

# ERP for Municipalitys

# Organization Overview

01

## Demographics & Population

Over 450,000 residents spanning families, young adults, and retirees across diverse socioeconomic backgrounds.

02

## Organizational Structure & Resources

Comprised of 29 departments with 1,500+ full-time employees and supplemental temporary staff, managing an annual budget of £4.2 billion for public works, social programs, maintenance, and personnel.

03

## Services & Strategic Vision

Operates daycare centers, sports facilities and psychological counseling centers, with strategic goals of sustainable urban development, digital transformation, and citizen-centric service delivery.

## Challenges & Pain Points

Financial, HR, fleet, inventory, and citizen service processes are manual and siloed, causing delays, inconsistencies, and poor citizen satisfaction; integrated modules for finance, HR, procurement, asset management, CRM, and project management will automate workflows, centralize data, and enhance transparency.

**Data inconsistency and fragmented records**

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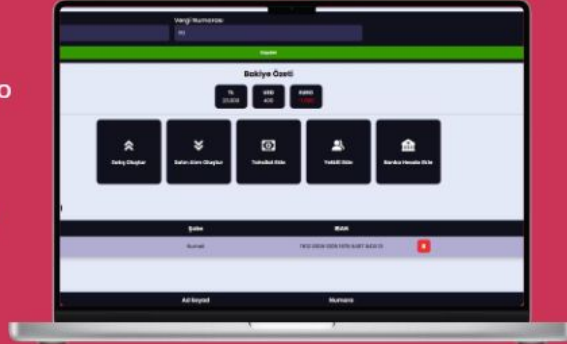
**Time loss in manual approval workflows**

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**Delayed and incomplete reporting; lack of transparency**

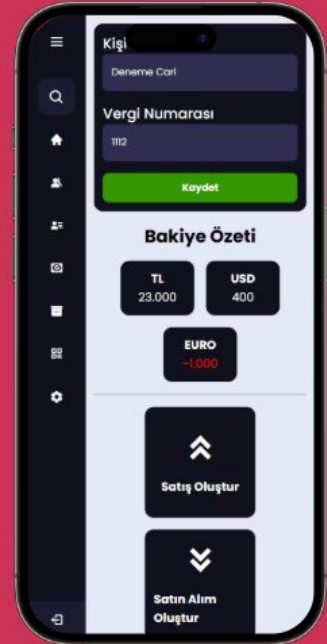
## Fully Customizable

Completely customized modules designed to align seamlessly with unique business requirements, ensuring flexibility and adaptability to address specific operational challenges and enhance overall efficiency.



## Access from anywhere

Use your computer or phone work remotely and stay connected effortlessly.



## User-Friendly

Designed with a simple, intuitive interface that prioritizes ease of use, minimizing the learning curve for new users while enhancing productivity and ensuring a seamless experience for all levels of technical expertise.



## Selected Modules

01 Finance & Budget

04 Asset Management

07 Appointment Scheduling

02 HR

05 Citizen Relationship  
Management (CRM)

08 Business Intelligence &  
Analytics

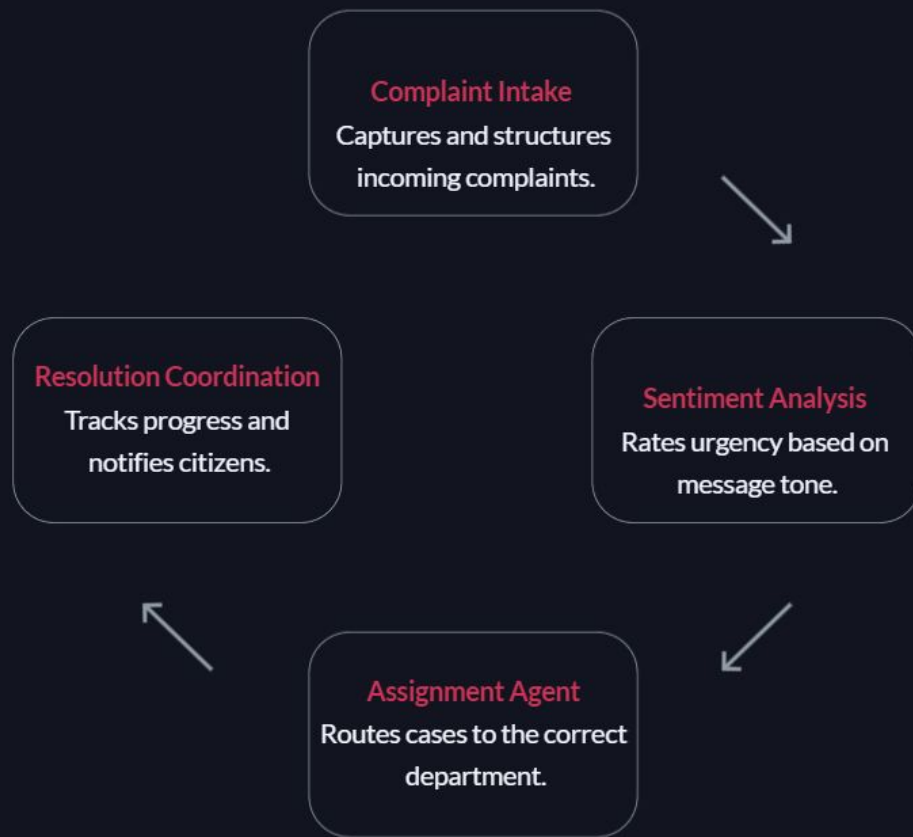
03 Procurement & Inventory

06 Project Management

09 Document Management

Agent System

## AI Agent Solutions



A four-agent AI system instantly captures, prioritizes, assigns, and manages resolution of citizen complaints while keeping stakeholders informed in real time.

