



Using Crowd Sourcing for early identification of Issues

OPTRON

Service delivery protests explode across SA

'I think we need to realise as leaders that when we make promises to communities we need to honour those promises'

09 MAY 2017 - 08:24 by TIMESLIVE



Police clashed with residents of Eldorado Park, south of Johannesburg. Picture: MOELETSI MABE, THE

TIMES

Service Delivery in South Africa

- The closer we get to a real democracy, the more our people will be demanding service, after all we pay for it!
- According to the Africa Check site, although there is about 15000 protests per year, of those there is a service delivery protest at least every second day!
- The only sustainable solution is to identify and fix problems ASAP, and to keep the public informed

Background



"When I was told our new electronic security system was going to be state of the art, no one mentioned it was state of the art in 1954."

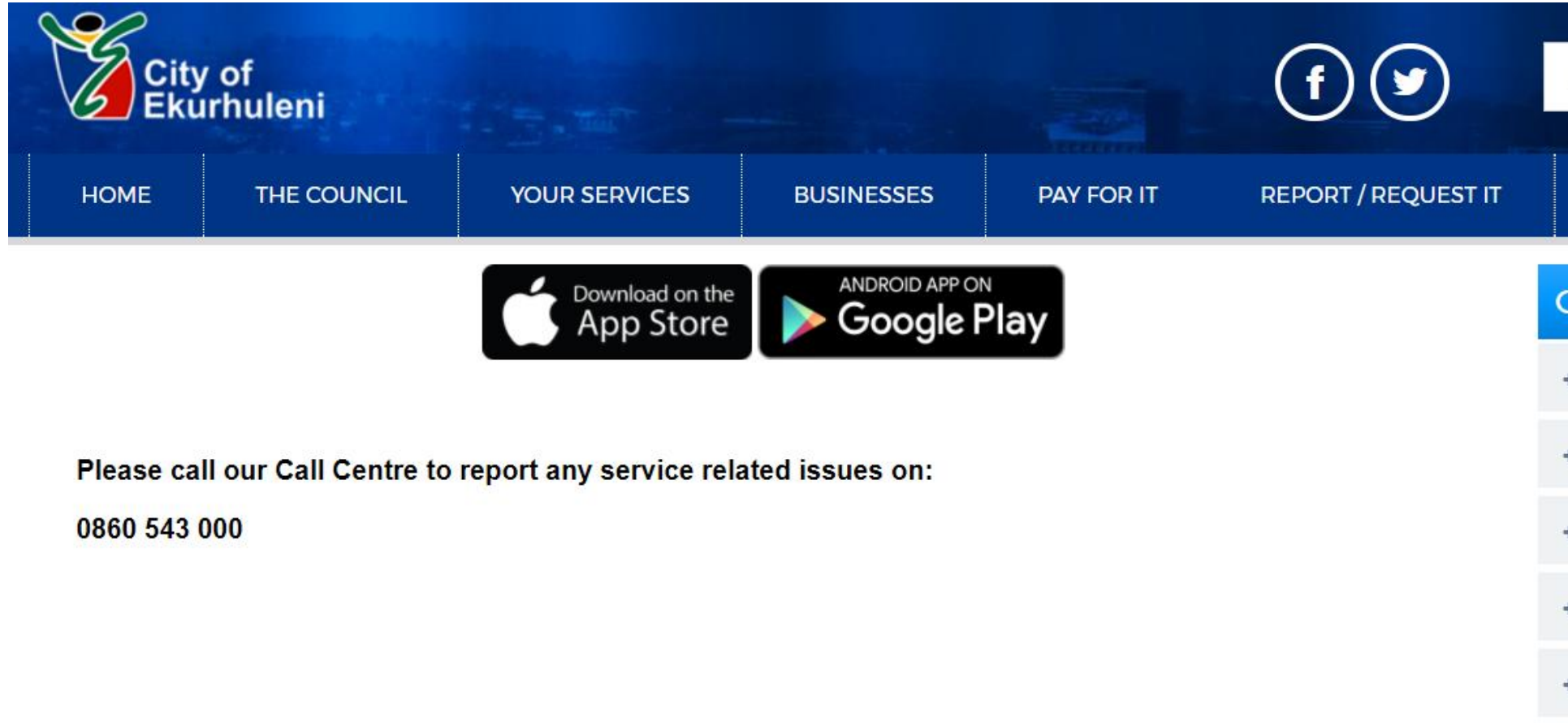
Background

- How do we currently find out about problems?
- In almost every municipality you get a number to call



Lets look at a few examples

Ekurhuleni



Tshwane



ENGLISH

Login Register

Search...

012 358 9999 customercare@tshwane.gov.za

Welcome to City of Tshwane

Home

About Tshwane

Council

Departments

Regions

Business

Residents

Tourism

MoE's

Contact Us

e-Tshwane

Gallery

Business Licences/Renewals

City & Regional Development

Community Libraries

Electricity

Popular Links

Contact Us

Meter Reading

Contact Us

Email enquiries:

- ✓ Service problems and general enquiries: Customercare@tshwane.gov.za
- ✓ Website enquiries and problems only: WebmasterMailGroup@tshwane.gov.za

Please make sure that you use an email address to which we can reply, as it often happens that email replies are returned as undeliverable because of incorrect email addresses or selective blocking at work email addresses.

Meter Readings - reading dates and submission forms

Emergency service complaints/problems:

Call Centre (Pieter Delpot Centre) 012 358 2111 / 012 427 2111 (24 hours)

For more information, please check the Services pages or email us at email us at Customer Care

Office hours 07:30 to 16:00 except where otherwise indicated.

Cash handling hours 07:30 to 15:15, except on Wednesdays when the hours will be 08:30 to 15:15 because of training and administration.

Joburg – Cuty Power



a world class African city



CHANGE TEXT SIZE

SEARCH...



