AvePoint®

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 it's 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

AvePoint®

THE MICROSOFT CLOUD EXPERT

Microsoft Partner

Microsoft

2017 Partner of the Year Winner

Public Sector: Microsoft CityNext Award

Microsoft Partner

Microsoft

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

SharePoint

Office 365

OneDrive

Microsoft Dynamics CRM

Deployment Options

On-Premises

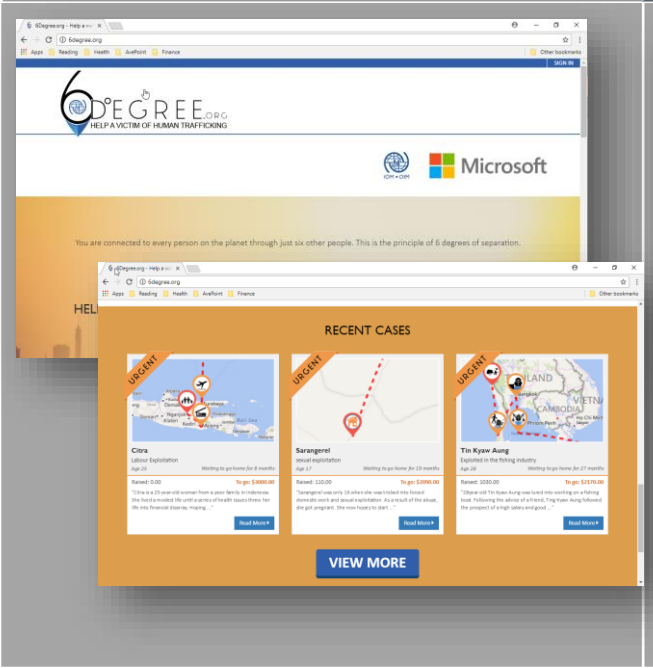
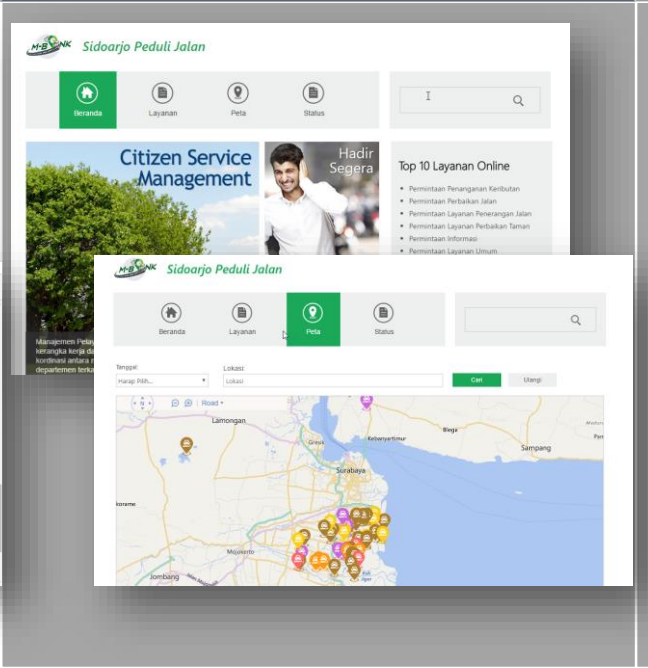
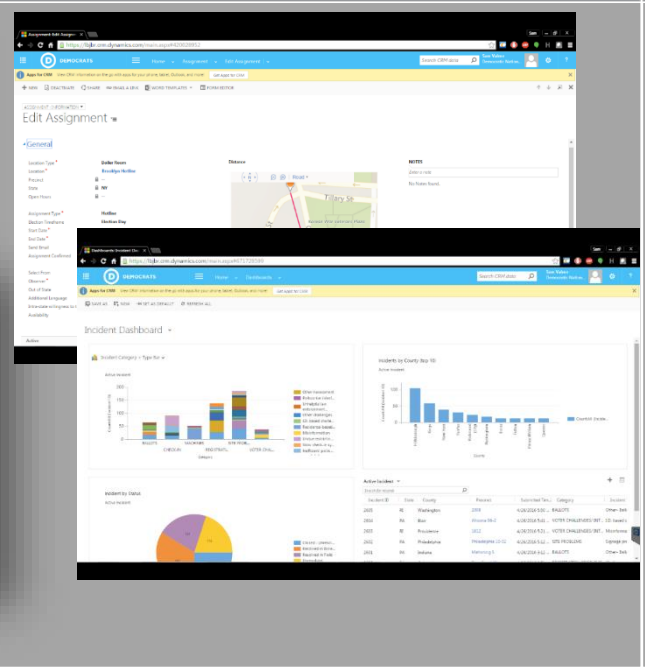
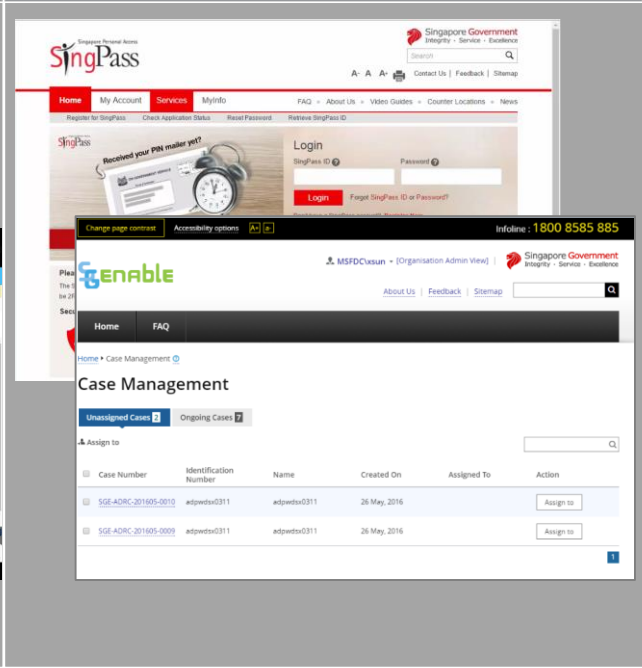
All-In

