PRODUCT OVERVIEW

Live+Gov SaaS service provides an ensemble of tools which facilitate an innovative mobile dialogue between citizens and policy makers. Citizen's opinion will be taken into account thanks to participation through their mobile devices. Augmented reality functionalities will increase the accuracy and the quality of the information offered to public institutions and allow a better answer to citizenship necessities. The product can be accompanied by specific and adapted training. This optional service teaches novel policy models to help policy makers manage and interpret the data received from citizens to find better solutions to the local problems.

KEY BENEFITS

High Adaptation

The services are available from any computer or device anytime and anywhere.

Lower learning curve

Thanks to the familiarity of the citizens and public officer with the internet online tools the adaptation is immediate.

Lower initial costs

The service is subscription based and as the SAAS provider manages the IT infrastructure. This model allows very good cost control, accurate spending forecasts and a simplified billing.

Painless upgrades

Updates and upgrades are managed by the service provider and will be applied with no consequences to the customer.

Seamless integration

The system allows an easy customization and scale of the system, the integration with internal systems of the public administration is possible.

SERVICE CONDITIONS

This service will be available under license, with a yearly cost that will be lower after the first year of use. The price of the license will depend on the SAAS model implementation selection, being lower if the municipality reuses its own Back-office tools and higher if they require the whole set of Live+Gov Tools for municipality issue administration.

SUPPORT

Included with the subscription fee, the service provides 24/7 access to a Support portal. The Support personnel will follow every customer service request, identifying areas for improvement.

SERVICE LEVELS

LIVE+GOV BASIC provides to the municipalities new adapted tools to dialogue with their inhabitants and visualize the issues they report. The tools provides an improvement of the efficiency of issue treatment and resolution that can be optimized when combined with Live+Gov training package option.

LIVE+GOV PRO: This option provides augmented reality functionalities to the basic LIVE+GOV service allowing the citizens to experiment a different experience when they relate with their municipality. The users will benefit from a better visualization of the issues reported by their municipality what will encourage them to get involved in the life of their city.

LIVE+GOV PREMIUM: This option provides through data mining behavior recognition functionalities to the LIVE+GOV BASIC and PRO services. This service level will give access to innovative tools and algorithms to understand the citizen customs, detect their necessities and develop new actions to adapt the public services to the inhabitants needs.

PRICING

ALL IN ONE

The council uses the service without installing anything in its infrastructure

Pay per inhabitants	LICENSING		ASSOCIATED COSTS	
SERVICE LEVEL	First Year	Next Years	Installation	Maintenance
BASIC	0,09	0,09	0	0
PRO	0,12	0,12	0	0
PREMIUM	0,13	0,13	0	0

Pay per municipality	LICENSING		ASSOCIATED COSTS	
SERVICE LEVEL	First Year	Next Years	Installation	Maintenance
BASIC	6.000	3.500	0	0
PRO	7.000	4.000	0	0
PREMIUM	8.500	4.500	0	0

PUBLIC ADMINISTRATION BACK OFFICE INTEGRATION

When integration with internal systems of the public administration is requested, (CRM, CMS, Databases)

Pay per inhabitants	LICENSING		ASSOCIATED COSTS	
SERVICE LEVEL	First Year	Next Years	installation	Maintenance
BASIC	0,08	0,08	0	0
PRO	0,10	0,10	0	0
PREMIUM	0,11	0,11	0	0

Pay per municipality	LICENSING		ASSOCIATED COSTS	
SERVICE LEVEL	First Year	Next Years	Installation	Maintenance
BASIC	4.500	2.000	0	0
PRO	5.500	2.500	0	0
PREMIUM	7.000	3.000	0	0

OTHER INFORMATION

The product is accompanied with Live+Gov Policy Training Package. This pack consists of a set of documents free of charge with key information about how to enhance the profitableness of the service and optimize the eParticipation policies. The package exhaustively analyses the relationships among stakeholders in the decision making process and establishes new policy models to upgrade eParticipation in the municipality.

Specific training is available under supplementary service.

About Live+Gov

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