HOME

CUSTOMERS ▾

TENDERS ▾

CITY POWER ▾

CONTACT US ▾

CAREERS



PLANNED OUTAGES

GO TO SCHEDULE →



COMPLAINTS & QUERIES

Call Center
086 056 2874

SMS Line
44074

E-mail us
estimations@citypower.co.za

LOCATE US →

Joburg – City Power



City Power Web Fault Logging

Please note that this system requires all users to register before they can log faults using the 'Register a new Profile' button below

Login

Login

Not yet registered? Click below to create a profile

Register a new profile

Forgot your password? Have your [password hint SMS'd to you](#) or [Reset](#) it

Cape Town



The Official Website of the eThekweni Municipality
By 2030, eThekweni will be Africa's most caring and liveable city



durban
FASHION
fair



23-26
AUG

DURBAN
ICC

TICKETS AVAILABLE @ **web** tickets

[ABOUT DURBAN](#) [CITY GOVERNMENT](#) [SERVICES](#) [ONLINE TOOLS](#) [PUBLICATIONS](#) [RESOURCE CENTRE](#)

eThekweni Municipality / Online Tools / Fault Reporting

FAULT REPORTING

Fault Reporting

Report service faults by filling in the 'Fault Reporting' form on our website's home page, or by contacting us via any of the below channels:

- Report service faults via email, to sizakala@durban.gov.za;
- Report service faults via post, to:
eThekweni Municipality Sizakala
P O Box 1014
Durban
4000.

Note that we need the following information in order to help you:

- your Full Name;

Cape Town

General enquiries

Emergency numbers and
hotlines

Reporting

Services

Utility services

Our facilities

Our departments

The Media Office

Legal

Access to information

Find your councillor

Mayor's Office

Reporting

[Report online through our Service requests portal](#)

Electricity faults - City of Cape Town

Telephone:

[0860 103 089](#)

SMS:

[31220](#)

Email:

power@capetown.gov.za

Electricity faults - Eskom supply area

Electricity call centre:

[0860 037 566](#)

Email:

western@eskom.co.za

Cable theft

Cape Town – Private Site

Complaints Reporting to the City of Cape Town made easy!

CITY OF CAPE TOWN'S C3 ELECTRONIC REPORTING SYSTEM

The C3 Electronic Reporting System ensures that your complaints and requests are recorded, tracked and reported and is applied to all functions of work in the City, from potholes, water leaks and power outages, to name a few. This notification system was introduced in 2007 and enables local councillors to log into it and track issues in their wards.

To log a request or complaint on the C3 Notification system you can do one of the following:

Call 086 010 3089 – City's Call Centre

SMS 31373 (no more than 160 characters)

Email: contactUS@capetown.gov.za

Or log on directly to

<https://www.capetown.gov.za/en/ServiceRequests/Pages/default.aspx>

You are then given a reference number, which allows you to follow up on the complaint. The notification will be closed as soon as the complaint has been dealt with.

Private Site



ERROR 404

Hayibo!

The page you are looking for
has moved



Return to the [home page](#) or [report the problem](#)

You could also try searching again



[City documents and resources](#)

[City online services](#)

[City council](#)

Does this work?

- Please do a search on Facebook relating to reporting electrical problems for your city and see what you get.

Tina Trollip Power of certain houses Lannea Ave Doornpoort since six last night come on reported numerous times come on!!!! t
Like · Reply · 20 April at 05:04

Ina Van Staden Power out Villieria since 5am this morning
Like · Reply · 24 April at 17:07 · Edited

Nhleko Konekt Says Power off parts of Lotus and Little Manhattan Estate since last night 18:00pm????
Like · Reply · 2 May at 15:23

1 Reply

Maswanganye Docter Power failure at attregville cnr maseko and mnguni since yesterday
Like · Reply · 11 May at 16:38

Yaseen Hajee Power failure since 8/5/2017 at 98 Sparta Rd.Request are being cancelled without work carried out 🙄



Roger Fraser: "Another night without power in Pinetown been over 28 hours and counting been given run around that they came out and issued a new reference they fudging the system to pretend they attending to issues of power outages within 24 hours yet I have a clear view of the power DB box and not one person has been near it ,they can't come out between 8 and 10 as new shift comes on at 10 wow takes them more than 2 hours Durban to Pinetown Reference 2068735 2069882"

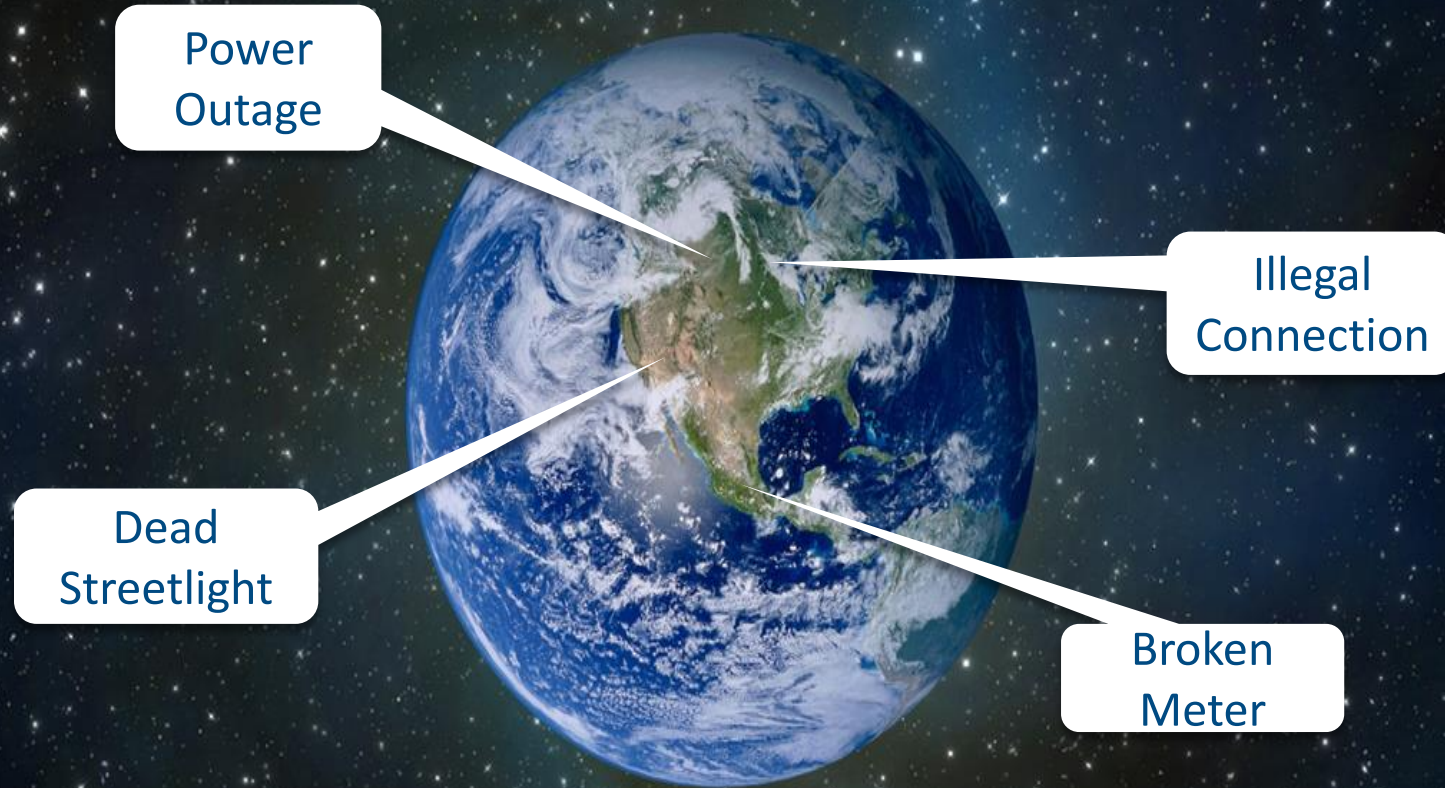
CITY OF JOHANNESBURG.

