

TANSFORM YOUR CITY INTO A SMART CITY

with Forcelink and My Smart City



DIGITISING YOUR MUNICIPALITY

Award-winning solution

Customer centric

Rapid implementation & Agile solution

Highly configurable

Standard Integration API

Affordable & competitive

Highly secure and compliant



The Smart Municipal Solution

Forcelink is an **advanced Mobile Field Service ERP** (Enterprise Resource Planning) solution designed to empower organisations by **streamlining field operations**, thereby elevating customer satisfaction and driving profitability.

My Smart City is a **citizen platform** designed to **empower residents** in actively contributing to their city's improvement through facilitating direct communication between citizens and their local municipalities.



Digitize and upgrade your back office to expertly manage:

- Field Resources
- Assets
- Facilities
- Workforce
- SLAs
- Reports & Audit trails
- Job Planning and Scheduling
- Dispatching
- CRM
- Real-time Monitoring & Dashboards
- Ticketing
- Interactive Geographic Map
- Web & Mobile

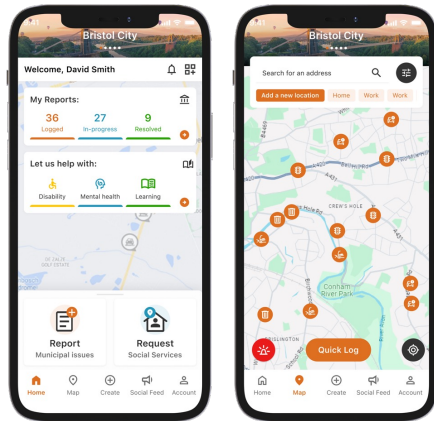


Offer an award-winning Customer Platform the enables citizens:

- Municipal fault logging
- Local Alerts and Notifications
- Emergency alerts
- Municipal Bill Payments
- Two-way Municipal Communication
- Integrated Development
- Plan Contributions
- Customer Satisfaction
- Surveys
- Business Listings and Directory

PRODUCT LAYERS

CUSTOMER PLATFORM



- Web Portal or Mobile App
- Customer requests, queries
- Feedback on Progress
- Messaging campaigns to Customers

BACK OFFICE



- Ticketing
- Job Planning and Scheduling
- Dispatching
- Workflow Management
- Field Resource Management
- Asset Management
- Equipment Monitoring: SCADA, BMS not
- Interactive Geographic Map
- Real-time Monitoring & SLA Management
- Dashboards & Reports

FIELD SERVICE RESOURCES

















- Time and Attendance
- Job Assignments and instructions
- Job Status and feedback from mobile
- Routing & Navigation to Location
- Dynamic data capturing templates
- GPS Coordinates, Photos, Barcode scanning
- Spatial capture of polygons & Linear assets
- On-screen sign-offs
- Full Audit Trails
- Offline capability

INTRODUCING FORCELINK

an **advanced Mobile Field Service ERP** (Enterprise Resource Planning) solution designed to empower organisations by **streamlining field operations**, thereby elevating customer satisfaction and driving profitability.