Hybrid

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

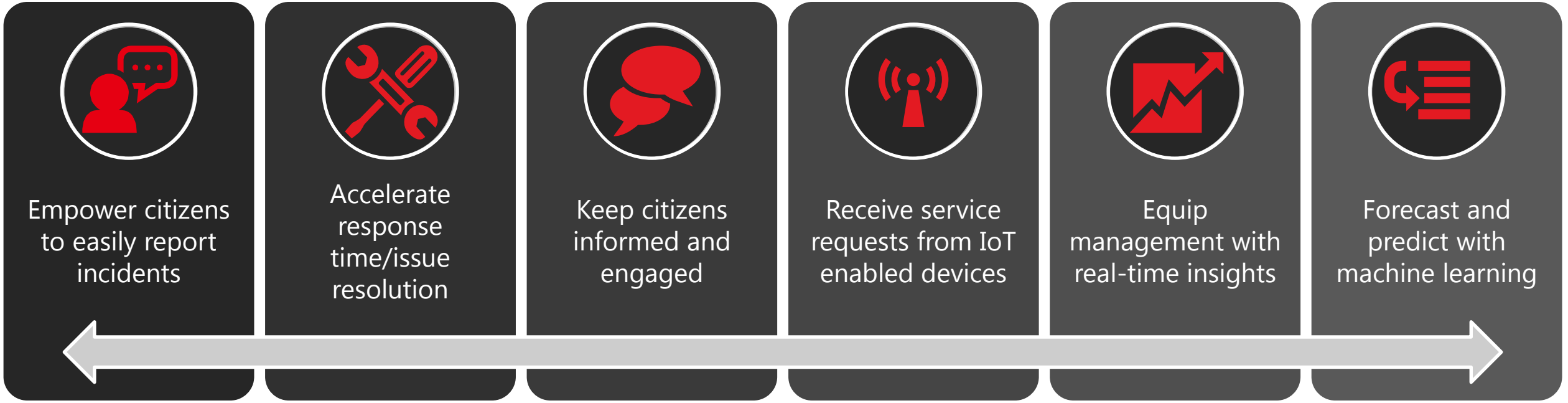
September 2017

City Council Meetings to approve gift

October 2017

Potential kick-off

About AvePoint Citizen Services



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.

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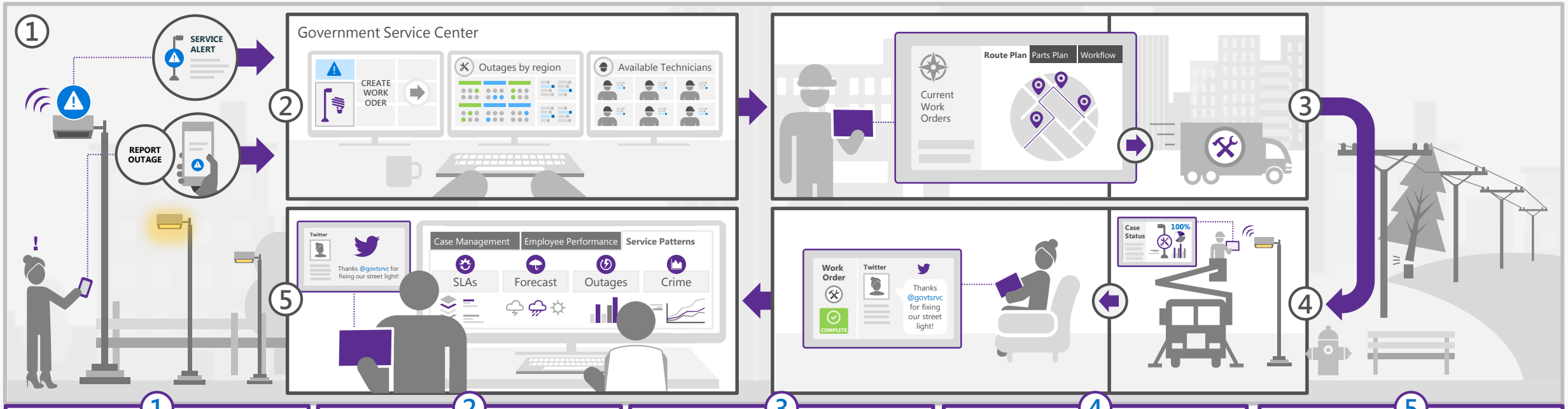
Accelerate Citizen Services with the Microsoft Cloud



