSLSA, and Gift Agreement

September 2017

City Council Meetings to approve gift

October 2017

Potential kick-off

About AvePoint Citizen Services





Empower citizens to easily report incidents



Accelerate response time/issue resolution



Keep citizens informed and engaged



Receive service requests from IoT enabled devices



Equip management with real-time insights

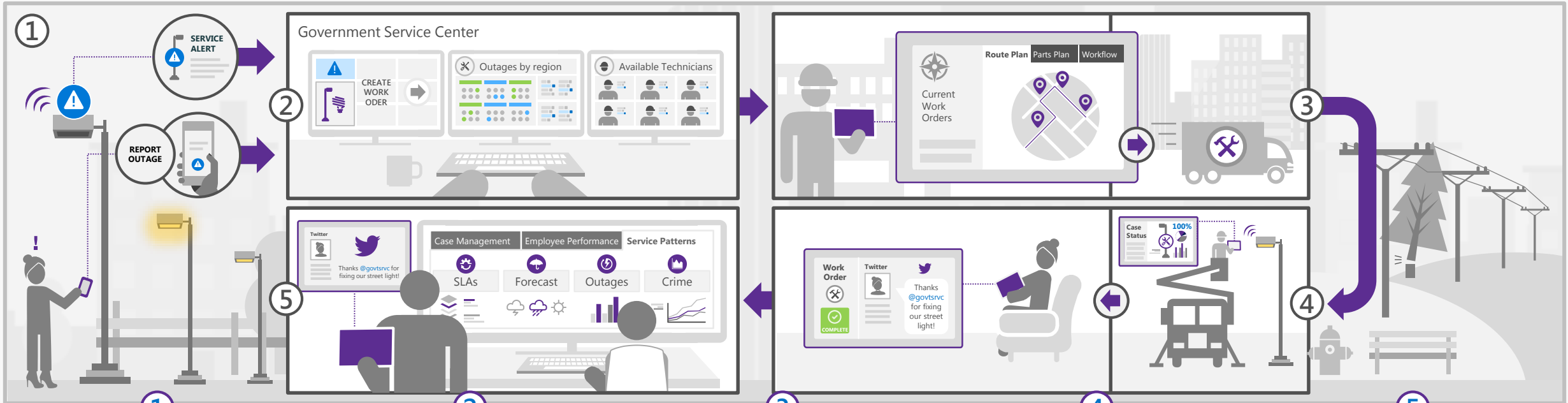


Forecast and predict with machine learning



AvePoint Citizen Services is the SaaS platform that makes it easy for governments of any size to modernize their case management, improve customer satisfaction, streamline their operations and surface deep insights about their municipality.

Accelerate Citizen Services with the Microsoft Cloud



1

Empower citizens to easily report incidents

- Build interactive mobile apps to enable anytime, anywhere reporting
- Leverage built-in location services and user data to gain context
- Route notification to appropriate department

2

Receive automatic service alerts from public assets

- Install sensors and connect infrastructure to gain visibility into system management
- Predict and proactively prevent outages with advanced analysis

3

Accelerate case response time and issue resolution

- Optimize employee productivity with step-by-step workflows and route planning
- Assign field agents based on proximity and expertise using intelligent case routing

4

Keep citizens informed and engaged


- Send case status notification to track progress and completion
- Increase transparency to drive accountability and ensure delivery of quality service
- Connect with citizens via social media to track sentiment and improve service quality

5

Arm management with real-time insight

- Create dashboards and reports to inform decision-making
- Identify patterns from internal and external data to predict citizen and infrastructure needs
- Monitor individual and team performance to determine resource allocation

