

TOMI®

City's Best Friend

ama

AGÊNCIA PARA A
MODERNIZAÇÃO
ADMINISTRATIVA

PRESIDÊNCIA DO CONSELHO DE MINISTROS

TAKING PUBLIC SERVICES TO THE NEXT LEVEL WITH TOMI

THE CASE OF PORTUGAL



<https://youtu.be/PCRH25Tp694>

WWW.TOMIWORLD.COM



The
smart
city's
best
friend

TOMI is an interactive urban solution that delivers all information that matters in the right place at the right time.
TOMI's goal is to bring cities closer to people who live, work and travel in it.

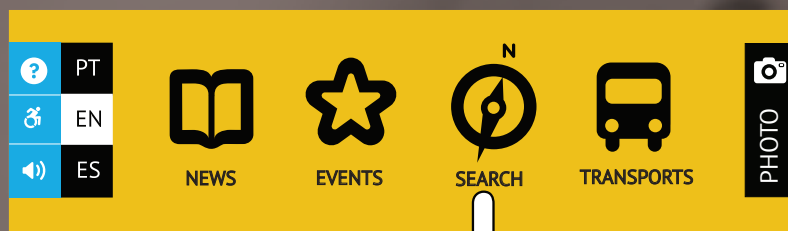
It is very innovative, user-friendly and a unique way to promote multiple activities and points of interest such as touristic, cultural, local commerce, public services among others.