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

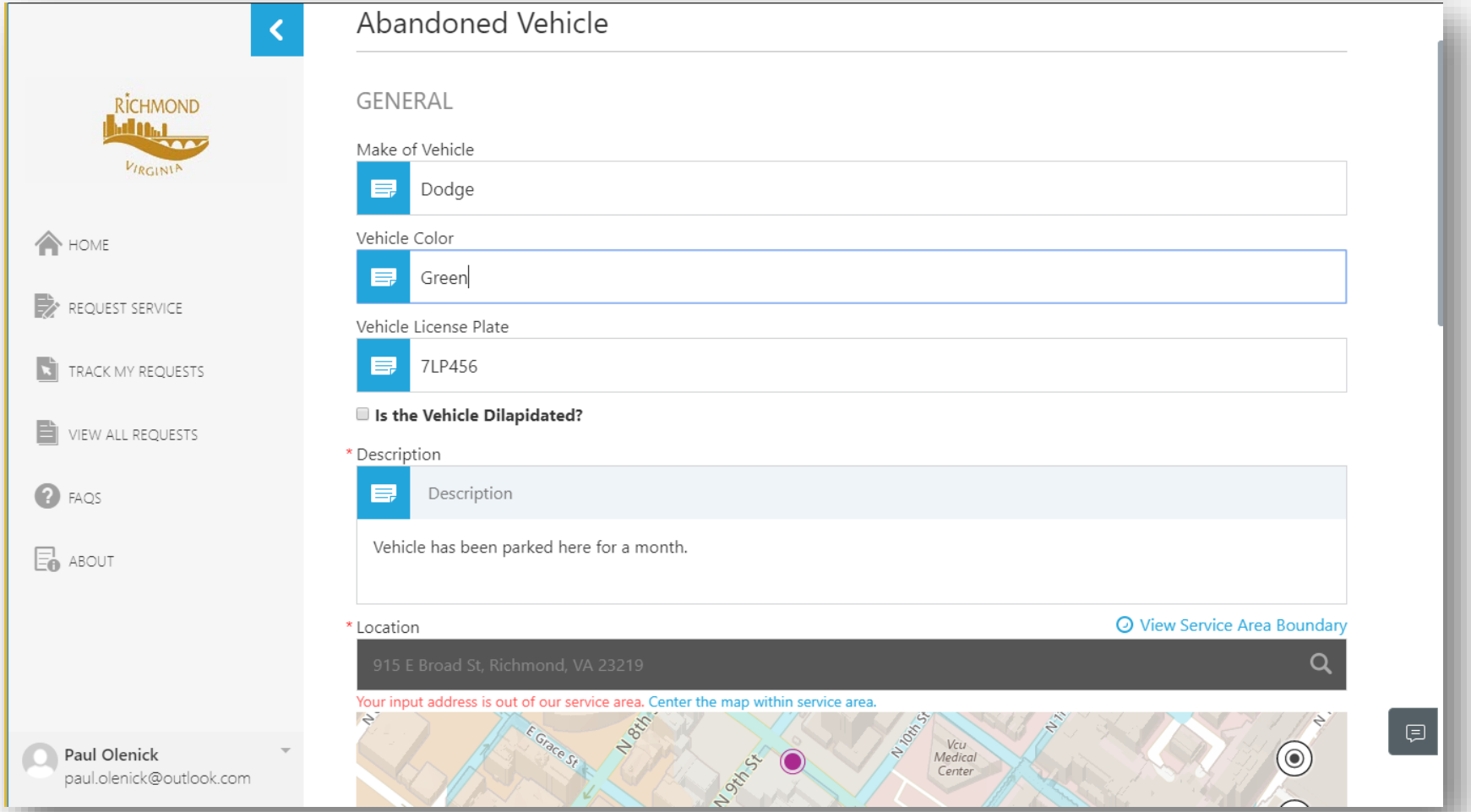
4 Keep citizens informed and engaged

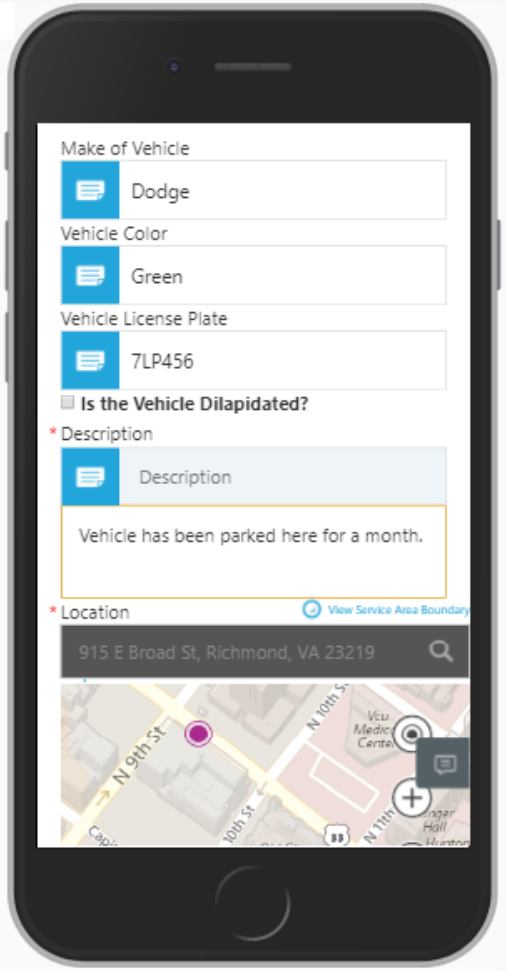
- Send case status notification to track progress and completion
- Increase transparency to drive accountability and ensure delivery of quality service
- Connect with citizens via social media to track sentiment and improve service quality

5 Arm management with real-time insight

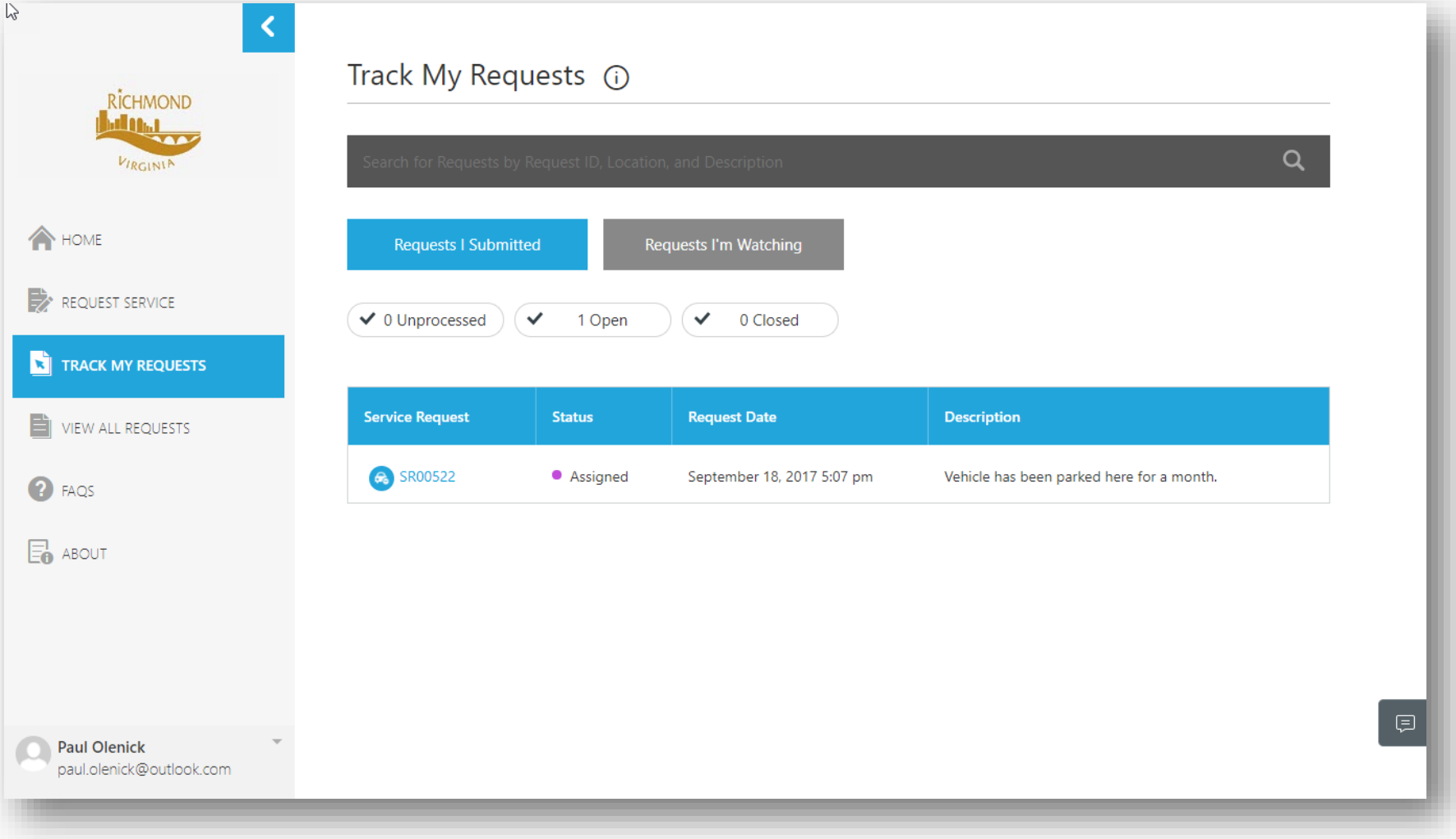
- Create dashboards and reports to inform decision-making
- Identify patterns from internal and external data to predict citizen and infrastructure needs
- Monitor individual and team performance to determine resource allocation