Constituents view and submit service requests



HOME
REQUEST SERVICE
TRACK MY REQUESTS
VIEW ALL REQUESTS
FAQS
ABOUT

Paul Olenick
paul.olenick@outlook.com

Abandoned Vehicle

GENERAL

Make of Vehicle
Dodge

Vehicle Color
Green


Vehicle License Plate
7LP456

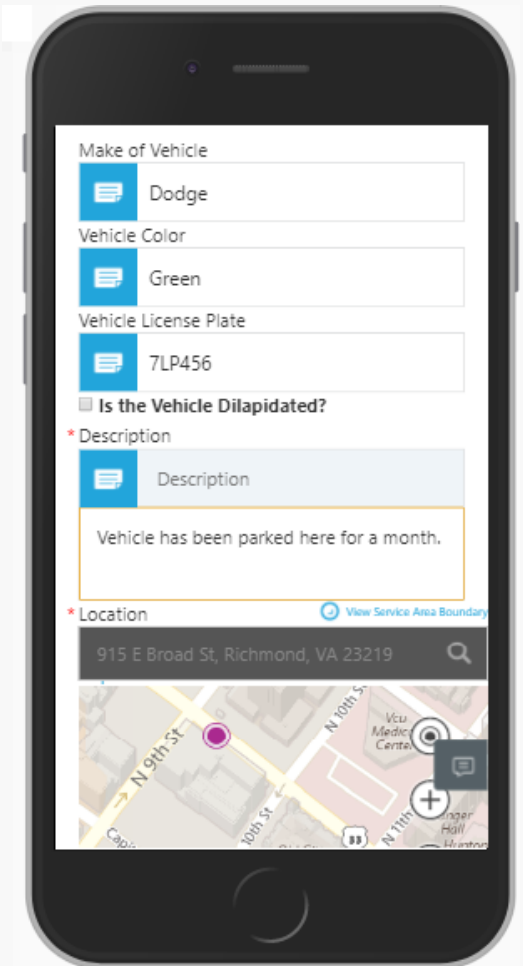
Is the Vehicle Dilapidated?

* Description
Description
Vehicle has been parked here for a month.

* Location
915 E Broad St, Richmond, VA 23219
[View Service Area Boundary](#)

Your input address is out of our service area. Center the map within service area.





Make of Vehicle
Dodge

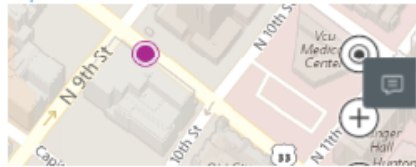
Vehicle Color
Green

Vehicle License Plate
7LP456

Is the Vehicle Dilapidated?

* Description
Description
Vehicle has been parked here for a month.

* Location
[View Service Area Boundary](#)
915 E Broad St, Richmond, VA 23219



Constituents track the status of all their requests

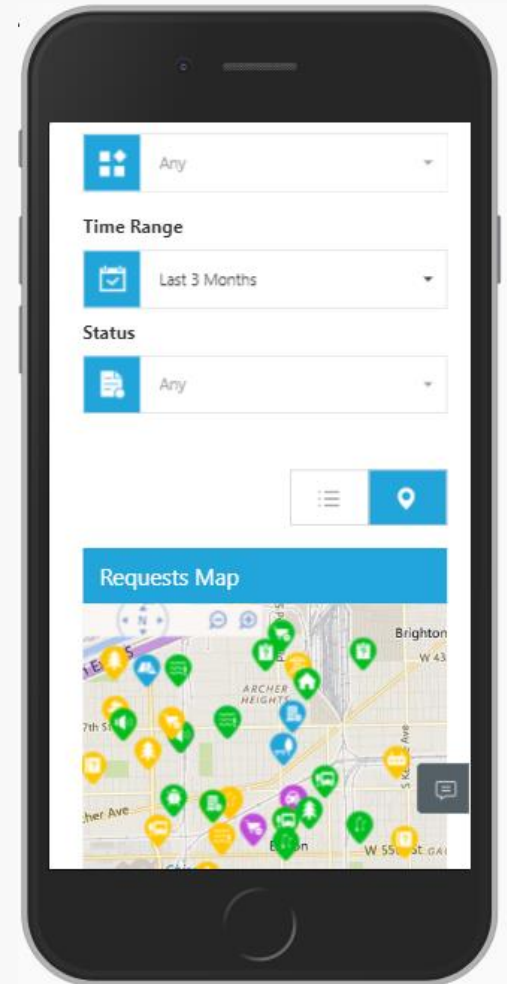
The screenshot shows a web interface for tracking requests. On the left is a navigation sidebar with the Richmond, Virginia logo and menu items: HOME, REQUEST SERVICE, TRACK MY REQUESTS (highlighted), VIEW ALL REQUESTS, FAQs, and ABOUT. The user's name, Paul Olenick, and email, paul.olenick@outlook.com, are shown at the bottom left. The main content area is titled 'Track My Requests' and includes a search bar, two filter buttons ('Requests I Submitted' and 'Requests I'm Watching'), and three status summary buttons: '0 Unprocessed', '1 Open', and '0 Closed'. Below these is a table with one row of request data.