MODULES

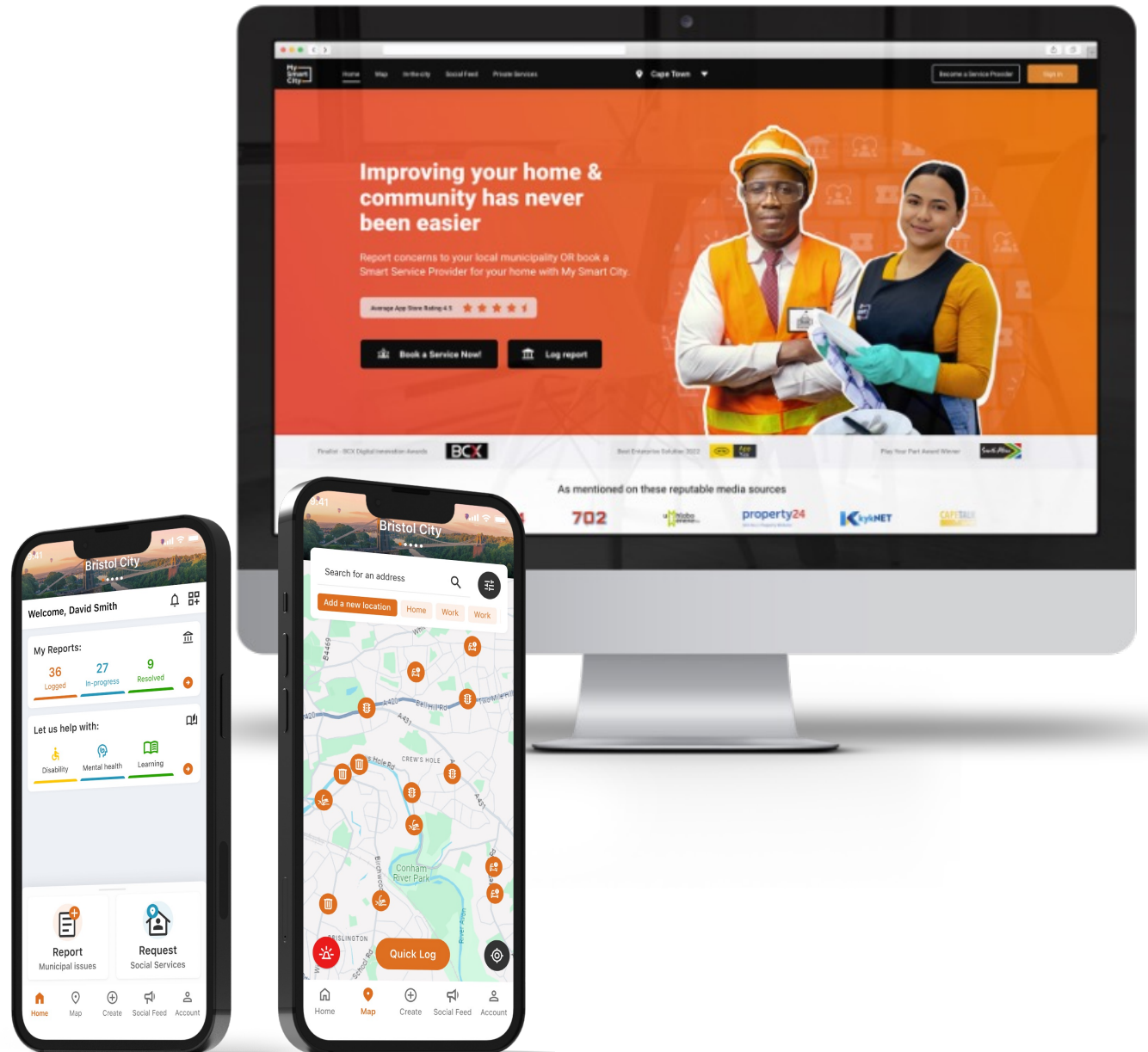
	 FIELD SERVICE SCHEDULING SOFTWARE	 FIELD SERVICE DISPATCH SOFTWARE
 FIELD SERVICE WORK ORDER SOFTWARE	 MOBILE FIELD SERVICE WORK ORDER SOFTWARE	 SUB-CONTRACTOR MANAGEMENT SOFTWARE
 FIELD SERVICE MAINTENANCE SOFTWARE	 FIELD SERVICE REPORTING SOFTWARE	 CUSTOMER RELATIONSHIP MANAGEMENT
 BUSINESS MANAGEMENT PROCESS FLOW	 FIELD SERVICES ASSET MANAGEMENT	 ADDITIONAL BESPOKE MODULES
 FIELD SERVICES RESOURCE MANAGEMENT	 FIELD SERVICES MATERIALS MANAGEMENT	 FIELD SERVICES ADMINISTRATION MANAGEMENT

