



**Ensuring continuous  
community engagement  
through our digitised  
municipal solutions**

[vodacom.co.za](http://vodacom.co.za)



**vodacom  
business**



## The challenge

The Ekurhuleni Municipality has experienced ongoing difficulties allocating customer complaints to a single platform and integrating it into its customer care system. This challenge prompted the development of a Citizen Facing App that facilitates direct contact between citizens and the municipality for assistance with any queries and concerns.

## The solution

As a long-serving partner to the public sector in the country, Vodacom's recent reappointment as an ongoing mobile services provider to government on the RT15 contract, provided the opportunity to collaborate and create a Citizen Engagement Platform. The platform allows citizens to communicate directly with the municipality via a mobile app. For citizens without smartphones, a USSD approach was taken.

## The benefits

- Log and track incidents until they are resolved.
- Geo-fence response and reporting capability.
- Ability to download forms from the app.
- Checking of garbage collection and bus schedules.
- Social media integration.
- Spatial reporting.

## Why Vodacom Business

- 1 Reliable and cost-friendly communications solutions across mobile, fixed-line voice, and data.
- 2 Vodacom Business takes the journey with customers, backed by always available support and quick problem-solving.
- 3 Technology partners that specialise in specific sectors and meet customer requirements on their market terms.
- 4 Access to the insight and support that blends technology and business, allowing stakeholders to benefit from these advantages.
- 5 Fast and reliable deployment, meeting, and often exceeding deadlines.