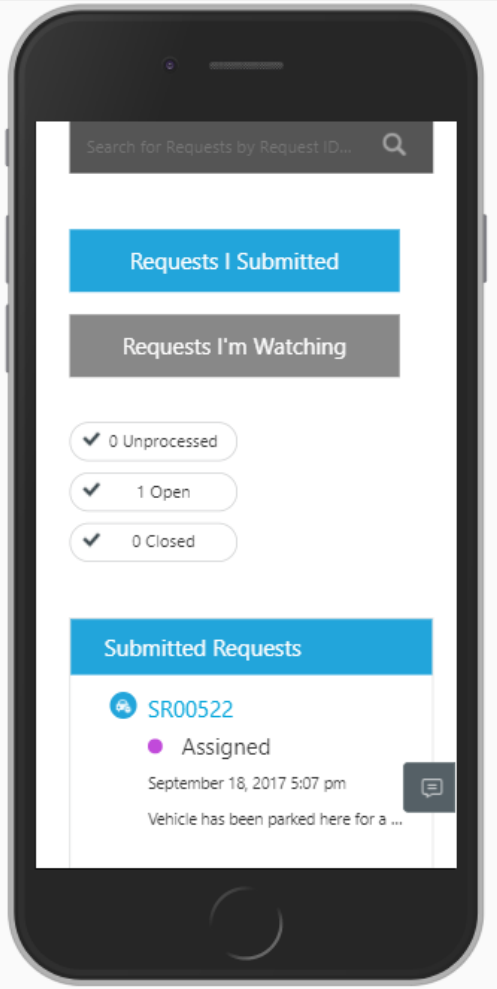
Constituents view and submit service requests



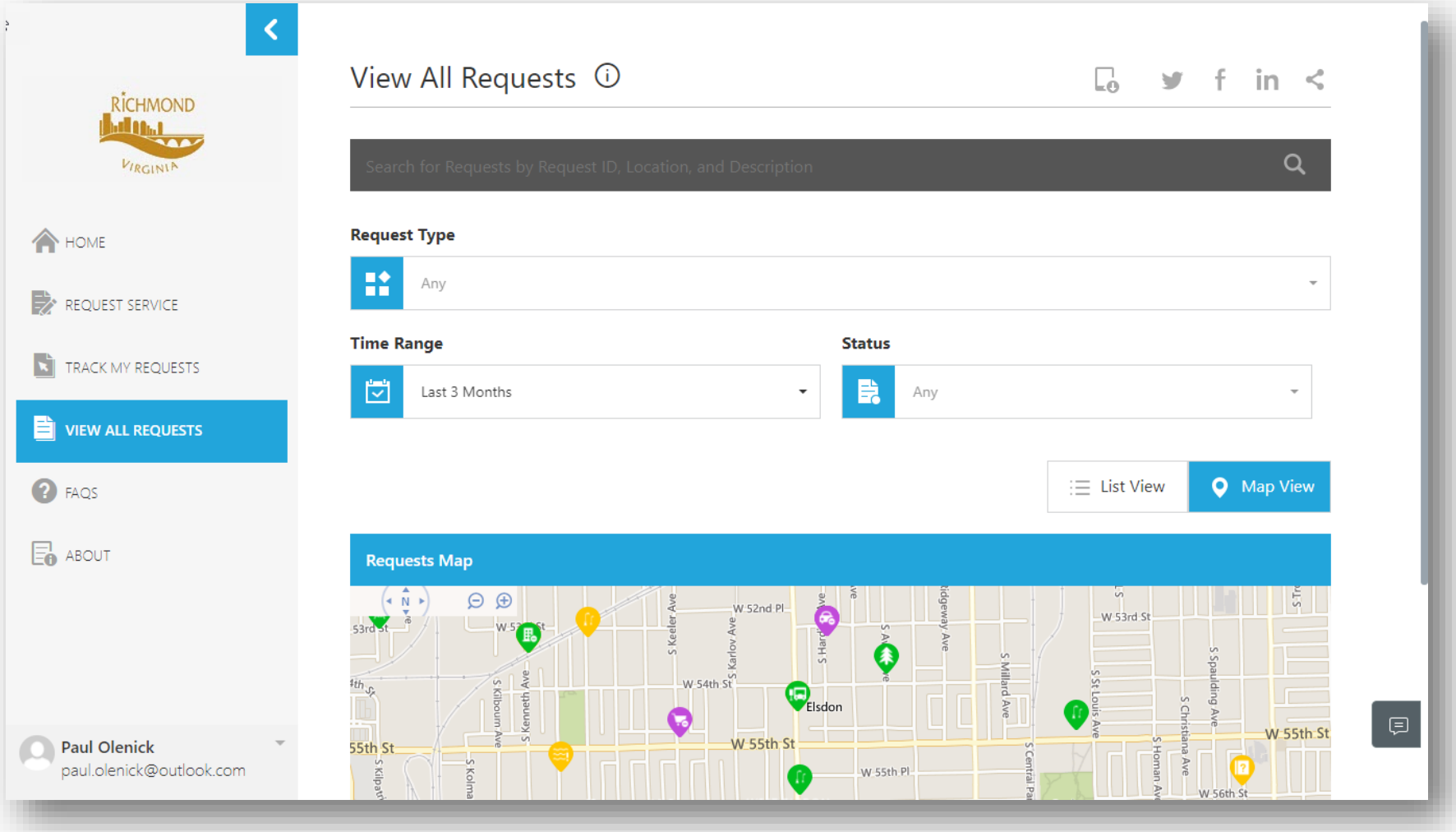


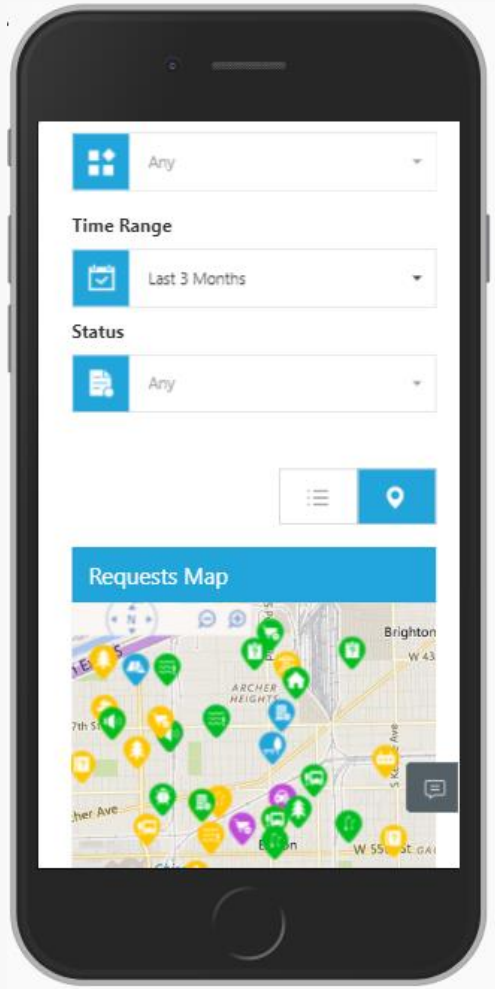
Constituents track the status of all their requests



