



**CITYBASE**

# Platform + Products

CITYBASE PLATFORM / DIGITAL SERVICES  
DYNAMIC CONTENT / INTEGRATED PAYMENTS



There are thousands of reasons a person interacts with their government and service providers. They pay an electricity bill to keep the lights on, request a mortgage deduction to help afford their home, register for a business license that will add to the local economy.

Local governments and utilities hold the responsibility of serving the entire population. With the right technology, you only need one platform to meet the needs of every single person.

The CityBase platform combines the power of dynamic content, digital services, and integrated payment to streamline the most repeated interactions with constituents. This lets public servants do what they do best: solve local problems and improve lives.

## Give people an easy way to access every service online.

CityBase Screendoor provides end-to-end digital services for government and utilities. For residents and businesses, requesting any service feels familiar no matter which agency oversees it. For staff, automated workflows and staff dashboards support daily business processes. CityBase technology integrates with your existing source systems to present a consistent user interface on web and mobile devices.

### An Elegant Front End

**Improve user experience** with clean, intuitive design that's consistent for every task.

**Configure forms** that improve online processes and replace manual ones.

**Use conditional logic** so a resident only sees what's relevant to them.

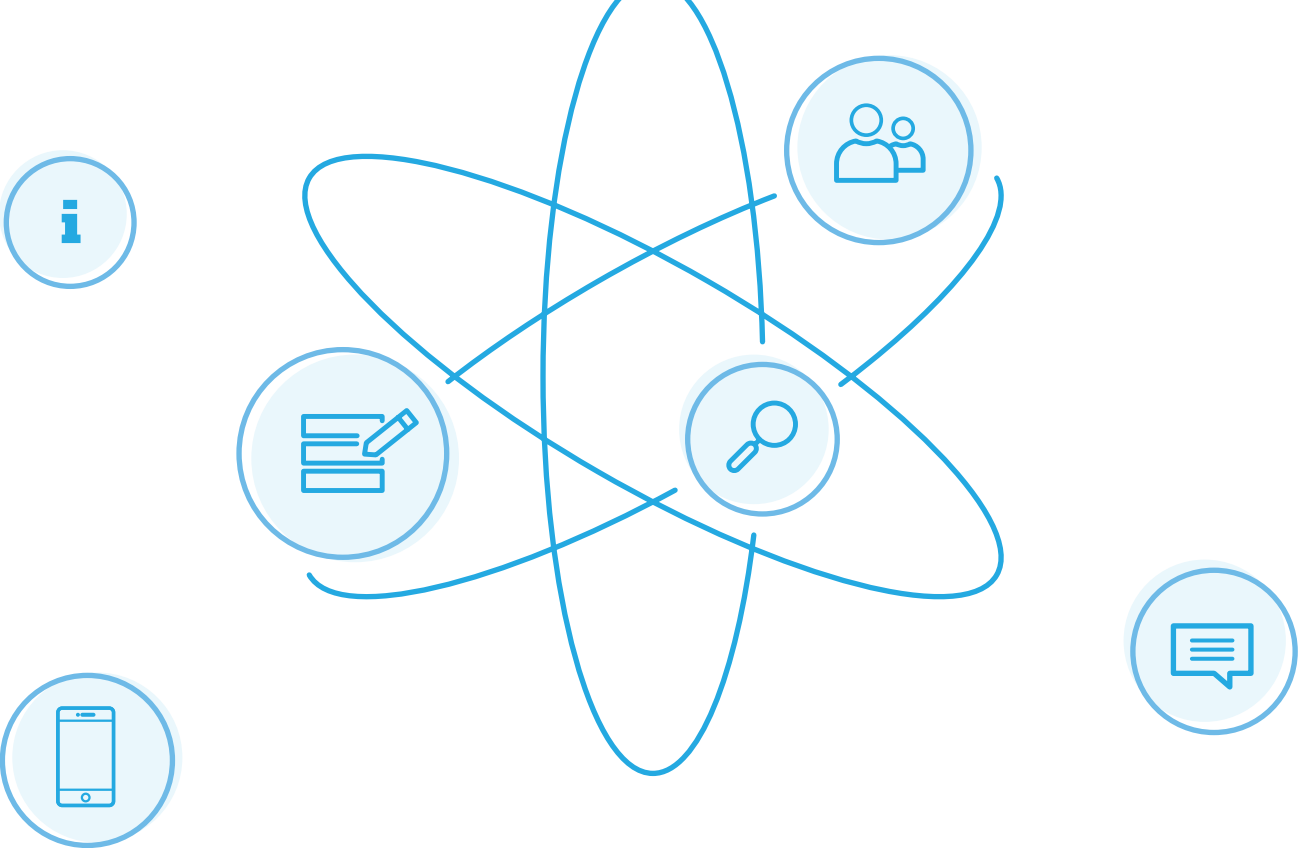
**Validate customer information** instantly as a person types it in.

