SERVING THE
MUNICIPAL SECTOR

Serving The Municipal Sector

Smart cities are here to stay. Municipalities must adapt to new paradigms and the complexities that accompany them. The improvement of services and their delivery to citizens and businesses will require them to revisit their approach to better meet the ever-changing and growing needs.

Our experience with large urban centres has given us an expertise that helps us help them in the best possible ways.

Ensuring our work serves both cities and citizens is a challenge we embrace and enjoy.

Municipal Sector Knowledge

Here are a few salient points and qualifications that make Cofomo an ideal partner for municipal stakeholders:

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11% of the workforce

+ 90 delivery teams

+ 10 years of experience

Access to information

Services to citizens and businesses

Smart and digital city

Clients

Cofomo's extensive involvement in the municipal sector has given it an unequivocal expertise and intrinsic knowledge of customer-interaction transformation. With an active $35+ million project portfolio slated over the next two years, Cofomo has ably demonstrated a lasting presence and in-depth knowledge of this complex sector.

Challenges and Initiatives

The municipal sector must adapt to constantly changing realities and challenges. Achieving this means continually improving the effectiveness of its services for both citizens and business, reinventing its practices and developing solutions that best meet the growing needs of the market.

Cofomo's consultants work with large and small municipalities alike to stimulate innovation in the development and deployment of new technologies and solutions to improve performance and increase the effectiveness of their services. Key challenges include:

- **digital transformation –** ensuring the transition to cloud computing and the integration of new platforms to replace legacy systems;

- **services to citizens –** redesigning the way citizens are served through the implementation of mobile solutions, urban interaction, and virtual appointment solutions;

- **sustainable development –** developing business and information technology (IT) continuity plans that ensure services to citizens and business in the event of a crisis (pandemic, natural disaster, etc.);

- **smart city –** implementing innovative solutions that enable better decision making and improve citizens' quality of life;

- **new reality -** introducing new practices (collaborative workspaces, telework, operational processes review, agile project management, etc.).

Expertise

Cofomo's consultants are involved with major smart city initiatives; large-scale projects aimed at accelerating the digital shift of municipalities.

Here are some examples:

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01 ⟶

Access to Information

Implementing new measures and additional functionalities to improve services.

- Project management
- Risk management
- Design
- Development

- Quality assurance
- Deployment
- Migration
- Integration

A.

Search Engine:

Development of an agreement and other contractual vehicle search solution to share information more easily among municipalities

B.

Data Governance:

Implementation of data architecture frameworks to guide development practices and ensure sound and secure data management

C.

Transformation :

Modernization of the pages and content of new digital services and centralized content management

D.

Web Portal:

Adding value to operating solutions while improving service quality

E.

Digital Court:

Deployment of a portal for citizens and judicial partners

02 $\longrightarrow$

Smart City

Innovation through the implementation of solutions that ensure better management and facilitate AI decision making.

- Architecture
- Development
- Quality assurance
- Integration
- Change management

A.

Corporate Systems and Land Management:

Intelligence and exploitation of route and geolocation data project for several thousand vehicles, vehicle tracking optimization solutions, route planning and real-time work monitoring

B.

Architecture Framework:

Platform for sharing urban transportation means (Bixi, freight transport, Communauto) and support to community actors in the development of a collaborative solution

C.

Bureau du Taxi :

Technological analysis (recommendations and roadmaps) for interaction through mobile application (integrated solution, electronic reports, etc.)

D.

WiFi :

Upgrade of WiFi terminals in public spaces, parks, libraries, sports areas, etc.

E.

5G :

Telecommunications infrastructure upgrades and antenna deployment in preparation for 5G

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Services to Citizens and Businesses

Development and implementation of new applications for different platforms intended to improve services to citizens and business.

- Business analysis
- Architecture
- Project management
- Development applicative

- Solution integration
- Quality assurance
- Deployment

A.

Water Services:

Development of a succession and continuity plan and modernization of the drinking water plant telecommunications architecture

B.

Municipal Court:

Implementation of the video arraignment systems enabling the continuation of justice during the pandemic period

C.

Land management:

Optimization of the scheduling of municipal asset maintenance and service crews

D.

Procurement Department:

Identification of new logistics and application platforms to optimize the routes of carriers delivering orders to internal customers

E.

Heritage:

Development of heritage applications for mobile platforms

New Reality

Cofomo supports several municipal partners helping them strategize and implement new solutions, practices, and rethink how work is done, and services are delivered to citizens during a pandemic:

- elections and virtual events:

  — market analysis to determine the best solutions and technology platforms to ensure the security and sanctity of remote voting;

  — market analysis to determine the best solutions and the suppliers capable of organizing large-scale public events (from agglomeration councils to awards ceremonies, and citizen consultations);passage à des espaces de travail de type hôtelier et à des espaces collaboratifs repensés;

- shift to redesigned hotel type workspaces and collaborative spaces;

- technology reviews to identify workspace management solutions and their distribution with a view to a return to in-person work;

- integration of Google's collaborative messaging tools;

- installation of connected and collaborative conference rooms in various municipal buildings;

- support to technical teams during the transition to telework, including the supply of laptops configured for videoconferencing, and document sharing through the Google suite.
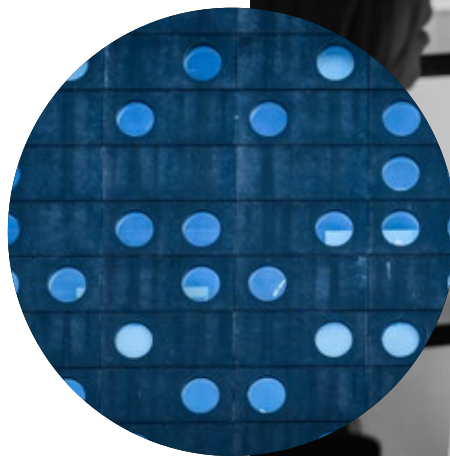
ABOUT COFOMO

Established in 1995, Cofomo is a Canadian leader in information technology (IT) and business consulting services, which translates today into the acceleration of client companies' digital transformation.

Its solutions cover the full range of business needs, including strategy, innovation, agility, intelligence, security, and cloud computing.

Its unique expertise is delivered through flexible on-demand project and talent delivery models.

A team of over 3,000 professionals provides these services to large private and public sector organizations, mostly located in Eastern Canada. This team is supported by a high-performance, lean organization and a state-of-the-art digital ecosystem to communicate with clients, acquire and manage talents and projects, and deliver the full services of the new digital economy.

SPEAK WITH AN EXPERT TODAY

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