INDUSTRIES

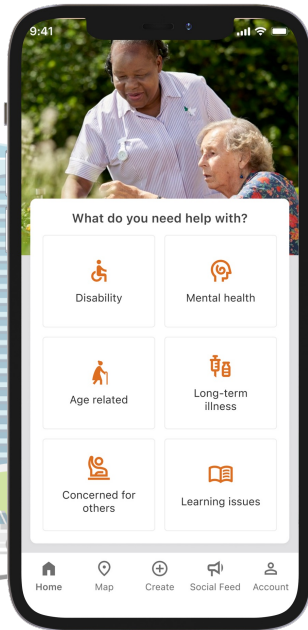
 TRANSPORTATION	 TENANT MANAGEMENT	 SERVICES
 COUNCIL MANAGEMENT	 POWER & UTILITIES	 WASTE MANAGEMENT
 FACILITIES	 HEALTHCARE	 FACILITIES

INTRODUCING MY SMART CITY

a citizen platform designed to empower residents in actively contributing to their city's improvement through facilitating direct communication between citizens and their local municipalities

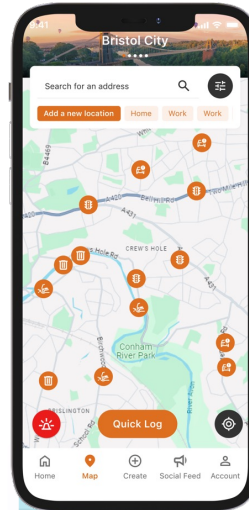


SOCIAL CARE



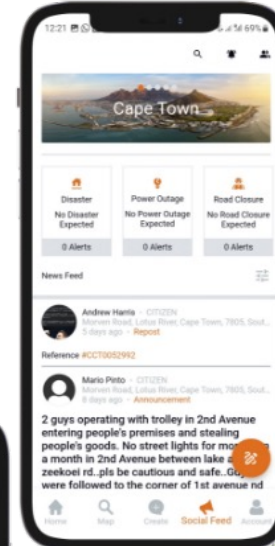
Make health and safety easily and quickly available to the elderly

MAP



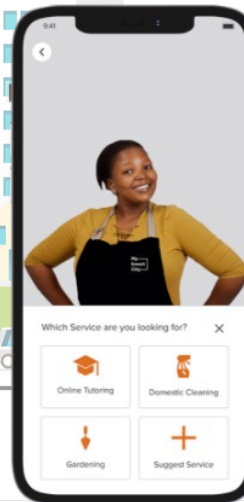
View issues around you or quick log issues directly on the map.

SOCIAL FEED



Directly engage with your community.

HOME CARE



Effortlessly find and order private services.

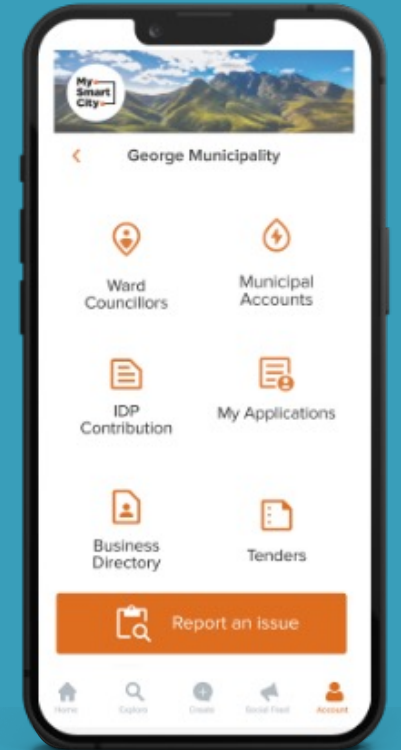
DASHBOARD

Where it begins!