Service Request	Status	Request Date	Description
SR00522	● Assigned	September 18, 2017 5:07 pm	Vehicle has been parked here for a month.

The screenshot shows the mobile app version of the 'Track My Requests' interface. It features a search bar at the top, followed by two filter buttons: 'Requests I Submitted' (highlighted) and 'Requests I'm Watching'. Below these are three status summary buttons: '0 Unprocessed', '1 Open', and '0 Closed'. A section titled 'Submitted Requests' contains a card for request SR00522, which is 'Assigned' and dated 'September 18, 2017 5:07 pm'. The description 'Vehicle has been parked here for a ...' is partially visible. A chat icon is located at the bottom right of the card.

Constituents view requests in their area

The screenshot shows a web application interface for viewing requests. On the left is a navigation sidebar with the Richmond Virginia logo and menu items: HOME, REQUEST SERVICE, TRACK MY REQUESTS, VIEW ALL REQUESTS (highlighted), FAQs, and ABOUT. The main content area is titled "View All Requests" and includes a search bar, filters for Request Type, Time Range, and Status, and view toggles for List View and Map View. The "Requests Map" section displays a street map with various colored pins representing requests in the area.



No wrong door: all requests funneled to one place

Request Management [+ NEW REQUEST](#)

Unprocessed Requests (47) My Pending Approvals (0) Overdue Requests (0) All Requests (522)

Search for Requests by Request ID, Location, and Description

Request Type
Abandoned Building/Home, Abandoned Shopping Cart, Abandoned Vehicle, Animal Control, Blocked Sidewalk/Parking Space, Building Co...

Time Range
Last 3 Months

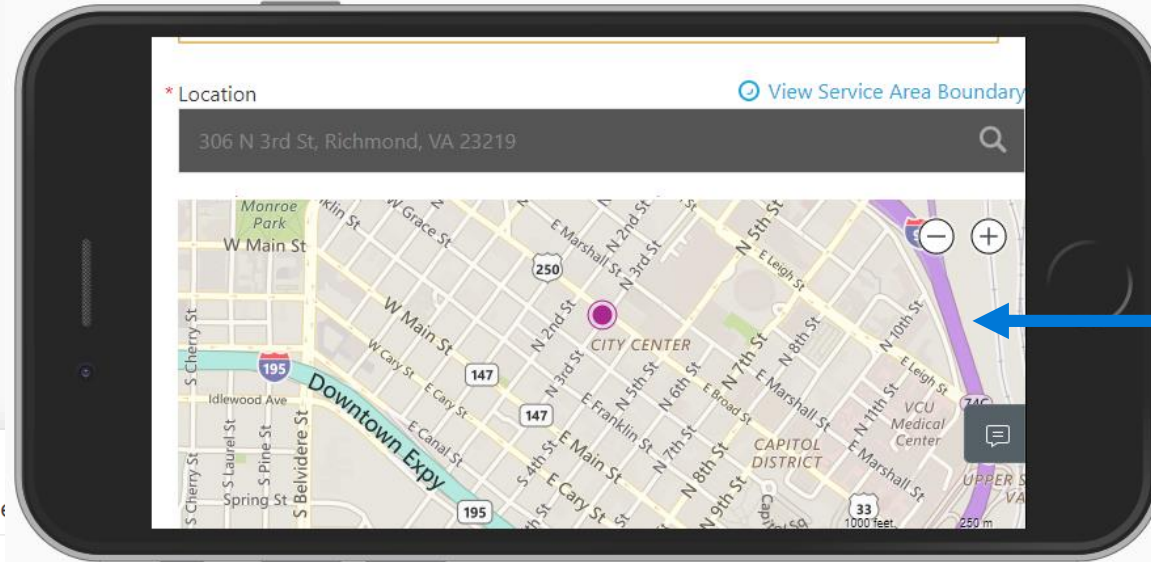
Service Request	Request Type	Status	Request Date	Description	Action
SR00503	Pests and Rodents	Unprocessed	September 10, 2017 4:55 pm	With all the rain we've...	Edit
SR00502	Parks Maintenance	Unprocessed	September 10, 2017 3:18 pm	The guidepost near t...	Edit
SR00501	Animal Control	Unprocessed	September 10, 2017 2:52 pm	When I drived home ...	Edit