City Power: So I have just had an interesting discussion with a City Power Call Centre operator.

The SMS numbers which I have on my phone - 44074, (And I use it to report outages and problems), doesn't work. I get responses saying City Power has received your SMS and someone will get back to you, but that is where it ends. Last week I SMS(ed) them on five occasions to report issues with tampering with electrical installations and saw no action. So please can the City of Joburg explain?

Joburg Water: I asked a question with regards to what I suspect is a water leak, on the pavement between the Temporary meter (Put in to replace the original meter which was stolen) and the stop-cock (Which is flooding). Both of these items are on the pavement, and are therefore on municipal property and are therefore municipal responsibility. The stop cock is downstream from the meter, which I find odd. It is leaking at around 25L per hour. (I did a test using meter readings). Yet I don't see much action from the Jhb Water. So please can the City of Joburg explain?

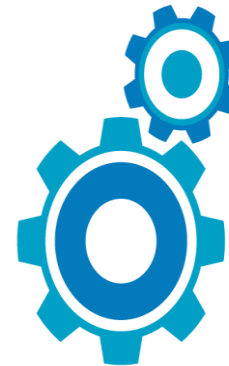
People are talking... who is listening?



Dead-end communication avenues do not result in action



- No action
- Not measurable
- No one really listening



Have we optimised out process?

- Lets agree, having a call center, or a number for a receptionist, at your department is not the best way to have the public report problems
 - No Proper Paper trail
 - No Feedback to customer
 - No Feedback to management
 - No Reporting on average turn around time etc.

Using Crowd Sourcing for early identification of Issues

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WWW.ANDERSTOONS.COM



"It's not cheating, it's crowdsourcing."

Definition of “Crowd Sourcing”

obtain (information or input into a particular task or project) by enlisting the services of a number of people, either paid or unpaid, typically via the Internet.

OPTRON
Optron
presents
Trimble Feedback

How Does this work

- Step 1: Create your categories

Add feedback type

Save Undo changes Add subject

Feedback types

- 22 - No Power
- 26 - Reconnection
- 27 - Disconnection
- 28 - No Power
- 29 - Tampering
- 24 - Electricity network...
- 27 - Metering
- 28 - Streetlights
- 25 - Pot Holes

Feedback type

Name: No Power

Tip text: No electricity supply

☒ Active Feedback type group: Electricity

☐ Hidden on public service

Properties Responsible parties and rights Languages

Visible and mandatory fields

Field name	Visible	Mandatory
Location	<input type="checkbox"/>	<input type="checkbox"/>

How Does this work

- Step 2: Assign Responsible Parties

Feedback type

Name

Tip text

☒ Active Feedback type group

☐ Hidden on public service

Properties

Responsible parties and rights

Languages

Municipality	Responsible parties and rights
All	Primary responsible party: Electricity Dept Right to modify: Letchmee, Dyusha Victor (victor), Herbs Right to read: Electricity Dept, Letchmee, Dyusha Victor Right to delete: Letchmee, Dyusha Victor (victor), Herbs

☒ Send reminder when no reply has been sent within days hours

Modify responsible parties and rights

Right to browse and modify are

- all users with right to an area in the selected area division.
- primary and other selected responsible parties.

Email on feedback will be sent to

- area division responsible parties.
- primary and other selected responsible parties.

