

Transforming Citizen Support in Evanston, Illinois

The Challenge

For years, the City of Evanston, IL, faced a persistent challenge with its citizen support system. Director Sue Pontarelli and her team grappled with inefficiencies and limitations in their existing systems. Despite efforts to provide quality service, they found themselves constrained by outdated technology and inadequate support.

As the city prided itself on innovation and responsiveness, they sought a solution that could keep pace with their forward-thinking approach.

The Solution

In their quest for improvement, Evanston turned to Catalis, a leading provider of citizen support solutions. Recognizing the need for a modern and efficient system, they implemented Catalis' Request Management Enterprise (RME) solution through the 311 Evanston app for contacting the city. This robust solution offers a plethora of features, including built-in advanced reporting, and intuitive citizen and staff applications. The decision to switch to Catalis was driven by the company's commitment to innovation and attention to detail, aligning perfectly with Evanston's vision for the future.

The implementation process was seamless, with Catalis providing dedicated support and in-person training. Bruce Lee, their assigned lead project manager, worked closely with Director Pontarelli to ensure a smooth transition. The training sessions were deemed phenomenal, empowering the city staff to leverage the full potential of the new system.


The Results

Catalis' 311 Evanston app has revolutionized citizen support in Evanston, IL, streamlining interactions and enhancing municipal services. Positive feedback underscores its success, solidifying Evanston's reputation for customer service excellence and innovation.

"The new app from Catalis for contacting the city is amazing and is making the call and citizen support center more efficient."

Sue Pontarelli

City of Evanston, IL, Director

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