Richmond Virginia

- HOME
- SITE SETTINGS
- REQUEST MANAGEMENT**
- CONFIGURE SERVICES
- USER MANAGEMENT
- INSIGHTS
- STREETLIGHT
- ABOUT

Paul Olenick
paul.olenick@avepointcs.onmi...
Sign Out

Platform integrates with City's operational systems from day 1



City Systems

A screenshot of a web application interface for "Request Management". The interface includes a sidebar with navigation options like "HOME", "SITE SETTINGS", "REQUEST MANAGEMENT", "CONFIGURE SERVICES", "USER MANAGEMENT", "INSIGHTS", "STREETLIGHT", and "ABOUT". The main content area shows a search bar, a "Request Type" dropdown menu, a "Time Range" dropdown menu, and a table of service requests. The table has columns for "Service Request", "Request Type", "Status", "Request Date", "Description", and "Action".

Service Request	Request Type	Status	Request Date	Description	Action
SR00503	Pests and Rodents	Unprocessed	September 10, 2017 4:55 pm	With all the rain we've...	Edit
SR00502	Parks Maintenance	Unprocessed	September 10, 2017 3:18 pm	The guidepost near t...	Edit
SR00501	Animal Control	Unprocessed	September 10, 2017	When I drove home ...	Edit



City derives insights to improve service to constituents

Dashboard

Download Cortana Analysis Report Template | Cortana Configuration Instructions

All Service Requests

Volume of Service Requests

Requests by Type | Requests by Status | Requests by Priority

Request Dashboard

USER MANAGEMENT

INSIGHTS

DASHBOARD

FEEDBACK & SURVEY

Paul Olenick
paul.olenick@avepointcs.onmi...
Sign Out

Feedback & Survey

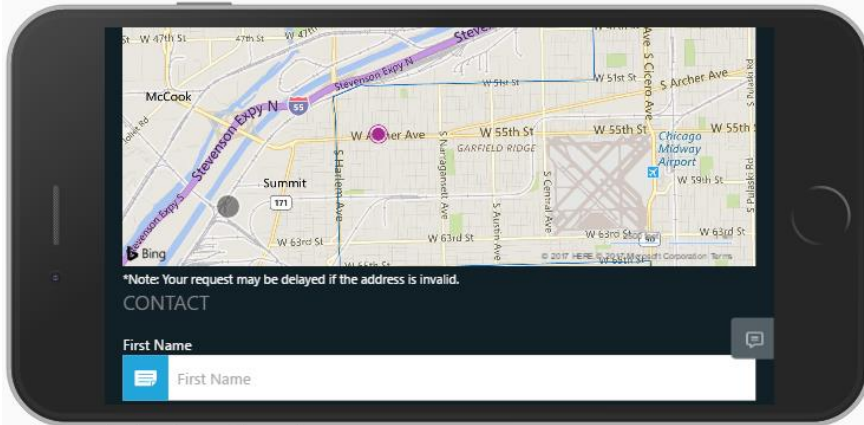
Feedback | Survey

★★★★★ | ★★★★☆ | ★★★☆☆ | ★★☆☆☆ | ★☆☆☆☆

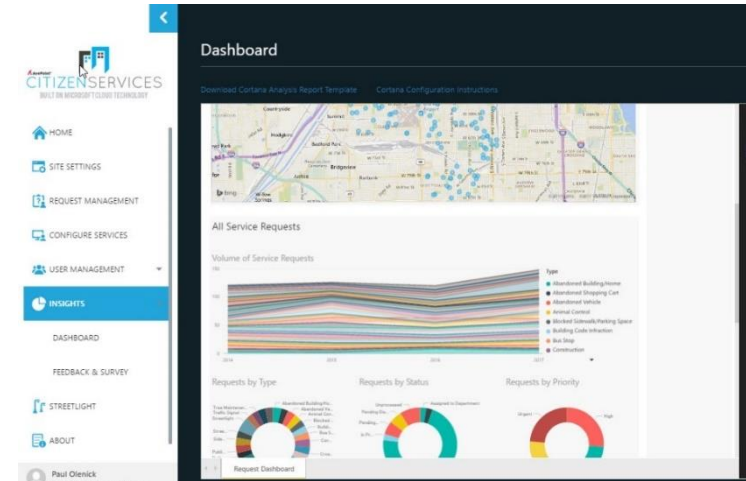
Survey ID	Service Request	Rating	Submitted Date	Comment