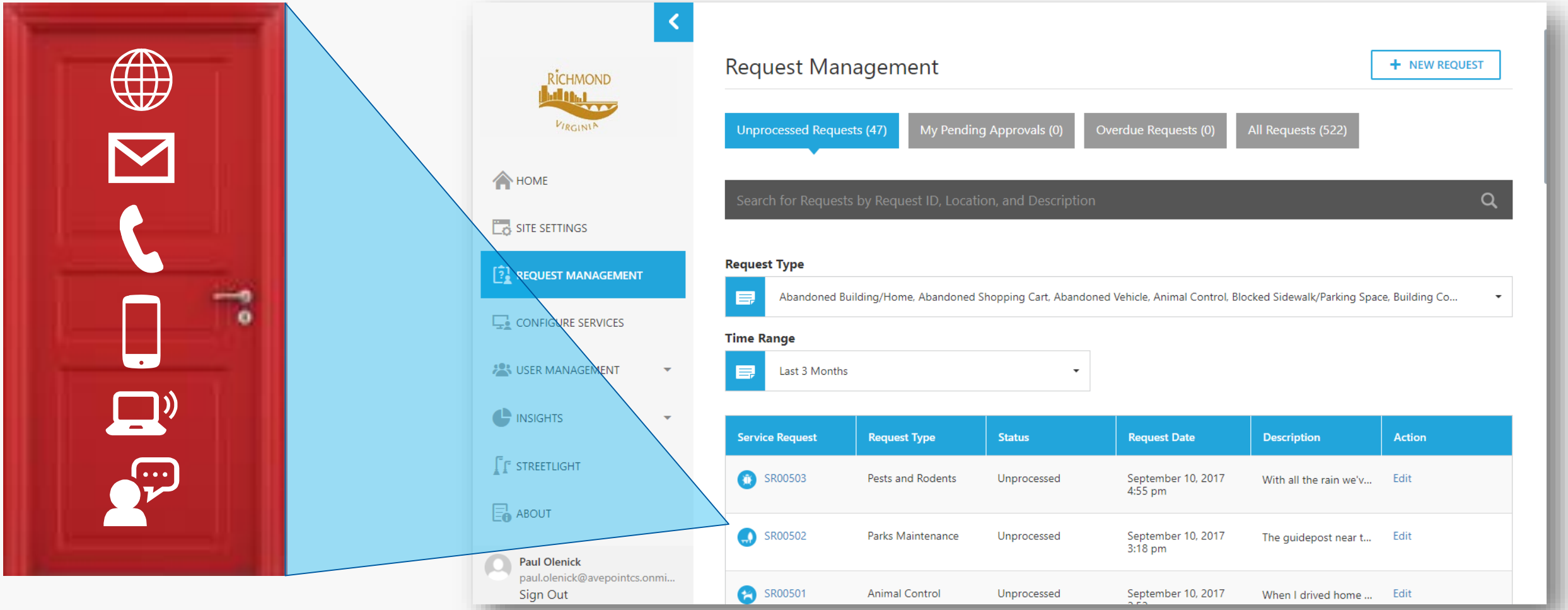


Constituents view requests in their area

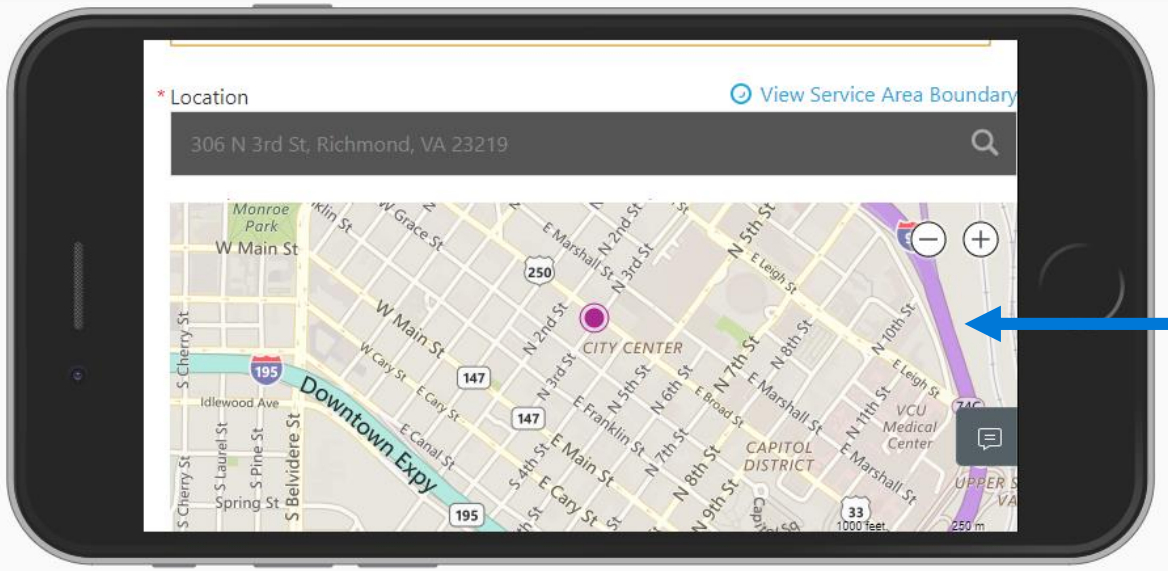


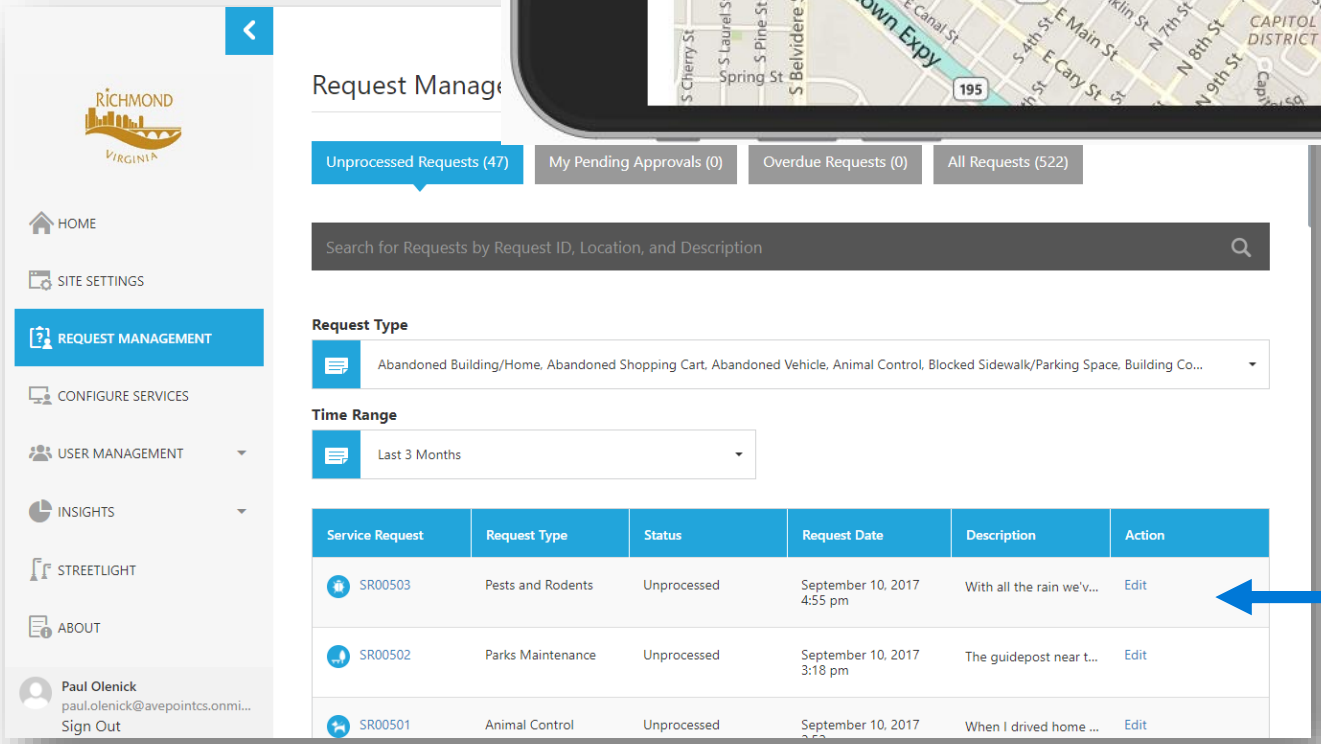


No wrong door: all requests funneled to one place



Platform integrates with City's operational systems from day 1