### An Efficient Back End

**Automate workflows** to review, assign, and approve responses, all from a central dashboard.

**Keep constituents informed** with automatic status updates, reducing inbound calls for simple requests.

**Manage multiple requests** for a given person. Case management allows you to track related forms for the same constituent—for instance, you can view the status of a building inspection before approving a business permit.



**20 MIN**

For one auditor's office, a business process that once took **5–10 business days** now takes **20 minutes**.

## Create content that works for your users.

People find information more quickly, with simple language and an intuitive content architecture that's based on their needs, rather than agency hierarchy. Topic pages curate all related services and information, like requesting a public record or learning more about public information laws. A central library makes it easy to keep information up to date everywhere it appears. Content is broken down to its smallest meaningful unit, so it's easy to scale and maintain as you add new services and information.

**Organize content** into common topics, so people find what they're looking for and accomplish tasks quickly.

**Filter and browse activities** based on the user who needs them, like businesses, property owners, or senior citizens.

**Keep content relevant** with a staff interface that's simple to update and tag by topic, user, and action.

## One Interface for Property Owners

If you're a property owner in any given community, there are at least a handful of activities you need to complete with your local government. In most counties, these fall under nearly as many different agencies. This can be a struggle for residents who need to navigate these services, and a challenge for government staff who answer to confused constituents.

For instance, a person would have to know that they need to:

- Pay property taxes with the Treasurer's Office
- Combine real estate parcels with the Assessor's Office
- Apply for a mortgage deduction with the Auditor's Office

Without ample digging, people may also miss out on benefits they qualify for—like a senior citizens' property tax deduction.

## A One-Stop Shop for Property Services

The CityBase property solution integrates with agency databases and other tax software. By linking back-end functionality, bringing all relevant services and information online, and presenting a common digital interface across all agencies, counties can offer all property services in one place. That means homeowners only need to know that they're looking for property services, and every option is available at their fingertips:

- Change the mailing address for their property tax bill
- View a deduction application status
- Pay part of their property taxes, or enroll in payment plans
- And much more

Not only do they see the relevant benefits and services, they can complete all these tasks easily online.



## Integrated Payments

### Give everyone a convenient way to pay.

The CityBase platform handles all payments, with direct integration to underlying systems of record, billing, and other source systems. People can expect the same user-friendly interface, whether they're paying from a mobile device or on a self-service payment kiosk.

Provide 24/7 options for all your customers to pay on a secure, cloud-based platform, whether they're paying with a card, check, or cash. See all transactions across channels, debt types, and tender in real-time with CityBase revenue reporting dashboards.

### Stop shouldering security compliance.

CityBase is committed to building a world-class information security program to protect our customers and the people and places we serve. We're an EMV, PCI Level-1 compliant payment platform—even exceeding the security criteria set forth by the PCI Data Security Standard—so we take the burden of security compliance off our clients.

