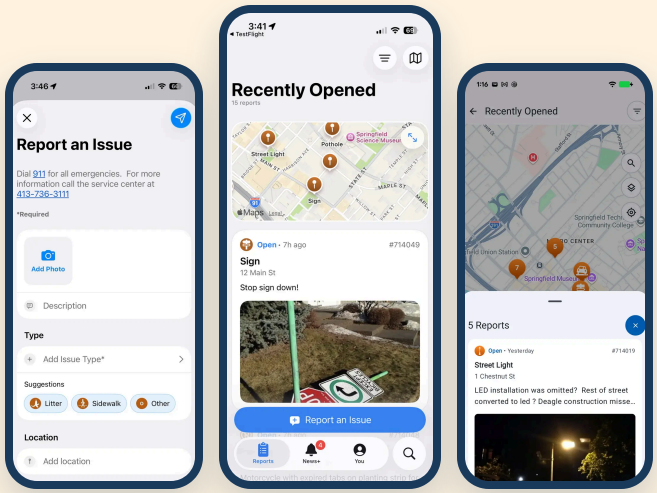
connectedbits

FOR VERINT (LAGAN) 311 CITIES

Modern resident and field apps for the Verint 311 you already run.

Keep your Verint cases, queues and workflows. Add city-branded native apps and a web portal for residents and field crews, connected through Spot Cloud and live quickly.



KEEP YOUR INVESTMENT

Keep Verint. Upgrade what people touch.

You've put years into Verint: your case types, queues, workflows and data. Keep all of it. We replace the layer residents and crews use and connect it to your Verint cases. No rip-and-replace, no new system of record. Staff and crews get fast, faceted search across millions of cases, and Spot Cloud carries the app traffic, so your Verint servers don't have to.

WHAT RESIDENTS AND CREWS USE

Spot Reporters · Spot Workers · Spot Tags · Web portal

↓

SPOT CLOUD

Smart intake · Content moderation · Routing · Search · Photo CDN · Translation · Two-way sync

↓

WHAT YOU KEEP

Verint (Lagan) cases · Queues and workflows · GIS

THE OFFER

Launch Reporters. Try Spot Workers free.

Every Spot Reporters launch comes with a free trial of Spot Workers.

1. **Launch your city's app**
   Spot Reporters goes live under your city's name, connected to your Verint cases.
2. **Pick a department**
   Crews see their Verint queue on a live map, take the job, capture photos at the point of work and close it from the field. About 30 minutes of training.
3. **Watch the next one ask**
   Supervisors see the results on their dashboard. In our experience, once one department sees it working, the next one asks for it.

SPOT WORKERS IN THE FIELD

San Francisco crews in Community Benefit Districts, compared with citywide response

REQUEST	CBD CREWS, WORKERS	CITYWIDE, 2021
Public graffiti	4 hrs	6 days
Private graffiti	16 hrs	9 days
Loose trash	5 hrs	34 hrs

City of San Francisco, Mayor's Office press release, 2021

"City Worker has improved the efficiency of our operations ten fold."

Assistant Superintendent, Boston Public Works

MORE THAN AN APP

Better reports, from more places.

Spot Reporters

A native iOS and Android app, branded as your city's. Residents report in their own language, and reports close with a photo of the work.

Spot Tags: no app required

Asset tags on benches, bins, signs and streetlights. Residents scan with their phone camera, and the report arrives tied to that exact asset.

connectedbits.com/tags

Smart intake, while they write

As a resident writes, Spot suggests up to three request types. The resident confirms one, and its detail fields fill in from the photo and text.

connectedbits.com/assist

Content review, after they send

After submission, Spot blurs faces and plates for public view, labels the report by what the photo shows, and flags content under your city's review policy. The original is kept for authorized review.

connectedbits.com/assist

OPEN BY DESIGN

Open311, from the people who helped shape it

Connected Bits was active in forming the Open311 standard and still supports its main implementations. Your data stays open, portable and yours.

ACCESSIBILITY, AUDITED

Ready for the ADA Title II deadline

Title II requires city web and mobile services, including vendor apps, to meet WCAG 2.1 AA. Spot Mobile for iOS and Android was evaluated by hand by Access Armada against WCAG 2.0, 2.1 and 2.2 at Levels A and AA. **Read the reports**.

April 26, 2027
Cities of 50,000 or more

April 26, 2028
Smaller cities, special districts

WHY CONNECTED BITS

We've run on Verint since the start.

Integrated with Verint since 2009

We've integrated with Verint (Lagan) for cities like Boston and San Francisco since 2009.

We built Boston's Citizens Connect

Our Boston app, Citizens Connect, was the first of its kind in 2009. Spot Reporters grew out of it.

Built to carry the load

Spot Cloud absorbs app traffic, so your Verint servers do less work. It also flags content under your city's review policy and shows the public each report in the resident's language.

Proven at scale

Serving cities since 2009: 3M+ app downloads, 20M+ reports and 20+ languages.

See your 311 on a modern app.

Book a walkthrough, and try Spot Workers free.

connectedbits.com/contact