

CUSTOMER SUCCESS STORY

Enhancing Citizen Services with AI and No-Code



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Modernizing citizen services for 675,000+ residents with **AI-native 311 operations**

675k+

RESIDENTS SERVED

24/7/365

CITIZEN SERVICE OPERATIONS

1000+

CASES DAILY

180+

CASES UNIFIED



CITY OF BOSTON PROJECT OVERVIEW

4

**Months – initial
deployment timeline**

180

**Service types
consolidated**

1

**Platform for
connecting dozens
of departments across
Boston operations**

From brittle legacy infrastructure to agile AI-native citizen services

Before vs. **After.**

Before

- ✗ 15-year-old on-premise 311 infrastructure
- ✗ Fragmented service request categories
- ✗ Slow vendor-dependent changes and updates
- ✗ Limited cross-department coordination
- ✗ Manual routing and inconsistent visibility

After

- ✓ Cloud-native AI-powered platform
- ✓ Simplified intelligent case management
- ✓ Internal teams launching improvements in days
- ✓ Unified workflows across city departments
- ✓ Centralized dashboards and real-time case tracking



Outcomes

- Faster citizen service delivery through intelligent routing and centralized workflows
- Major reduction in operational dependency on vendors with internally managed development
- Accelerated innovation cycles — improvements deployed in days instead of weeks
- Improved transparency and visibility across requests, departments, and resident interactions
- AI-ready digital foundation for future agentic automation and predictive public services

Thank you!