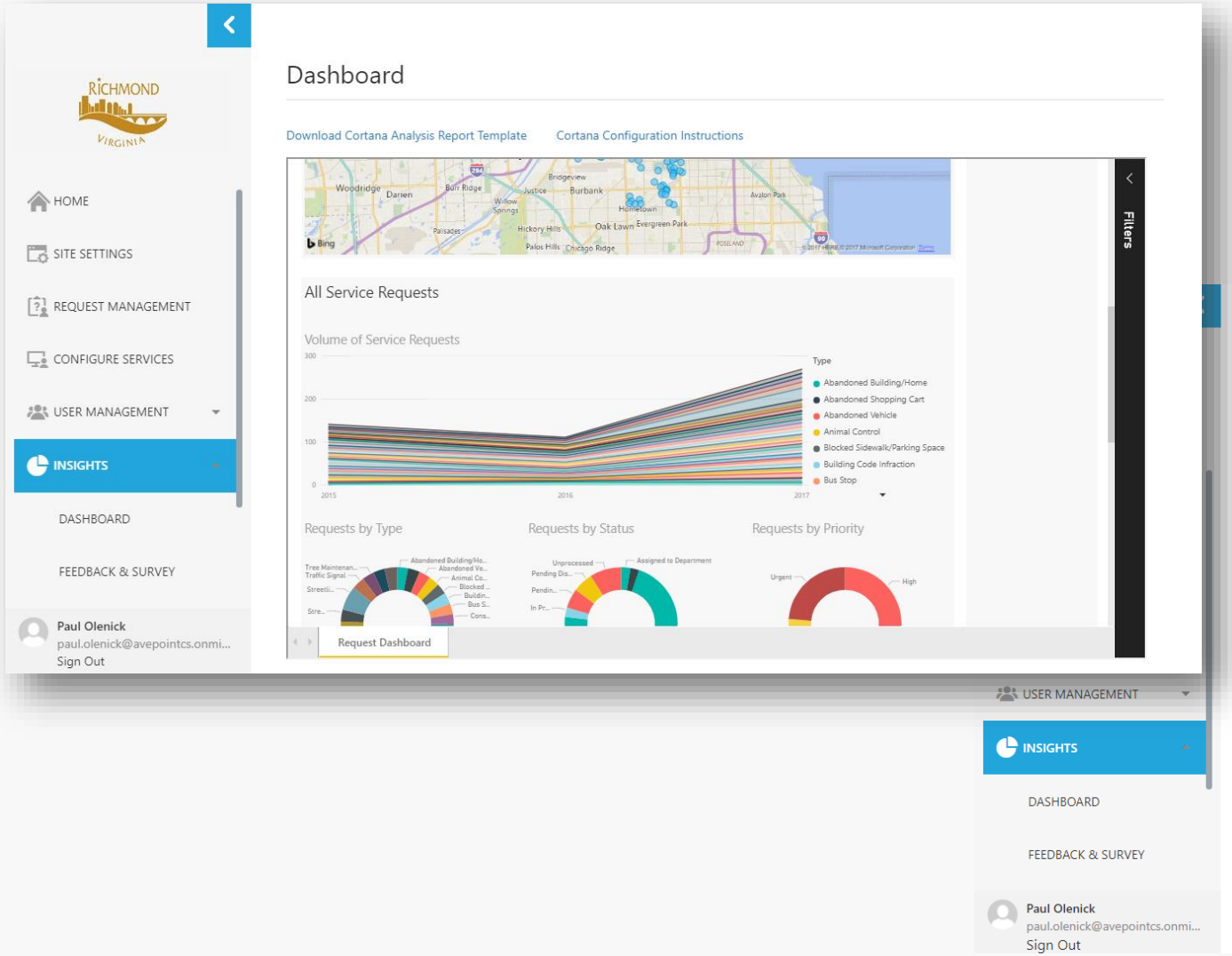


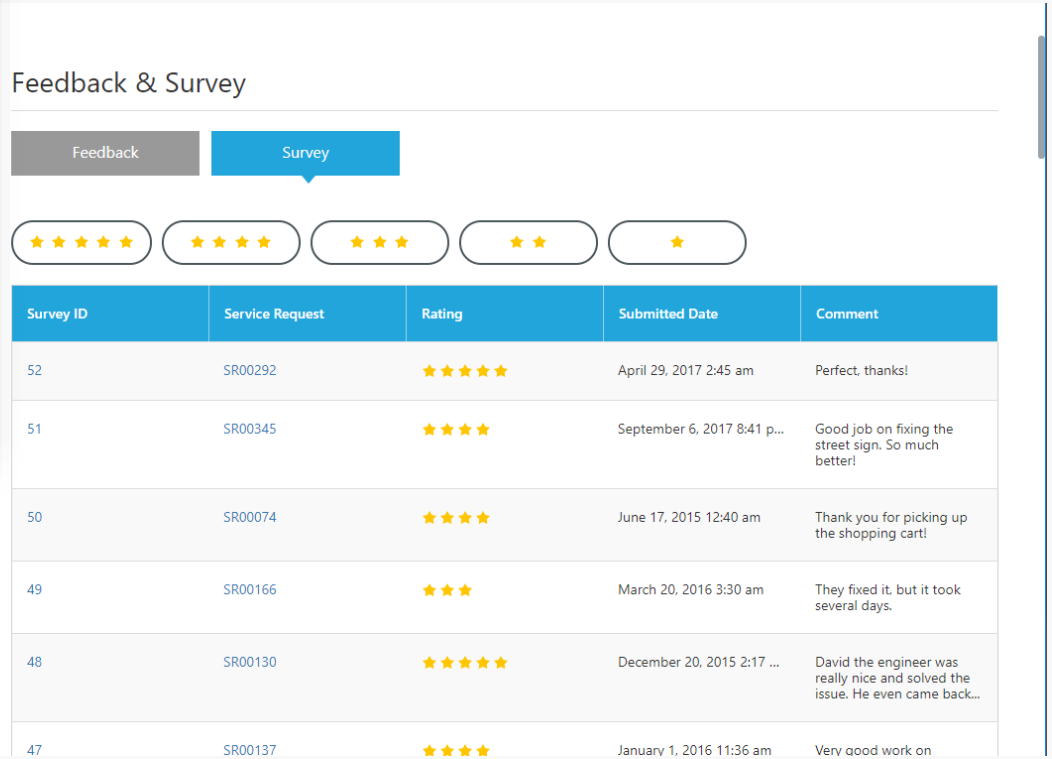
City Systems

ArcGIS ESRI

Cityworks® Empowering GIS® FOR PUBLIC ASSET MANAGEMENT

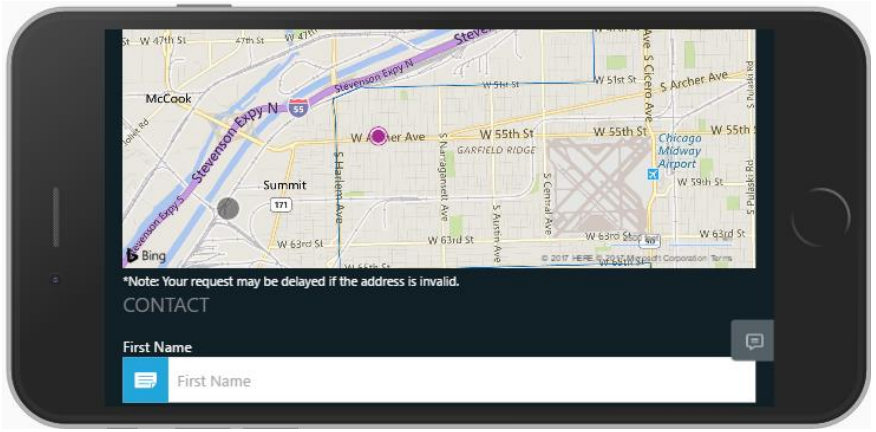
City derives insights to improve service to constituents