Area division

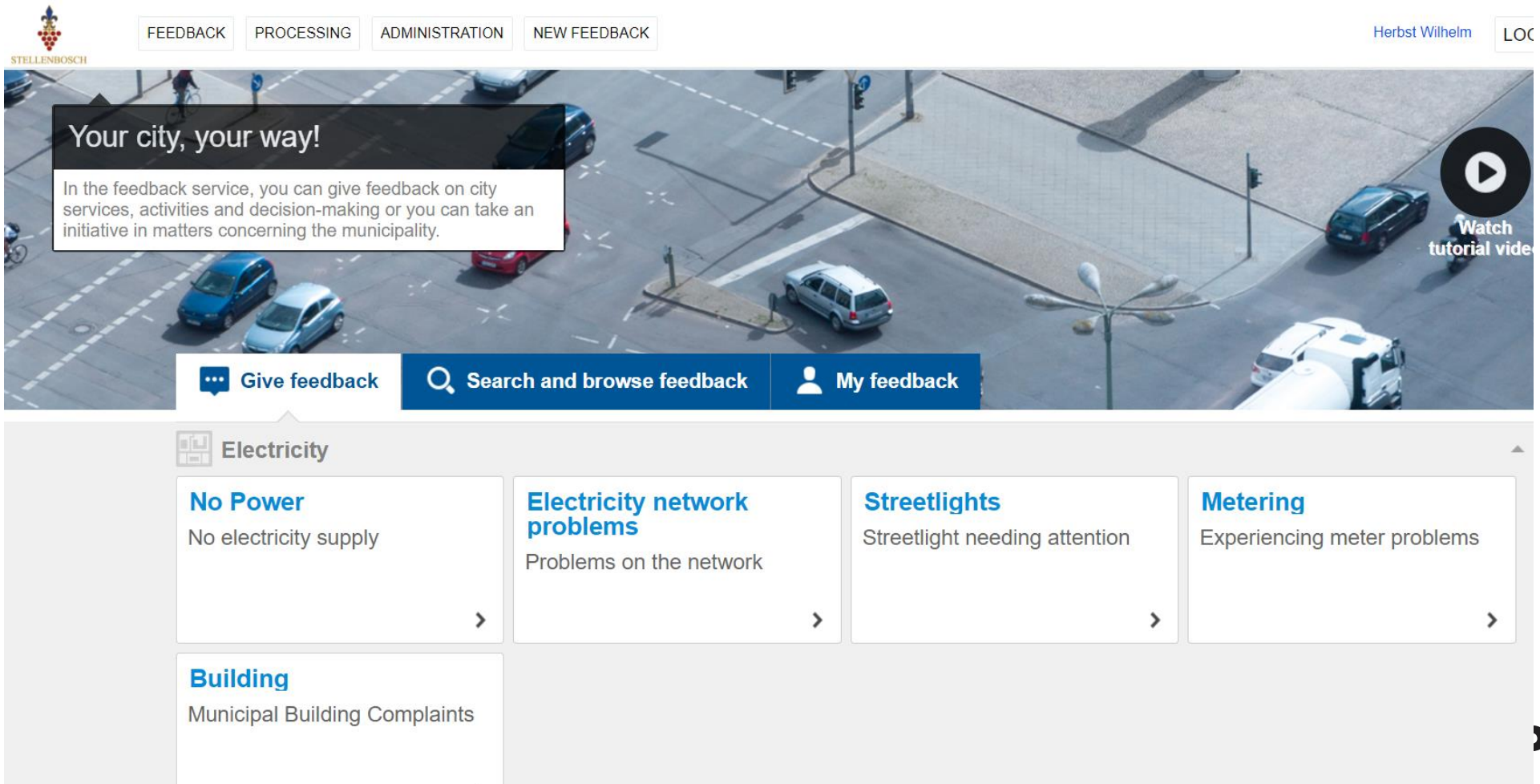
Primary responsible party

Other responsible parties and rights

Name			
CallCentre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity Dept	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ahomäki Tapio (tah)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Christians Lameez (LameezC)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Davids Letchmee (Letchmeed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
de Lange Lourens (LourensdI)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dyusha Victor (victor)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

How Does this work

- Step 3: Publish the Categories - Internet

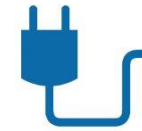


How Does this work

- Step 3: Publish the Categories – Mobile Phone



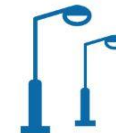
What is your feedback about?



No Power



Pot Holes




Street Lights



General Complaint

How Does this work

- Step 4: Report Issues – On Internet



LOG INENG ▼

Give feedback: No Power

Select a subject so that your feedback is directed to the correct person. Fields marked with * are mandatory.

Subject *

Select subject for feedback ▼

Nature of feedback

Select nature of feedback ▼

Feedback text *

☒ **Feedback can be published**

Feedback is publicly visible, for example, in the RSS feed of the feedback service. Contact information of the feedback is not published.


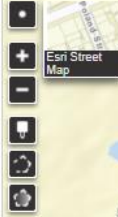
Date **Time**



Give feedback location

Draw your feedback location on map using the drawing icons. You can search the area using the address field and the Search button.

Write address

Select... ▼



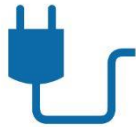
MAP OBJECTS

How Does this work

- Step 4: Report Issues – On Mobile Phone



What is your feedback about?



No Power



Pot Holes



Street Lights




General Complaint

A mobile phone status bar at the top of a screen, displaying icons for signal, Wi-Fi, and battery, along with the text "42% 12:41".

Trimble Feedback[DEMO]

Optron Southern Africa

Comment (required)

 Add photo

First name

Last name

Email

Phone number

How Does this work

- Step 5: Public get thanked for reporting on Internet screen



Thank you for your feedback

Notification mail on receiving feedback is sent to address wherbst@optron.com

Information on processing the feedback is sent to the same address.

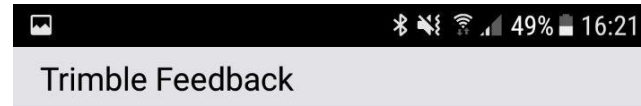
You have access to the feedback information using the following [link](#). Feedback you have given when logged in is also visible on the front page of the feedback service under Feedback given by me.

Publication of feedback

You have allowed publication of your feedback. When publication has been approved in processing of your feedback, it will be shown on the city map service and in [published feedback RSS feed](#).

How Does this work

- Step 5: Public get thanked for reporting on Internet screen



Your feedback was sent to
Feedback to Stellenbosch

[New feedback](#)

How Does this work

- Step 5: Public get thanked for reporting by mail or SMS

Cc:

Subject: FW: Trimble Feedback Service - Thank you for your feedback

Dear Recipient, Wilhelm Herbst

Your feedback has been received. Thank you for your feedback.

<http://optron.trimblefeedback.com/feedback/en/View/2920>

Feedback type: Electrical Problems

Subject: Complaint

Description:

I am reporting a problem for the purpose of the SARPA Convention persentation

Do not reply to this message. This message was sent automatically from an address the inbox of which is not read.

