

# Smart Municipality

Smarter Cities. Better Lives.



## Road to transparent, efficient and Smart Municipality.



### Collaborative drafting

Collaborate on drafting and reviewing legal acts in one place. Templates and embedded formatting rules get you covered, just focus on content, not format.



### Digital proceedings with online voting

Collaborate on documents, manage meetings, and conduct online voting in one digital workspace.



### Transparent publishing

Publishing legal acts, documents, minutes, and agendas to enhance public transparency.



### Citizen Engagement

Citizen involvement in law making and in the budgeting processes.



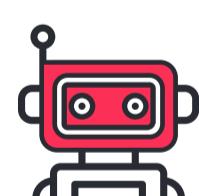
### Permit Issuance workflow Automation

AI-powered issuance of permits and certificates.



### Meeting Transcription

Council and other meetings transcription and text recognition.



### AI Chatbot

24/7 AI powered public service chatbot for citizens.



### Virtual Assistant

Virtual assistant for municipal servants.



### Workflow Automation

Automated work-flows for Municipality subsidiaries.

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REPUBLIC OF ESTONIA  
INFORMATION SYSTEM AUTHORITY

**Tallinn**

We are  
committed to  
supporting our  
clients success.

REPUBLIC OF ESTONIA  
MINISTRY OF ECONOMIC AFFAIRS  
AND COMMUNICATIONS

# Smart Municipality Information System

Smart Municipality is a digital system for legal documents, bringing together all administrative decisions, regulations, directives, and city council resolutions in one place. It makes legal acts conveniently accessible to residents and businesses 24/7, while also streamlining officials' workflows.



## Main objectives



### Accessibility:

All information is available in one place and searchable digitally, regardless of whether the decision was made by a district administration, the city government, or the city council.



### Process standardization:

All procedures are carried out within the same system and methodology, saving time and money and creating more uniform workflows.



### Reducing bureaucracy:

Decision-making has been delegated from higher levels to officials to minimize approval rounds and speed up access to services.

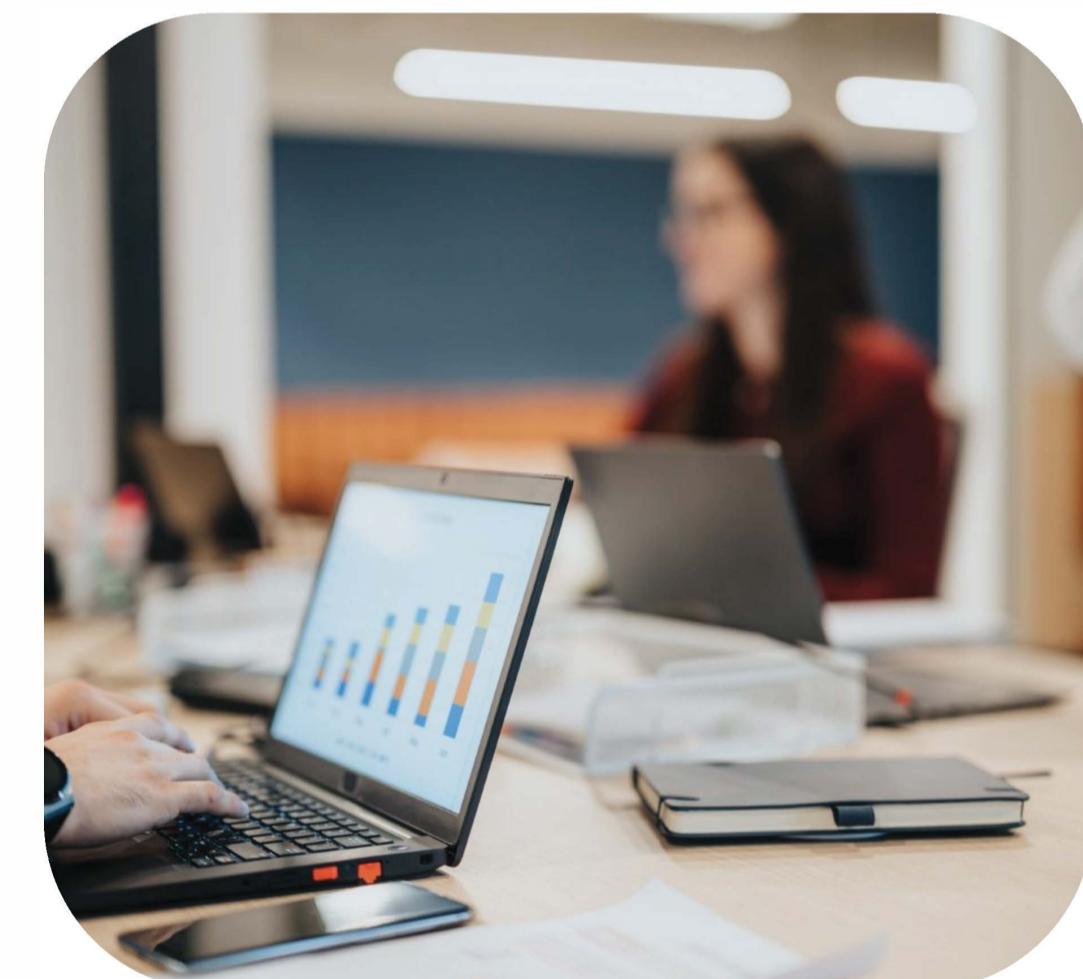


### Paperless principle:

All procedures are conducted electronically; the volume of explanatory notes and redundant documentation has been reduced.

## Key Benefits for a Smart Municipality

- Faster services:** Approval rounds are reduced, allowing permits and applications to be processed the same day.
- 24/7 access:** All decisions, regulations, and directives are available in one digital platform.
- Data-driven decisions:** Information is collected and analyzed before actions are taken, avoiding duplication and delays.
- Future-ready:** AI powers meeting transcription, smarter search, and decision support, helping officials and residents alike.



**“Our goal was never just to digitize paperwork but to rethink the entire decision-making process. By simplifying workflows and reducing bureaucracy, we've brought decision-making closer to residents and made public services faster and more transparent.”**

— Priit Lello, City Secretary of Tallinn