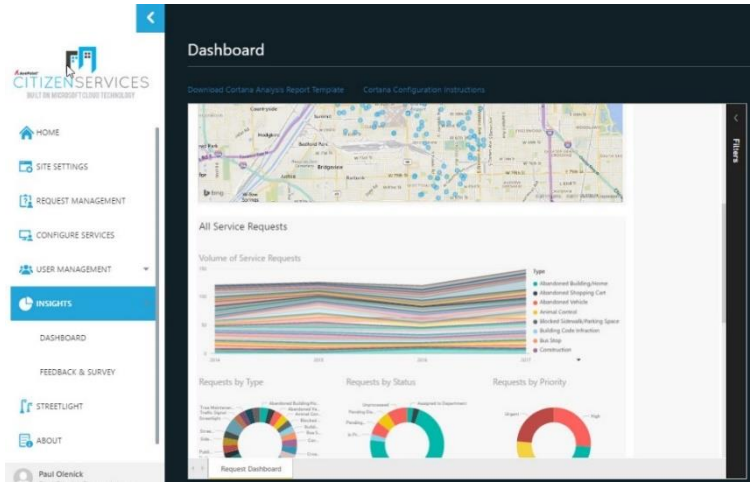


Ready-to-go features

Mobility

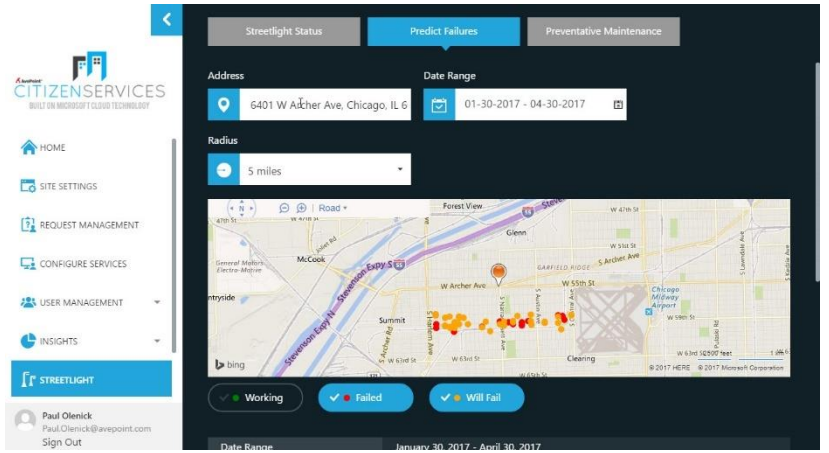


Insights/Dashboards



Authentication Options

Predictive Analysis

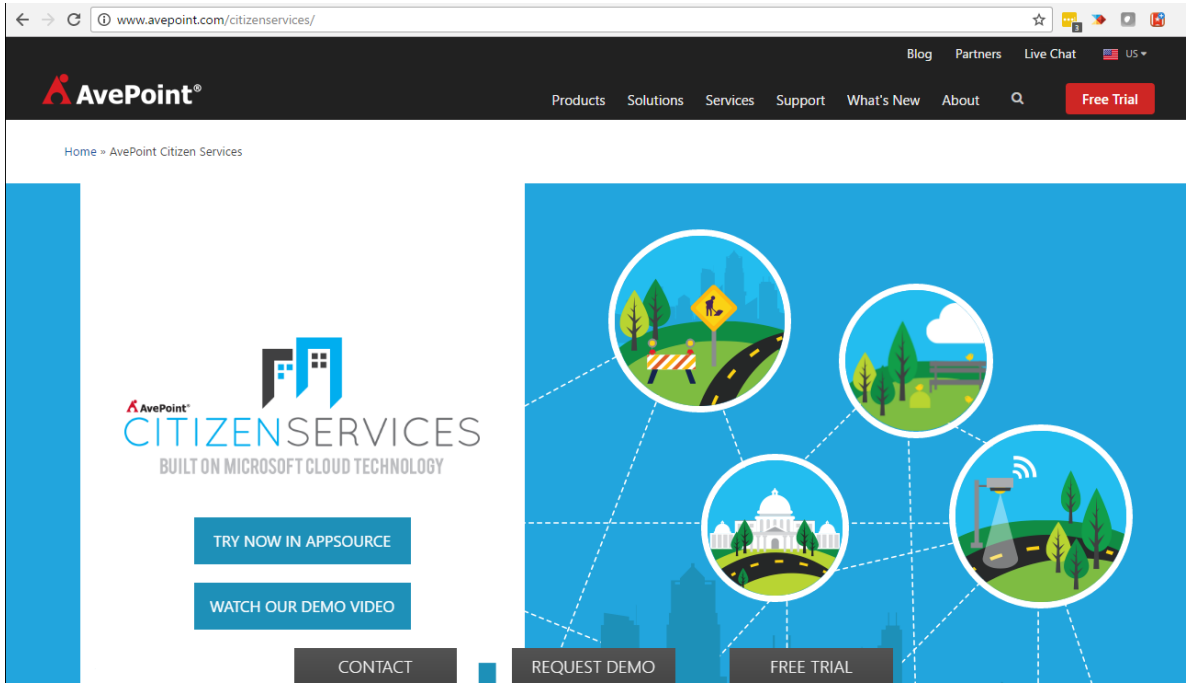


And…

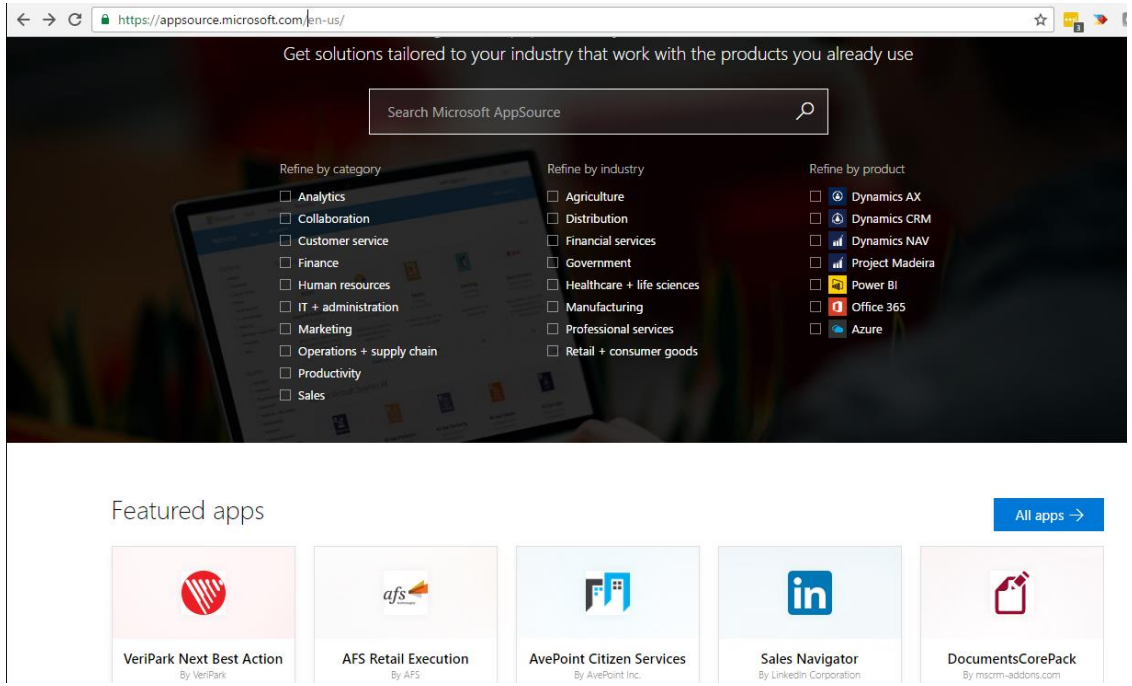
Turn-key portals
Request from PC, mobile apps, Chatbot, email, and in-person
Duplicate detection
Embeddable interface
Multiple languages
SLAs & Escalations
Email or SMS notifications
Support for map providers (Esri ArcGIS, Bing, Google)
Dynamics 365 for Field Service Integration
Dynamics Knowledge Articles
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

Where to find more

AvePoint.com/citizenservices/



Appsource.Microsoft.com



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Questions? Please Reach Out!

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Gracias

ευχαριστώ

Danke

Grazie

Hvala

Obrigado

Kiitos

شكراً

谢谢

Ahsante

Teşekkürler

متشكرم

Salamat Po

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Tack