Kind regards,
Feedback service

How Does this work

- Step : Responsible Person Receive a mail informing him

Trimble Feedback Service - New feedback has been received

Trimble Feedback Service <FeedbackService@tekla.com>

Sent: Thu 24-Aug-17 11:59

To: jasonprex@gmail.com

Cc: letchmee.loggenberg@stellenbosch.gov.za; letchmee.loggenberg@stellenbosch.gov.za;
victor.dyusha@stellenbosch.gov.za; Wilhelm Herbst

New feedback has been received in feedback service:

<http://partner35.trimblefeedback.com/en/Admin/Message/4763>

Feedback type: No Power

Subject: No Power

Description:

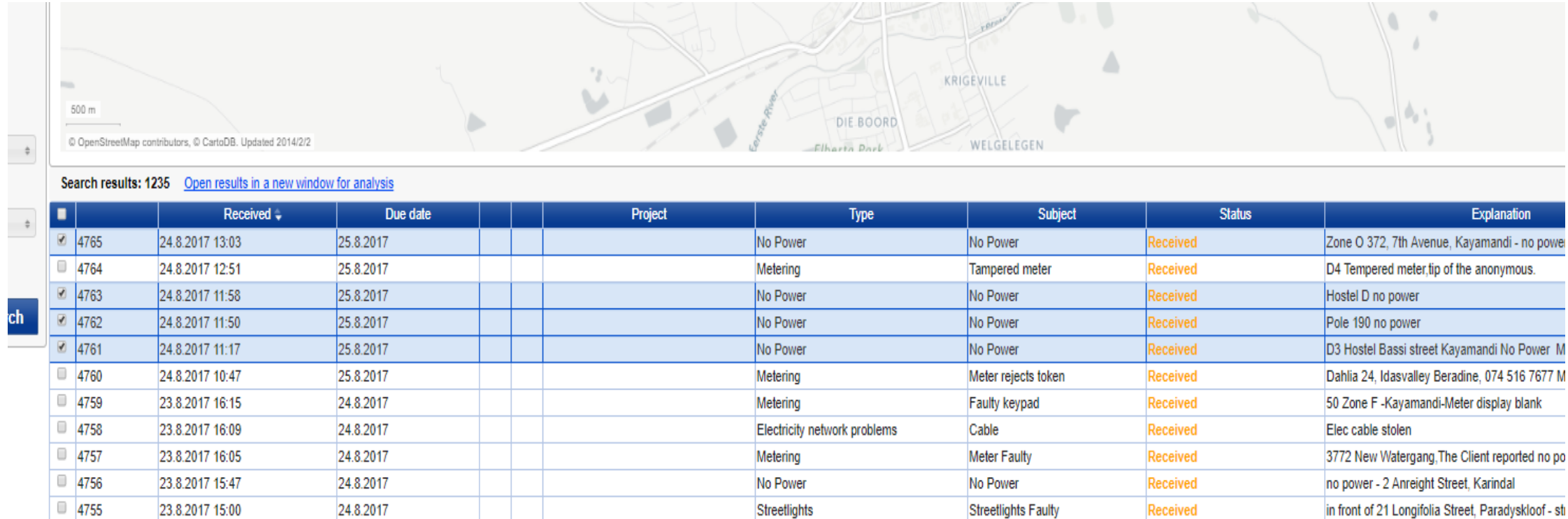
Hostel D no power

Do not reply to this message. This message was sent automatically from an address the inbox of which is not read.

Kind regards,
Feedback service

How Does this work

- Step : Processing – Pick one or more issues



The screenshot displays a web interface with a map at the top and a table of search results below. The map shows a geographical area with labels like 'KRIGEVILLE', 'DIE BOORD', and 'WELGELEGEN'. Below the map, the text 'Search results: 1235' is followed by a link 'Open results in a new window for analysis'. The table below contains 10 rows of data, each representing an issue. The columns are: a checkbox, an ID number, a 'Received' timestamp, a 'Due date', a 'Project' name, a 'Type', a 'Subject', a 'Status', and an 'Explanation'. The 'Status' column consistently shows 'Received' in orange text. The 'Explanation' column provides details about the issue, such as 'No Power' or 'Metering' problems.

<input type="checkbox"/>		Received ▾	Due date		Project	Type	Subject	Status	Explanation
<input checked="" type="checkbox"/>	4765	24.8.2017 13:03	25.8.2017			No Power	No Power	Received	Zone O 372, 7th Avenue, Kayamandi - no power
<input type="checkbox"/>	4764	24.8.2017 12:51	25.8.2017			Metering	Tampered meter	Received	D4 Tempered meter, tip of the anonymous.
<input checked="" type="checkbox"/>	4763	24.8.2017 11:58	25.8.2017			No Power	No Power	Received	Hostel D no power
<input checked="" type="checkbox"/>	4762	24.8.2017 11:50	25.8.2017			No Power	No Power	Received	Pole 190 no power
<input checked="" type="checkbox"/>	4761	24.8.2017 11:17	25.8.2017			No Power	No Power	Received	D3 Hostel Bassi street Kayamandi No Power M
<input type="checkbox"/>	4760	24.8.2017 10:47	25.8.2017			Metering	Meter rejects token	Received	Dahlia 24, Idasvalley Beradine, 074 516 7677 M
<input type="checkbox"/>	4759	23.8.2017 16:15	24.8.2017			Metering	Faulty keypad	Received	50 Zone F -Kayamandi-Meter display blank
<input type="checkbox"/>	4758	23.8.2017 16:09	24.8.2017			Electricity network problems	Cable	Received	Elec cable stolen
<input type="checkbox"/>	4757	23.8.2017 16:05	24.8.2017			Metering	Meter Faulty	Received	3772 New Watergang, The Client reported no po
<input type="checkbox"/>	4756	23.8.2017 15:47	24.8.2017			No Power	No Power	Received	no power - 2 Anreight Street, Karindal
<input type="checkbox"/>	4755	23.8.2017 15:00	24.8.2017			Streetlights	Streetlights Faulty	Received	in front of 21 Longifolia Street, Paradyskloof - st

How Does this work

- Step : Processing – Select an action

The screenshot displays the OPTRON feedback processing interface. At the top, there are navigation tabs: FEEDBACK, PROCESSING (highlighted in orange), ADMINISTRATION, and NEW FEEDBACK. Below these, there are sub-tabs: Browse feedback, Processing feedback (highlighted), New feedback, and Analyze feedback. The main content area is divided into two panels. The left panel shows a table of 'Selected feedback' with columns 'Received' and 'Priority'. It lists three entries for 24.8.2017, each with a globe icon. Below this is a section 'Add new action' with a dropdown menu 'Select the action first' and a button 'Add new action'. The right panel shows a table of 'Selected feedback' with columns 'Received', 'Priority', 'Project', and 'Type'. It lists three entries for 24.8.2017, each with a globe icon, and all are of type 'No Power'. Below this is another 'Add new action' section with a dropdown menu 'In progress', a message 'Adding this action will change the status for feedback: Processing', a text area for 'Comment' containing 'We have scheduled a technician to address this problem. We will be in contact again as soon as it is resolved.', and buttons 'Send to Field' and 'Add text'. At the bottom of the right panel is a button 'Add new action'.