Customizable with all you need in one place, at the touch of a button.

LOG AN ISSUE

Report various concerns with local municipalities



Offering even more features:

- Municipal bill payments
- Two-way Municipal communication
- Integrated Development Plan Contributions
- Customer Satisfaction Surveys
- Business Listings and Directory

Value for Citizens

One platform to:

- Log all city related concerns: Electricity, Water, Roads, etc
- Request various private services: VAS Services (Telecoms, lotto) and home services (cleaning, gardening etc)
- Log emergencies: Ambulance, Police, Fire
- View activities in your city: Shows, Events, Attractions
- Provide all relevant alerts: Outages (Water & Electricity), etc.
- Receive Loyalty Points for being an active, empowered citizen
- For both municipal and private services



Value for the City

One platform to:

- Job creation opportunities (gig economy)
- Improve customer service
- Improved work management
- Consolidation of requests = cost savings
- Emergency ready
- Improved outage and power management systems
- Sub-contractor payment management
- Marketing of the city
- Improved tourism



OUR ACCOLADES

2018

Nominated as one of the best Smart City solutions out of South



2019

Selected as one of 8 organisations out of 260 applicants to participate in the **PWC South West (Bristol, UK) scale**



2022

Awarded the **Social Cohesion Of The Year Award** at the Play



2022

Awarded the **Best Enterprise Solution** at the MTN Business



2022

Awarded the **Top 3 SMEs in Digital Innovation** at the BCX



OUR CLIENTS

WE HAVE SUCCESSFULLY DEPLOYED FORCELINK AT THESE CLIENTS AND MORE.

Blue-chip clients include: Vodacom, Servest, Sappi, ABSA, City of Cape Town, City of Johannesburg

Government

- CITY OF CAPE TOWN (SISEKO SASEKHA, STAD KAAPSTAD)
- PARLIAMENT OF THE REPUBLIC OF SOUTH AFRICA
- GAUTENG PROVINCE (Department of Health and Transport, REPUBLIC OF SOUTH AFRICA)
- NATIONAL PROSECUTOR GENERAL'S OFFICE
- STEVE TSHWETE LOCAL MUNICIPALITY
- CITY OF TSHWANE
- GEORGE

Utilities

- Joburg
- City Power Johannesburg
- CENTLEC
- Eskom
- GISCOR
- Mavava Solar (powered by the sun)
- neresa (NATIONAL ENERGY REGULATOR OF SOUTH AFRICA)

Transport

- MyCITI (Siyahona, Lant'wa, Gonyo Place)
- TRANSNET
- LAGOSMETRO
- Rea Vaya
- Joburg
- Xtremebeec Consortium
- Electronic Toll Collector
- VIX
- TRAFFIC MANAGEMENT technologies
- KHOTSO
- SOUTH AFRICAN AIRWAYS
- TETI
- ahvc
- SANRAL
- questek (Transit Technologies)

Telecoms

- ULWEMBU Business Services
- BRIDGING DIGITAL DIVIDE
- CELLCO
- Digiweb
- vodacom
- BIGEN AFRICA

Facilities/Tourism

- afroteq
- FM SOLUTIONS
- SSG (SPECIALISED SERVICES GROUP)
- Safmarine
- MAERSK
- ELFH PROPERTIES
- iTowers
- botswana tourism
- servest
- Fáilte Ireland (National Tourism Development Authority)

Forestry, Financial, Insurance & Mining

- sappi
- Gijima (Technology People)
- DirectAxis
- MTO | group
- NORTHAM PLATINUM LIMITED
- Hollard
- Cocoon network
- inclusivity solutions
- absa
- MMI HOLDINGS

150,000 + USERS
140 + CLIENTS

CONTACT US



Joao.zoio@acumensoft.net
Kennedy.mogotsi@acumensoft.net



www.acumensoft.net
www.forcelink.net
www.mysmart.city

