SIGNAL

311 CRM and Citizen Engagement Solution

Frequency Foundry is pleased to make an exclusive offer to AMO members for a flat fee of **$39,500 CAD** (not including any expenses or applicable taxes) for the basic implementation of Signal.

Core Offering

Installation of Frequency Foundry's Signal product and Microsoft's Dynamics 365 in the client's tenant	Web facing citizen portal	Integration with popular social media platforms	Integration with Microsoft Office 365 or Exchange server hybrid	Work queues for requests, inquiries, or complaints
Implementation of municipal knowledge base to support 311 inquiries	Integration of Signal with municipal telephone/call center	Integration of Signal with ESRI Online or ESRI Pro to support GIS	Workflow to support Integrity Commission requirements	Combined training for 311 users and administrators

Optional Add-ons

Frequency Foundry understands that the basic, streamlined solution of Signal may not meet all the functional requirements of every municipality, in which case we are able to develop and append functionality on an 'a la carte' basis. Examples of such functions include:

- ✓ Integration with work order and dispatch systems
- ✓ Integration with ERP/Finance systems
- ✓ Licensing and Permitting functionality
- ✓ Migration of existing 311 data
- ✓ Integration with PCI compliant payment gateways
- ✓ Integration with Digital Signature solutions

Implementation Process

Frequency Foundry's Signal implementation team will coordinate with a small group of client subject matter experts and a client system administrator who represents the existing municipal systems to which Signal will be integrated. Analysis and Design is expected to take between 1 - 2 weeks, followed by time for the technical build (2 weeks), training (1 week), and deployment.

1-2 weeks	2 weeks	1 week
ANALYSIS AND DESIGN	**TECHNICAL BUILD**	**TRAINING AND DEPLOYMENT**

The Signal implementation team will be in regular contact with the customer during the entire implementation. Frequency Foundry recommends that customers assign a project coordinator/ manager to work with the Foundry's Project Manager in order to streamline communication and quickly resolve issues as they are encountered. Frequency Foundry will work with each customer to determine if Analysis, Design, and Training activities will take place on the customer site or be delivered remotely.

Cost of Operations

$1000/month	$600/month	$350/month
Flat rate access to the Signal Customer Support Centre (9x5 EST)	Named user licenses (5) for Signal and D365	Concurrent user licenses (2) for telephony integration

Note: Signal and telephony user counts are provided as examples only. The solution will scale up or down to meet actual user counts. Monthly support is fixed at $1,000 regardless of the size of the municipality or the number of users so long as delivered functionality stays within the scope of the Basic Signal offering.

Funding

Programs are available that allow AMO members to fund implementation and operation of Signal through provincial grant programs such as the Ontario Provincial Service Modernization Grant. Ask us for details.

If you are interested in booking a demonstration or have any questions regarding this offering of Signal, please contact signal@frequencyfoundry.com

AMO Association of Municipalities Ontario

FREQUENCY FOUNDRY

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