Received	Priority
24.8.2017	
24.8.2017	
24.8.2017	

Received	Priority	Project	Type
24.8.2017			No Power
24.8.2017			No Power
24.8.2017			No Power

Add new action

Select the action first ▼

Add new action

Add new action

In progress ▼

Adding this action will change the status for feedback: Processing

Comment

We have scheduled a technician to address this problem. We will be in contact again as soon as it is resolved.

Send to Field ▼ Add text

Add new action

How Does this work

- Step 5: Public get Informed of Process

Trimble Feedback Service - Your feedback has been replied to

Trimble Feedback Service <FeedbackService@tekla.com>

Sent: Thu 24-Aug-17 13:14

To: Wilhelm Herbst

Reply to your feedback:

Thank you for your feedback. The issue you brought to our attention has been resolved.

Sincerely,
The City of X

<http://optron.trimblefeedback.com/feedback/en/View/2920>

Feedback type: Illegal Street Vendors

Subject:

Description:

I am reporting a problem for the purpose of the SARPA Convention presentation

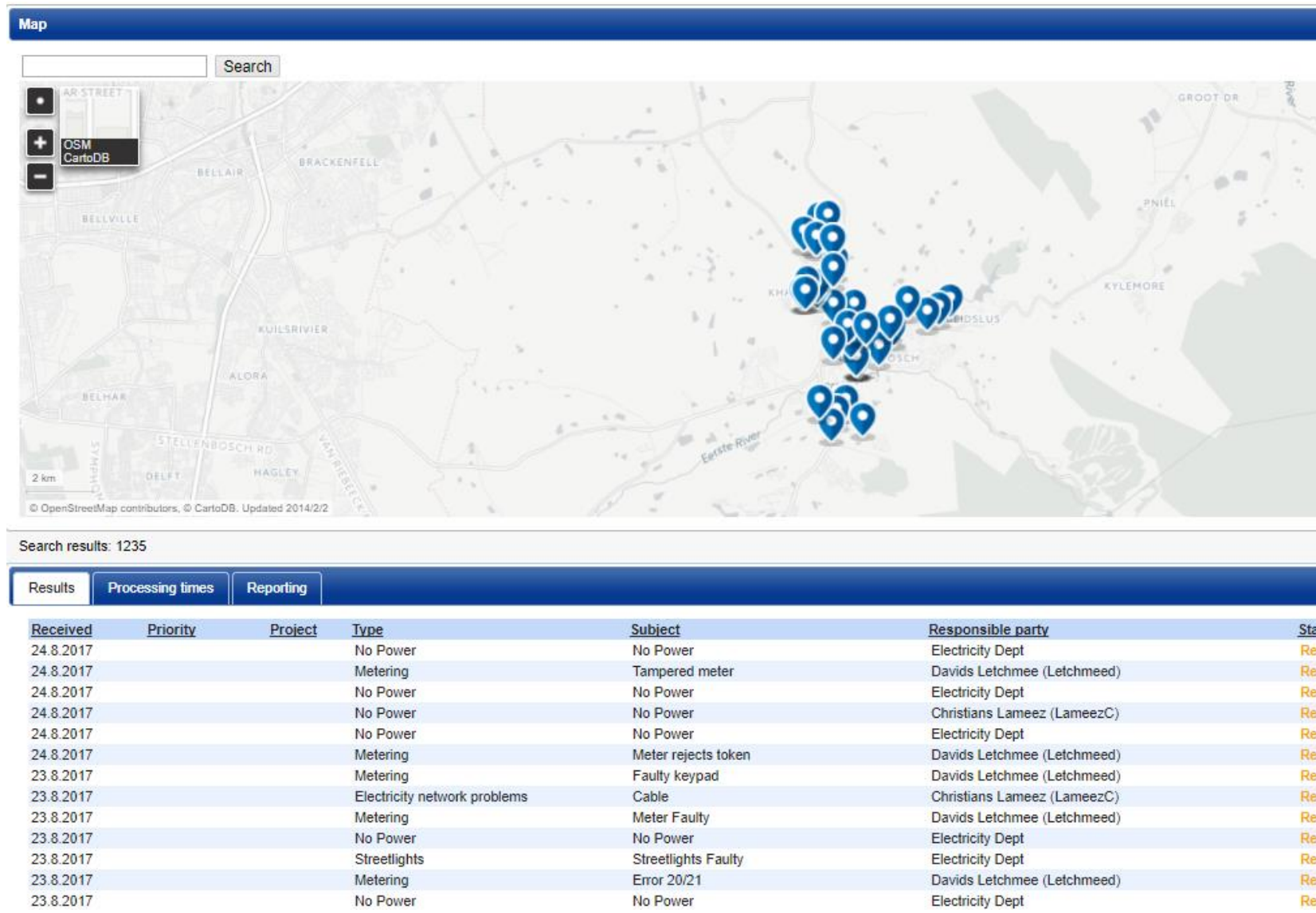
For more information on the matter, please contact customer service.

Do not reply to this message. This message was sent automatically from an address the inbox of which is not read.