52	SR00292	★★★★★	April 29, 2017 2:45 am	Perfect. thanks!
51	SR00345	★★★★★	September 6, 2017 8:41 p...	Good job on fixing the street sign. So much better!
50	SR00074	★★★★★	June 17, 2015 12:40 am	Thank you for picking up the shopping cart!
49	SR00166	★★★☆☆	March 20, 2016 3:30 am	They fixed it, but it took several days.
48	SR00130	★★★★★	December 20, 2015 2:17 ...	David the engineer was really nice and solved the issue. He even came back...
47	SR00137	★★★★★	January 1, 2016 11:36 am	Very good work on

Ready-to-go features

Mobility



Insights/Dashboards



And...

Turn-key portals

Request from PC, mobile apps, Chatbot, email, and in-person

Duplicate detection

Embeddable interface

Multiple languages

SLAs & Escalations

Email or SMS notifications

Support for map providers (Esri ArcGIS, Bing, Google)

Dynamics 365 for

Field Service Integration

Dynamics Knowledge Articles

Web hooks and Open311 API for quick and easy integrations

Built-in or custom CSS themes

Geographical boundaries

30+ default service request types and built-in dashboards

Integration with Azure IoT Suite and AML

Customer satisfaction surveys

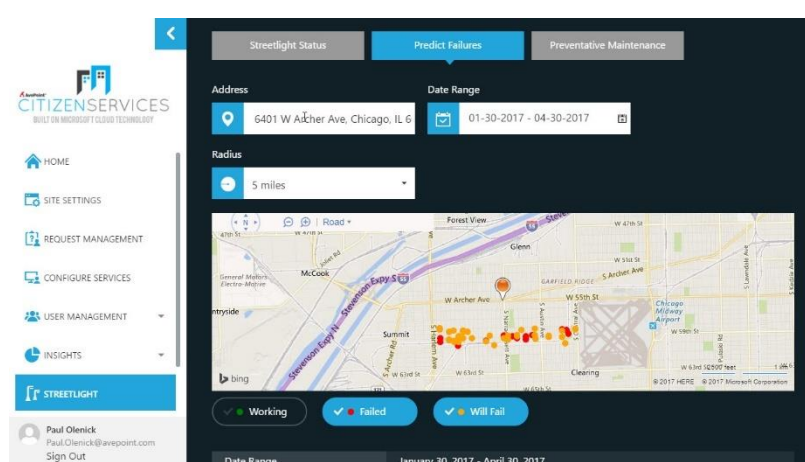
Cortana Personal Assistant

Integration

Authentication Options



Predictive Analysis



Where to find more AvePoint.com/citizenservices/

www.avepoint.com/citizenservices/

Blog Partners Live Chat US

AvePoint® Products Solutions Services Support What's New About Free Trial

Home » AvePoint Citizen Services

AvePoint®
CITIZENSERVICES
BUILT ON MICROSOFT CLOUD TECHNOLOGY

TRY NOW IN APPSOURCE

WATCH OUR DEMO VIDEO

CONTACT REQUEST DEMO FREE TRIAL

Appsource.Microsoft.com

https://appsource.microsoft.com/en-us/

Get solutions tailored to your industry that work with the products you already use