**PHP**

**MySQL**

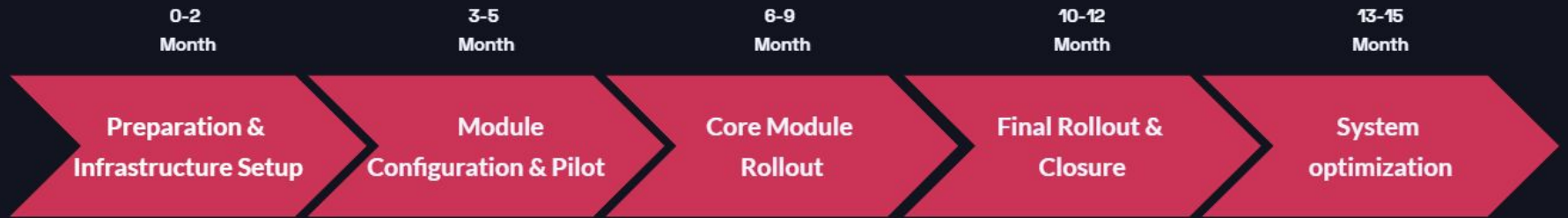
**OpenELM**

**Firebase**

**Redis**

**WebSocket**

# Implementation Strategy





## Risk Analysis & SWOT

### Strengths

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- 01 Centralized data infrastructure

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- 02 Process automation

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- 03 Increased transparency and auditability

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- 04 Improved speed and accuracy in reporting

### Weaknesses

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- 01 High initial investment cost

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- 02 User resistance

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- 03 Operational disruptions during the transition

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# Risk Analysis & SWOT

## Opportunities

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- 01 Integration with e-Government services

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- 02 Smart city application initiatives

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- 03 Centralized resource planning capabilities

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- 04 Increase in citizen satisfaction and trust

## Threats

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- 01 Risk of cybersecurity attacks

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- 02 Inadequate training and user adoption

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- 03 Rising software licensing costs

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- 04 Hardware failures

# Potential Risks and Mitigation

01

## Cost Overruns

Phased purchasing, strict budget tracking, and multiple suppliers.

02

## Employee Resistance

Change management, early user involvement, reward systems.

03

## Technical Failures

Redundant hardware, 24/7 monitoring, disaster recovery planning.

04

## Data Security Breaches

Data encryption, regular penetration testing, and strict access control

# Long-Term Development Strategy

## Data Analytics & BI

- Advanced reporting and forecasting using a central data warehouse



## Mobile Field Apps

- Real-time data entry and monitoring from the field

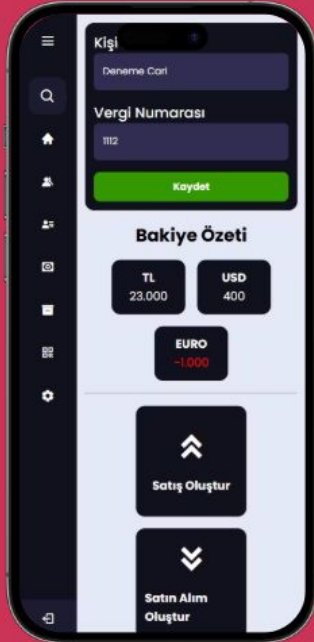


## IoT Integration

- Automation of asset management through sensors and tracking

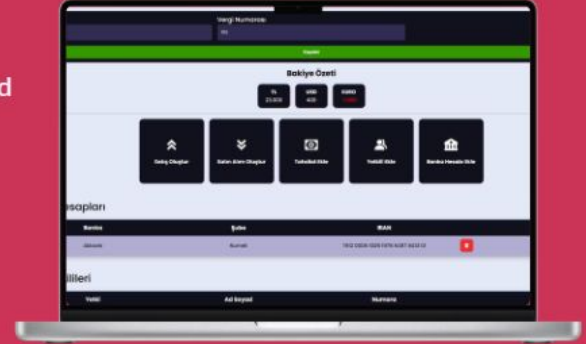
## Technological Compatibility

We designed the system for seamless integration with modern tools, ensuring high performance and scalability across all devices.



## User-Centric Interface

The design prioritizes ease of navigation and clarity, ensuring users can quickly access core functionalities. Clean layouts and intuitive visuals reduce learning curves, enhancing user engagement.



## Aesthetic Consistency

The visual design follows a cohesive color scheme and modern typography to maintain professionalism. These elements reinforce brand identity and make the interface visually appealing.



## Goal

Our goal is to improve operational efficiency by simplifying processes, reducing costs, and optimizing resources to boost productivity.

## Vision

To become a leading ERP solution that effectively addresses all municipality needs, supported by cutting-edge, next-generation technologies.



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