நன்றி

Köszönöm

ありがとうございます

ขอบคุณครับ

Mulţumesc

thank you

תודה

多謝晒

дякую

Ďakujem

спасибо

благодаря

Tak

감사합니다

Děkuji

Dziękuję

Relevant experience

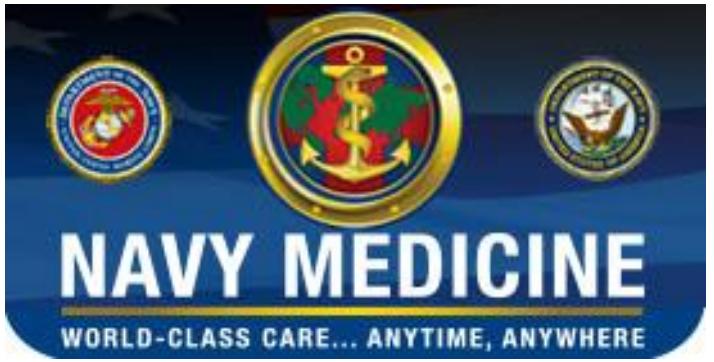
- AvePoint Public Sector, based in Arlington, VA has a proven track record of meeting the unique business needs of public sector customers including governance, privacy, compliance and efficiency. We serve:

800+	290	48	ALL	Many
government organizations	local governments and municipalities	states w/customers using our products and services	cabinets of US Federal Government	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	How AvePoint's Gift Will Help
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.	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.**

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Challenges and solutions (cont'd)

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

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