



Citizen Experience Management and Connected Cities

Public Sector

Efficient, Streamlined, Online Solutions for Citizen Engagement
Join the Smart City movement. KPMG’s breadth of experience in the public sector and deep understanding of Dynamics 365 provide you with a high value solution for next generation cities.

This solution, based on Microsoft Dynamics 365 and Azure, enables local governments to track and report on citizen issues with ease, while optimizing citizen engagement. Because it’s bundled in the cloud and pre-packaged, we are able to deliver this solution with minimal time and cost.

Features

- Quick and easy roll out of new service request types with point-and-click speed and ease
- Robust, fully searchable knowledge base
- Self-service, omni channel, mobile-enabled citizen facing portal
- Call centre integration
- Duplicate detection to ensure requests are not submitted twice
- Automatic escalation based on service level agreements
- Esri integration for mapping and geolocation
- Versatile reporting functionality



Bundled in the cloud

- Bundled Dynamics 365 and Dynamics 365 Portal in Azure



Fast

- Pre-configured solutions enable quick and easy implementation



Easy

- Rapid development in the cloud in bundled services means quick ROI



Integrated

- CityWorks, Esri, SharePoint and payment gateways—all out of the box

KPMG is a Microsoft Gold partner in Cloud Customer Relationship Management, Customer Relationship Management, and Application Development. We are an active member of Microsoft’s CityNext initiative, and an international CityNext Partner. Leveraging our extensive background in Microsoft Dynamics CRM, KPMG continues the tradition of excellence in the provision of powerful and cost-effective business solutions based on Microsoft Dynamics 365 from installation and configuration through to support.

Contact us

Peter Zalkind
Principal, Advisory
T: 916-554-1139
E: pzalkind@kpmg.com

Deb Cox
Alliance Director
T: 214-727-3975
E: deborahcox@kpmg.com

Charles Kennedy
Director, Solution Relations, Advisory
T: 512-501-5334
E: charleskennedy@kpmg.com

Some or all of the services described herein may not be permissible for KPMG audit clients and their affiliates or related entities.

kpmg.com/us/microsoft

kpmg.com/socialmedia



The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavor to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act upon such information without appropriate professional advice after a thorough examination of the particular situation.

© 2022 KPMG LLP, a Delaware limited liability partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved. The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization. NDP392679-1A