Search Microsoft AppSource

Refine by category

- Analytics
- Collaboration
- Customer service
- Finance
- Human resources
- IT + administration
- Marketing
- Operations + supply chain
- Productivity
- Sales

Refine by industry

- Agriculture
- Distribution
- Financial services
- Government
- Healthcare + life sciences
- Manufacturing
- Professional services
- Retail + consumer goods

Refine by product

- Dynamics AX
- Dynamics CRM
- Dynamics NAV
- Project Madeira
- Power BI
- Office 365
- Azure

Featured apps

All apps →

- VeriPark Next Best Action By VeriPark
- AFS Retail Execution By AFS
- AvePoint Citizen Services By AvePoint Inc.
- Sales Navigator By LinkedIn Corporation
- DocumentsCorePack By mscm-addons.com

Questions? Please Reach Out!

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Gracias	ευχαριστώ	Danke	Grazie	Hvala	Obrigado	Kiitos	شكراً	谢谢
Ahsante	Teşekkürler	متشكراً	Salamat Po	Cám ơn	شكريه	Terima Kasih	Dank u Wel	Tack
நன்றி	Köszönöm	ありがとう ございます	ขอบคุณครับ	Mulțumesc	thank you			
תודה	多謝晒	дякую	Ďakujem	спасибо				
благодаря	Tak	감사합니다	Děkuji	Dziękuję				

Relevant experience

- AvePoint Public Sector, based in Arlington, VA has a proven track record of meeting the unique business needs of public sector customers including governance, privacy, compliance and efficiency. We serve:

800+
government
organizations

290
local governments
and municipalities

48
states w/customers
using our products
and services

ALL
cabinets of US Federal
Government

Many
Department of
Defense
organizations

- AvePoint Public Sector is a US Government GSA certified provider via strategic partnerships
- Microsoft Partner of the Year Award winner for Public Sector: Public Safety & National Security.
- City of Richmond will receive our Premier 24/7 phone support

Sample of U.S. State and Local Gov customers



Sample of Dept. of Defense customers



Sample of Federal Civilian customers



AvePoint footprint

15,000
Customers

5 Million
Cloud Users



88 Countries



6 Continents

Challenges and solutions

Current Challenges

The City's current constituent-facing solution is not fully integrated with the back-end systems for managing and tracking service requests and case management. This results in manual work and other **internal inefficiencies that result in delayed time to response and resolution.**

The City does not have budget to improve this internally.

How AvePoint's Gift Will Help

AvePoint Citizen Services is an **end-to-end solution to manage the full lifecycle** of constituent case management, from capture through resolution and more.

It is designed to be easily integrated with existing systems. **It will be fully integrated with the City's existing CityWorks and ESRI ArcGIS solutions.**

The solution, which is a SaaS solution and therefore **does not require hosting by the City, will be donated by AvePoint, Inc.**

Challenges and solutions (cont'd)

Current Challenges	How AvePoint's Gift Will Help
<p>The City's current constituent-facing solution offers only a <u>small subset of the service request types</u>.</p> <p>The City has not added more because doing so requires payment to the current vendor.</p>	<p>AvePoint Citizen Services allows the City's employees to add and manage an <u>unlimited number of service request types at no extra charge</u>.</p>
<p>It is <u>difficult</u> for the City <u>to integrate the current solution with other City-owned systems</u> as some of the APIs are black-boxed.</p>	<p>AvePoint Citizen Services includes an Open311 API, web hooks for <u>easy integrations</u>. AvePoint offers <u>24/7 support</u>.</p>
<p>The <u>user experience</u> for submitting service requests to the City is <u>clunky</u> and the options for doing so are <u>limited</u>.</p>	<p>AvePoint Citizen Services offers multiple ways to submit service requests (PC, mobile browser, iOS and Android Apps, telephone, email, in-person and chatbot). The <u>user interface is modern</u> and comparable to that of a consumer (as opposed to a government) application.</p>