Kind regards,
Feedback service

How Does this work

- Step 6: Analysing Feedback



How Does this work

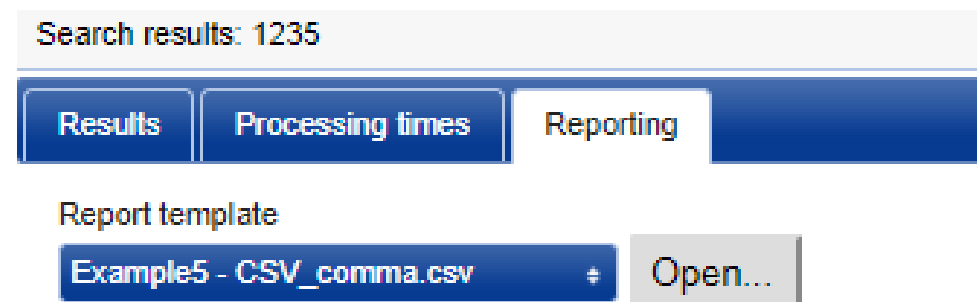
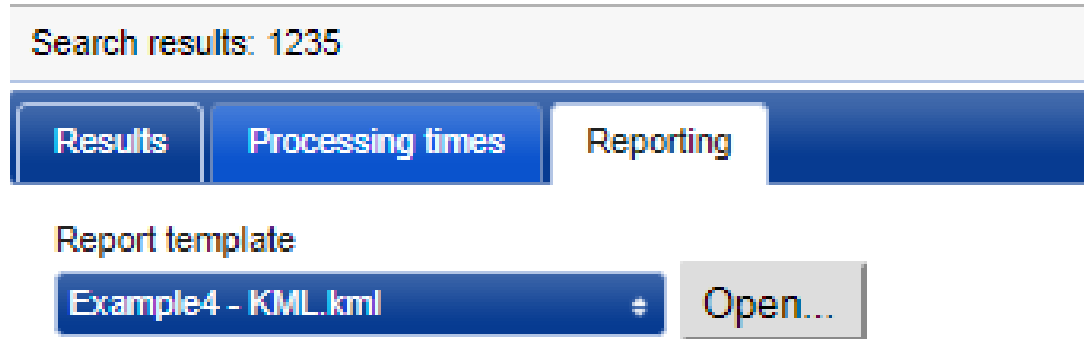
- Step 6: Analysing – Processing Times

Search Results: 1200

Results	Processing times	Reporting		
Type / Project	Subject	Total number	Average processing time	Median processing time
Building	0 - Unknown	40	8 Days 19 Hours	0 Days 14 Hours
	Plugs	3	49 Days 0 Hours	15 Days 23 Hours
	Lights faulty	8	0 Days 20 Hours	0 Days 23 Hours
	No hot water	1	0 Days 17 Hours	0 Days 6 Hours
	Faulty DB	1	0 Days 5 Hours	0 Days 5 Hours
	Power keeps tripping	1	1 Days 20 Hours	1 Days 20 Hours
		1	0 Days 4 Hours	0 Days 4 Hours
Electricity network problems			25 Days 9 Hours	25 Days 9 Hours
	Kiosk	1	27 Days 16 Hours	27 Days 16 Hours
	Cable	1	23 Days 3 Hours	23 Days 3 Hours
General Complaint			37 Days 19 Hours	26 Days 4 Hours
	0 - Unknown	7	37 Days 19 Hours	26 Days 4 Hours
			8 Days 19 Hours	6 Days 12 Hours
Metering	Contactors faulty	1	23 Days 3 Hours	23 Days 3 Hours
	High consumption	3	16 Days 10 Hours	21 Days 4 Hours
	Blank Display	26	10 Days 15 Hours	6 Days 23 Hours
	Tampered meter	2	0 Days 2 Hours	0 Days 2 Hours
	New Installations	8	3 Days 16 Hours	3 Days 19 Hours
	Conversion	12	5 Days 13 Hours	5 Days 13 Hours
	Temporary Supply	1	27 Days 4 Hours	27 Days 4 Hours
	Battery Faulty	5	15 Days 15 Hours	18 Days 22 Hours
	Meter/Electricity trips	2	0 Days 22 Hours	0 Days 22 Hours
	Meter on Call	1	7 Days 0 Hours	7 Days 0 Hours
	Meter display Spanner	2	0 Days 9 Hours	0 Days 9 Hours
	Meter Faulty	1	0 Days 0 Hours	0 Days 0 Hours
	Pre Approval New Connection	1	0 Days 1 Hours	0 Days 1 Hours
	Faulty keypad	12	10 Days 4 Hours	7 Days 10 Hours
	Meter rejects token	22	6 Days 17 Hours	5 Days 8 Hours
	Meter burnt	2	9 Days 0 Hours	9 Days 0 Hours
	Replace Meter	15	5 Days 2 Hours	5 Days 2 Hours
	Communication Problem	10	18 Days 19 Hours	6 Days 12 Hours
	Open Meter Box/DB	2	6 Days 12 Hours	6 Days 12 Hours
	No Power			13 Days 17 Hours
	0 - Unknown	58	35 Days 0 Hours	21 Days 0 Hours
	Reconnection	4	3 Days 11 Hours	4 Days 12 Hours
	Disconnection	2	3 Days 12 Hours	3 Days 12 Hours

How Does this work

- Step 6: Analysing – Generate reports



How Does this work

- Step 6: Analysing – Generate reports - Excel

Examples-Example5 - CSV_comma (1).csv - Microsoft Excel

Received															
1	Received	Priority	Project na	Type	Subject	Additional	Office	Case ident	Responsibl	Municipali	Status	Nature of	Feedback	Feedback t	Descri
2	17.8.2017	Normal		No Power	No Power						Completed	Complaint			22 Dorp StreetSte
3	17.8.2017	Normal		No Power	No Power						Completed	Complaint			21 ParkKrigerville
4	17.8.2017	Normal		No Power	No Power						Completed	Complaint			9 CiuseKrigerville
5	17.8.2017	Normal		No Power	No Power						Completed	Complaint			No power8 Scho
6	17.8.2017	Normal		No Power	No Power						Completed	Complaint	Feedback	21 Dorpsig	21 Do
7	11.8.2017	Normal		No Power	No Power						Completed	Complaint	Feedback	The meter	The m
8	10.8.2017	Normal		Metering	Meter Faulty						Completed	Complaint	Feedback	FAULTY M	FAULT
9	10.8.2017	Normal		Metering	Meter rejects token						Completed	Complaint	Feedback	LOST TOKE	LOST T
10	10.8.2017	Normal		Metering	Replace Meter						Completed	Complaint	Feedback	meter repl	meter
11	7.8.2017	Normal		Metering	New Installations						Completed	Complaint	Feedback	CANNOT E	CANN
12	2.8.2017	Normal		No Power	No Power						Completed	Complaint	Feedback	Zone O51	No Po
13	2.8.2017	Normal		No Power	No Power						Completed	Complaint	Feedback	Museum1	No Po
14	31.7.2017	Normal		Metering	Tampered meter						Completed	Complaint	Feedback	Paid Tamp	Paid T
15	25.7.2017	Normal		Streetlight	Streetlights Faulty						Completed	Complaint	Feedback	'n ligpaal ir	'n ligp
16	25.7.2017	Normal		Streetlight	Streetlights Faulty						Completed	Complaint	Feedback	Hoek van I	Hoek v
17	25.7.2017	Normal		Streetlight	Streetlights Faulty						Completed	Complaint	Feedback	Die Boord	Die Bc
18	25.7.2017	Normal		Streetlight	Streetlights Faulty						Completed	Complaint	Feedback	Streetlight	Street
19	20.7.2017	Normal		Streetlight	Streetlights Faulty						Completed	Complaint	Feedback	LIGTE WEF	LIGTE
20	20.7.2017	Normal		Building	Lights faulty						Completed	Complaint	Feedback	117 B Prim	Die ba
21	20.7.2017	Normal		Building	Power keeps tripping						Completed	Complaint	Feedback	Main Build	Geyse
22	20.7.2017	Normal		Building	No hot water						Completed	Complaint	Feedback	208 Aurora	higher
23	20.7.2017	Normal		Building	Lights faulty						Completed	Complaint	Feedback	305 Lavan	Bathrc
24	20.7.2017	Normal		Building	Lights faulty						Completed	Complaint	Feedback	113B Pine	Loung