<https://youtu.be/1RYoSt-QN0k>



City's Best Friend

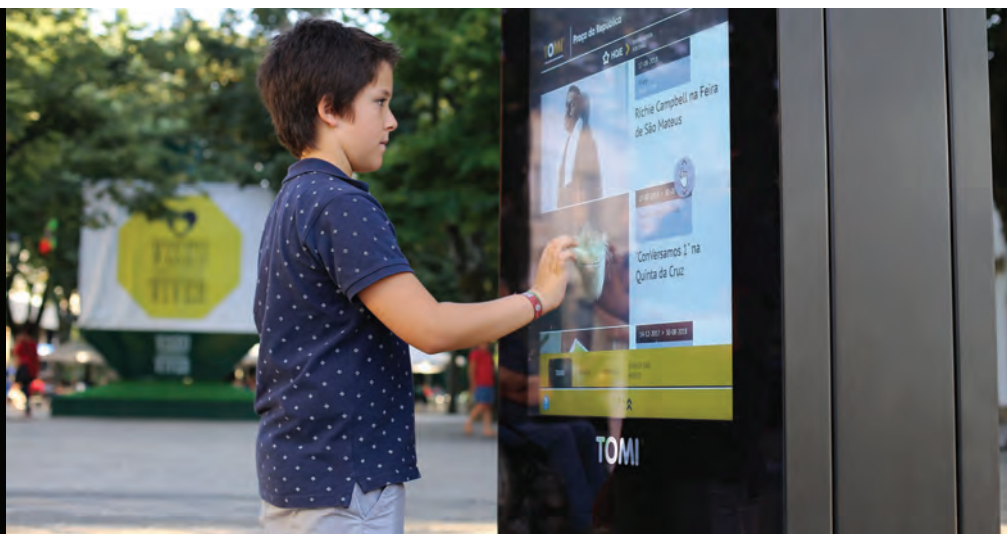
EVERY INFORMATION THAT MATTERS
JUST ONE TOUCH AWAY



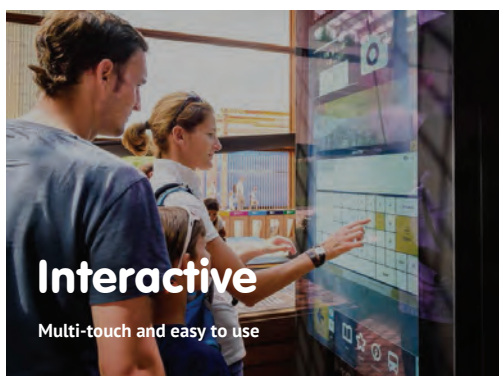
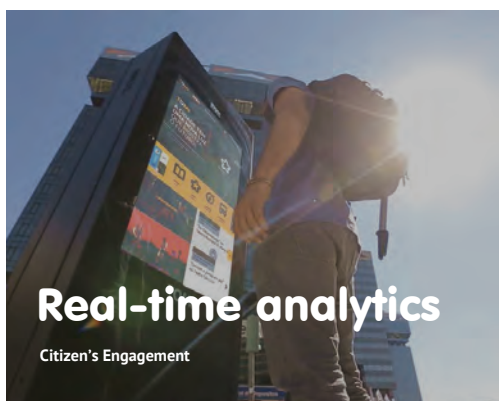
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Bringing people together
is the only way to build a
sustainable smart city.

José Agostinho - TOMI WORLD CEO



SMART CITY SOLUTION



TOMI believes that cities should become smarter, more efficient, sustainable and livable. So it is crucial to make them more accessible to all people, promoting inclusive cities.

The cities are changing, evolving and transforming into digital smarter places. Citizens expect public services to be available, easy to find and understandable.

The public-sector digital transformation is thriving in most cities and TOMI took part in this phenomenon by providing a forward-thinking and unique way to access public services: right in the streets!



TO THE CITIZENS

Promoting more informed and participatory citizens, ensuring accessibility and improving the engagement with the city.



TO THE CITIES

Providing an easy-to-use platform accessible to all, that is a unique tool for the government sector to interact with the public.



PROMOTING INCLUSION

The path to social and economic inclusion has to include accessibility to information and public services.

TOMI IS ACCESSIBLE TO ALL

In 2018, TOMI developed new features to its platform, that will make it adaptable to the citizens and tourists with disabilities. TOMI is prepared to provide all the information to people with reduced mobility, physical disability, vision or hearing impairment and cognitive disabilities. This is the step up that cities need to promote more connected and inclusive cities, ensuring equitable access to information.



Main advantages

For the Citizens

A

Information

Obtain information on how to access a particular service, taking into account criteria of proximity and waiting time;



B

Service Tickets

Take a service ticket after selecting the location in TOMI



C

Alerts

Ask for an alert about the proximity of service (Eg: Alert via SMS three tickets before or three minutes before);



D

Waiting time

Decrease waiting time at citizen's shop or counter



E

Availability 24/7

Access to information about services (24 hours a day, 7 days a week)



USER INTERFACE

Counter desk consultation

Estimated time query

Querying people on hold

Service ticket request



Main advantages

For the Public Administration

A

Optimization

Uniformly distribute citizens across service counters, reducing queues. TOMI gives information about the waiting time in each of the public service desks, thus promoting uniform access to all available entities.



B

Quickness

Reduce the permanence of citizens in the entity, due to the previous access to the tickets and the alerts generated (alert via sms three tickets before)



C

Reduction

Reduce the costs of providing services, both for citizens / companies and for the Public Administration;



D

Scope

Extend the digital service network that will reach the most points in Portugal;



E

24/7

Provide more and better information to the citizen: location of the entities, available services, schedules, waiting times, among others;



F

Simplification

To simplify the interaction between Public Administration and citizens, reducing the need for face-to-face service;



G

Efficiency

Make services more efficient by reducing the number of resources used, namely by wasting paper with service passwords.



H

Integration

Integrate directly the information in the system (integration made by the user);



I

Interoperability

Promote interoperability between the various Public Administration Information systems, in particular the iAP.





CITIZEN SERVICES SEARCH

CONSULTATION OF SERVICES
AND PUBLIC ENTITIES

**TOMI has a new tool that allows
consultation and ticket request for
services and entities available to the
Citizens**

CONSULTATION OF SERVICES AND ENTITIES MODULE

Main function screens

A

Listing directory with
public citizenship
module.

