

Smart Municipality

Smarter Cities. Better Lives.



Road to transparent, efficient and Smart Municipality.



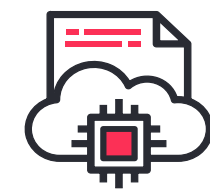
Collaborative drafting

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.



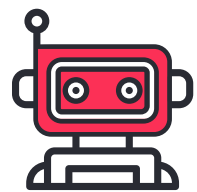
Permit Issuance workflow Automation

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