How Does this work

- Step 6: Analysing – Google Earth or your GIS



Conclusion

Why is this special?

No programming,
you configure it
your self, new
categories etc!

Why is this
special?

Very easy to use!

Why is this special?

The public stay
informed

Why is this special?

Management stay informed

Why is this special?

It can be
integrated with
your asset
maintenance
solution

OPTRON

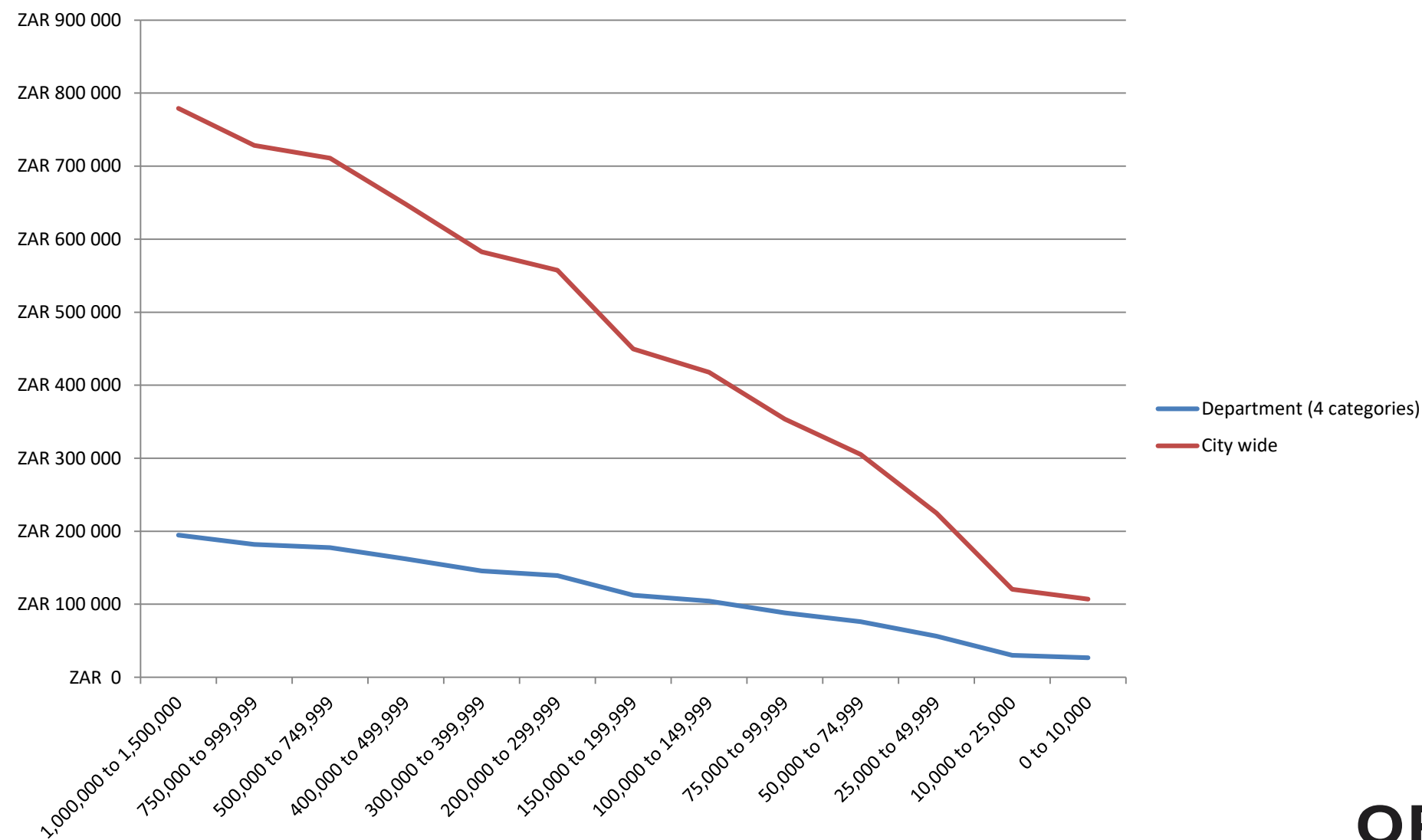
The background image shows a scenic mountain landscape. A paved road with a yellow center line and white edge lines winds through the scene. On the left, there are steep, rocky cliffs. On the right, a river with turquoise water flows through a valley. A semi-transparent yellow rectangular box is overlaid in the center of the image, containing text.

This look interesting, must be very expensive?

Will this cost you millions?

- Software as a Service (SAAS), only pay while you use it, no maintenance fees always up to date
- Price based on population and Number of categories
- 100 000 people, 4 categories, R100 000 per annum
- 100 000 people, city wide, R350 000 per annum
- Cheap enough to test it!

Feedback Cost



Try it for yourself

- Try it on your computer at
<http://optron.trimblefeedback.com/feedback/>
- Or on your smart phone by downloading the demo app from
<http://demo.trimblefeedback.com/en>

Thank You!

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