

Oracle's Solution for Smart Cities: New York

Connecting Cities and Citizens

Challenge

Prior to 2003, when New York City's 8 million citizens wanted to contact city agencies, they needed to leaf through 10 pages in the telephone book in the hope of finding the right number.

Solution

New York City implemented a 311 Citizen Service Center, leveraging Oracle's Siebel CRM applications and Oracle's Fusion Middleware infrastructure to link the CRM system as a shared service to the 40 departments and their existing IT systems and resources, thereby making the city more accessible to constituents.

Results

The New York City 311 system not only gives citizens access to the city government, but also allows the city government to hear from its citizens. Data provided by Oracle's Siebel applications allows the mayor and government officials to identify and solve problems, as well as improve service processes and target resources.

Target Markets

Local Government administrations.

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