Customized Product Development for Incident Reporting for Government Agencies

CONTATA

OVERVIEW

The client is a leading university that is developing products aimed at addressing societal issues for government agencies to identify the bottlenecks and provide practical solutions as soon as possible.

CHALLENGES

Our client wants a platform that can be used by citizens to submit bottlenecks that they discover by creating incident reports. Municipalities and other problem-solving entities will then use the platform as a means of communication with citizens, to provide solutions & advice, and to track the reports to increase awareness and actionability of mobility infrastructure bottlenecks with the ultimate purpose of decreasing the number of traffic injuries and fatalities and other relevant issues.

INDUSTRY
- Society Welfare

SERVICES
- Cloud Development
- Product Engineering
- Digital Transformation
- Custom Software Development

TECHNOLOGY
- Google Map API
- CSS
- Postgre SQL
- HTML
- Angular
- Java

SOLUTION

Contata analyzed the process and designed the end-to-end application to meet the requirements of the client in such a manner that the entire process of project area creation & activation, report creation, easy collaboration, and the report solution by the respective authorities take place most effectively.The client partners with different municipalities to address the issues reported by the citizens in form of report solutions with minimum resources & fast appropriate results. In addition to it, the core module of the system includes the following:-

• **Map consultancy**- In this Google Map API is used for the display of reports over a map. It includes report creation that would be visible on the map with the details of the issue reported with different icons & colors for different reports, report clustering in which reports get clustered/ decluttered based on the zoom level of the map, reports filter which includes filtering based on different parameters like project area, report owner, report status, category, etc., route creation which includes route creation by defining the point a and point b automatically based on the input parameters for the points.

• **Project creation & common layers**- In this, the creation of the project is done by the admin by defining the project boundary by uploading the polygon-shaped kml files. Once the project area is defined, it would be accessible to the citizens to create the reports. In addition to that it has a common layer which is shown above the map that has specific location details such as all the schools of an area, hospitals, etc.

• **Chats & Collaborations**- It includes group chats among different participants sitting at remote locations and personal messages for one-to-one communication between users.

• **Notification**- It includes internal notifications that are generated for specific users for any updates on the reports and external notifications that are accessible by all the citizens.

BENEFITS

- Uploading of KMl files on the map for better visibility of the area.
- Better Communication between citizens and higher authorities.
- Easy and transparent reporting of issues and bottlenecks.
- Swift tracking and solution of reported issues and bottlenecks.

About Contata

Contata Solutions is a trusted leader in technology and digital innovation. Through our work in data engineering, data analytics, machine learning, marketing automation and app development, we deliver solutions that address complex problems in ways that are simple, insightful and impactful.

Our promise and value proposition to our customers is simple: we leverage our deep technical expertise and global presence to bring software products and data-driven decision capabilities to life.

Founded in 2000, Contata is a privately-held company headquartered in Minneapolis that serves clients globally from offices in the United States and India.