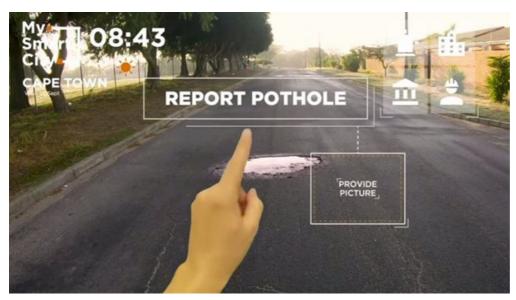# My Smart City app launched to help citizens report ward-related issues

Acumen Software has launched the first phase of its My Smart City citizen's platform for City of Johannesburg and City of Cape Town residents. The free mobile and desktop-based platform allows citizens to report potholes, monitor power or water outages, communicate with local municipal officials, raise a petition, and more.

Source: YouTube

Acumen Software has secured private equity investment from Capitec-backed Imvelo Ventures and Sappi-funded Andzani Ventures, which has been used to fund the development and launch of the platform.

"My Smart City is giving South Africans a voice to see the resolution of service delivery issues and to allow them to view issues and log incidents, prioritise them and connect the right service providers to resolve them. We believe that the platform has the potential to Uber-ise service delivery by putting the power in the hands of citizens who use the platform. In time, the platform will also create jobs for thousands of citizens and private contractors," says CEO of Acumen Software, Joao Zoio.

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Sithole Mbanga 28 May 2021

Connecting to municipal systems

The platform has already been integrated into the City of Cape Town's call management system and intends connecting to all municipal systems to enable the automation of information flows from citizens.

Where the My Smart City platform has not been granted access to interface with municipal systems, Acumen Software's dispatch centre team will become the conduit between citizens and their municipalities to ensure that citizen's issues are appropriately logged and tracked.

My Smart City is powered by Forcelink, which is also used by the City of Cape Town to manage the MyCiTi Bus infrastructure as well as by the City of Johannesburg's City Power to manage outages and maintenance work on their electricity network.

The platform is available on Android, iOS, and on the web at www.mysmart.city.