We make proactive, extensive use of real-time monitoring, alerting, and response capabilities on system events that may be security-related, as well as any changes to our cloud computing environment. CityBase never stores card data, keeping your customers' information secure whether they're paying online or in person.

### One platform, many channels.

**Web + Mobile:** Make it easy for people to pay online or on-the-go, with mobile-friendly payments on your own domain.

**Kiosks:** Provide convenient 24/7 self-service payment options for people who pay in cash (and card and check).

**Point of Sale:** Support more efficient transactions between cashiers and constituents, with a simple interface and immediate payment posting.

**Text + IVR:** Upgrade customers to a lower-cost payment option by sending text receipts with easy opt-in features.



Web + Mobile Payments

Provide seamless payment options native to your website.

CityBase web and mobile payments are designed exclusively for government and utility clients. Clean and configurable technology provides customers a simple, convenient, and secure way pay online or on a smart device. We use mobile-first responsive design, so residents have the best experience on all screen sizes, including smartphone, tablet, and desktop web browsers.

We specialize in direct integration to disparate source systems, by using existing APIs or creating new ones. This means residents can easily make payments to any department or agency from a central portal and through your existing web channels. By wrapping around your existing technology, the CityBase platform leaves you in control of your information and processes while creating standard data outputs for global reporting and revenue management.



80%

of digital services require payment.

Easy and Flexible Payments

Easily connect digital services to payment functionality, with the same simple interface.

Provide flexible options for people to pay with card and check/ACH, or store payment methods for recurring payments.

Build customer trust with payment pages native to your web domain, accessible from a central portal and through any webpage.

Securely process payments on our PCI Level-1 compliant payment platform, hosted in an Amazon Web Services (AWS) cloud environment.

Seamless Integrations and Reporting

Synchronize department systems with each other and the general ledger.

View transaction activity by location, debt type, payment type, and more, with standard system-wide inputs to enable consistent reporting.

Replace source systems and other technology without disrupting service to your users.

Configure reporting dashboards available to staff on web and mobile.

Payment Kiosks



**Enhance accessibility for everyone.**

We commissioned an academic usability study with Purdue University to make kiosks more accessible to all users. Our kiosks are easy for all customers to use and learn, offering multiple services and payments in a single place. Clear language, high-contrast visuals, and consistent information display help populations with low-literacy skills or vision impairments to easily complete kiosk transactions. People who are unbanked and don't have access to a credit card—33.5 million US households—must pay their bills in cash. For the 65% of walk-in payments made in cash, we never charge a fee.

Turn on web and mobile payment functionality on the same secure CityBase platform.

Take all tender types including card, check, and cash.

**Reduce foot traffic and wait times for your customers.**

Your customers can make payments quickly and easily with our industry-leading self-service kiosks, with card transactions averaging 25 seconds and cash payments averaging less than 1 minute. Our best practices in user interface design are rooted in behavioral research, resulting in higher customer adoption. CityBase technology is hosted on a central, cloud-based platform, which allows us to provide regular updates and innovate with new features. Customer data stays safe, because it's never stored.

Provide secure 24/7 payment options with EMV-certified kiosk models.

Post payments instantly to customer accounts through our cloud-based technology.

Make it simple for people to pay with easy visual cues and multiple language options.

Reduce the cost of cashing with self-service options for multiple debt types.

25 %

of kiosk customers pay after hours when 24/7 kiosks are available.

The background of the slide is a composite image. The left side features a blue overlay with a white, wavy, organic pattern. The right side shows a photograph of a person with long hair sitting on a wooden bench, facing away from the camera. They are accompanied by a small black dog. In the background, a city skyline is visible at night, with the Willis Tower in Chicago being a prominent feature. The sky is dark, and the city lights are visible.

Technology for government  
and utilities is evolving.  
The future is scalable,  
repeatable, and sustainable.

Learn more about the CityBase platform and products.  
[thecitybase.com](http://thecitybase.com) / [sales@thecitybase.com](mailto:sales@thecitybase.com) / 866.210.6270





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