

YOUR MOBILE ENABLED COUNCIL

TWO SOLUTIONS FROM THE ONE PLATFORM.

The Blink Mobility Platform is an easy to use yet comprehensive development and management environment from which Councils are driving ALL of their mobile services and mobile enablement of existing systems – be that better customer service from external facing systems or internal efficiencies for staff from core business systems.



External – consumers

Self service inbound enquiries/searches

Enable 2-way interactions

Manage outbound (push) communications to consumers

Book halls, tennis courts and other facilities

Make payments

Cemetery search

Customer service requests

Is this book in the library?

Fix-o-grams

What night's recycling night?

Feedback forms

Has my DA progressed?

Lost animals

Are the sports fields open?

What are the opening hours?

Email and SMS workflow reminders, escalation or alerts

Blink Mobility Platform

Push bulk SMS to target groups (internal or external)

Internal – staff + business partners

Easily enable staff/contractor data entry/upload via mobile forms

Manage outbound (push) communications to staff and business partners

Asset management updates

Work orders

Health/building inspections

Timesheets

Incident reports

AS USED BY:

- BRISBANE CITY COUNCIL
- WYONG SHIRE COUNCIL

- TWEED SHIRE COUNCIL
- SUNSHINE COAST COUNCIL
- LOGAN CITY COUNCIL

- MACKAY REGIONAL COUNCIL
- WILLOUGHBY CITY COUNCIL
- ...AND MANY MORE

“ All Local Government clients benefit from our Council portal for sharing of ‘best practice’ system development ”

Platform features:

- ⦿ Flat (annual) service fee – no per user, per device, per form pricing
- ⦿ Many existing APIs and Adaptors linking to back-end systems
 - Asstetic, Pathways, Trim, Sharepoint, Libero
- ⦿ Quickly build multi-level and self calculating forms
 - Easily incorporate GPS data, photo capture and signature panels
 - Lodge data in back-end systems
 - Enabling workflow of alerts and posting complete forms/photos into document management systems
- ⦿ Council portal for sharing of ‘best practice’ system development and field staff mobile enablement
- ⦿ Minimal hardware expense, and no lock-ins
 - Works on any internet/wifi capable device
- ⦿ Developed in Australia with local support



Consider the benefits to your Council of:

- ⦿ Your Customer Service Team swapping those peaks in inbound calls, all asking the same question at 4pm on a Friday, for an SMS query/response system
- ⦿ The efficiencies to be gained from field staff having access to work-orders, in-field forms, time sheets or asset systems from any internet capable device
- ⦿ Being able to develop any number of these forms, interfacing with a range of back-end systems, without any per user, per form, per device pricing restrictions
- ⦿ Letting ratepayers send photos (along with GPS data) from their mobiles of repairs and fixes needed for public assets
- ⦿ Creating anywhere/anytime access to your most requested information – library search, DAs, sports ground closures, tourist info or alerts/warnings

BlinkMobile's various services have high and proven applicability in the Local Government Sector.

Each of these applications are in use today by a range of Australian Councils and all are possible via the Blink Mobility Platform.



COUNCIL TESTIMONIAL

BlinkMobile delivers Wyong Shire Council information anywhere, anyhow, anytime.

What Council set out to achieve was to introduce a mobility solution that would allow field officers to remotely enter and upload data via a range of mobile devices, removing the need for staff to return to Council premises before being able to receive new work, file reports or submit information updates.

Council's solution can work even when the device has no mobile signal also works across a range of brands, screen sizes and operating systems meaning Council is not locked in and can buy the best device for the job at hand.

Keeping field staff out on the road for greater periods is a big productivity booster. Staff employed on road works, as lifeguards, gardeners, parks and ground keepers, electricians and maintenance staff are just some examples.