B

Query selection by
services or entities.

C

Aggregate location
screen of various
entities, such as citizen
spaces.

D

Detail screen of a service
provider entity with
possibility to consult the
route to the place





SERVICE REQUEST

MODULE OF PREDICTED TIME SERVICE AND TICKET REQUEST



In order to meet the needs of citizens, TOMI WORLD now has a broader database of public services and entities. This service allows everyone to have access to more service points and public entities in the directory, with more detailed information. The user can consult all these organisations, simplifying the processes and enabling citizen engagement.

This new module allows access to a list of public services close to users as well as their location, schedules and charges.

SERVICE REQUEST MODULE

Main function screens

A

Presentation of the entity providing public services



B

Consultation of desk counters, waiting times and ticket request



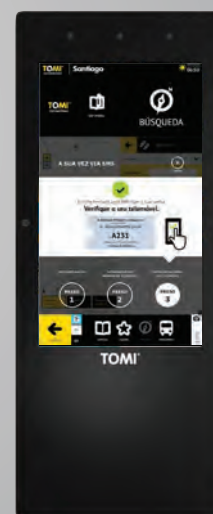
C

Enter phone number for receiving the ticket

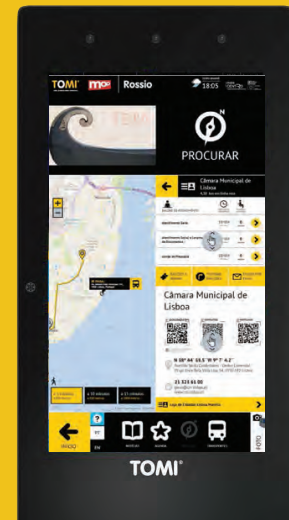


D

Confirmation of the requested tickets indicating the estimated time for service



Search services
Consult queues & waiting times
Request tickets



01

Answer citizens' expectations

03

Accessibility to information

02

Engaging experience with the public-sector

04

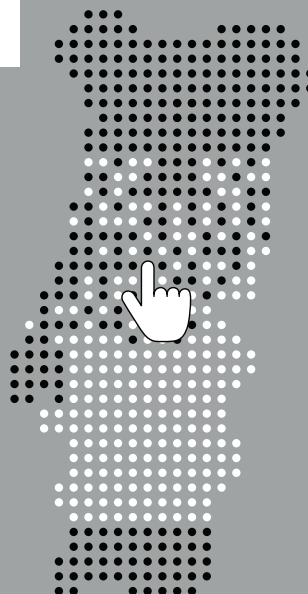
Helps to achieve the digitization of cities

CURRENT SCOPE OF IMPLEMENTATION

CASE STUDY PORTUGAL

Locations
Portugal

200



PORTUGAL

72 NETWORK TOMI
NORTH

22 NETWORK TOMI
CENTRE

55 NETWORK TOMI
LISBON

51 NETWORK TOMI
ALGARVE

TOMI'S USERS ARE SATISFIED



MONTHLY STATISTICS OF JULY 2018

TOTAL
Views

+86 Million

TOTAL
Interactions

+ 3.3 Million

TOTAL
Photos sent

+ 144 Thousand

TOMI RECEIVED WORLDWIDE RECOGNITION

TOMI has been recognized in different fields throughout the years.

In 2018, TOMI has already won three smart cities awards.

2015

PRODUCT OF THE YEAR

Lisbon, Portugal

AHRESP



2016

TECHNICAL INNOVATION

Barcelona, Spain

FEPE International - OOH



2017

BEST INTERFACE &
INTERACTION DESIGN

Milan, Italy

A' Design Awards Competition



2018

SMART CITIES UK AWARDS

London, UK

Smart Cities UK



2018

SMART 50 AWARDS

Kansas, EUA

Smart Cities Connect Awards



2018

INNOVACITY

São Paulo, Brazil

Smart Cities Business America

