

MODERNIZE CITIZEN SERVICES WITH CANADIAN LOCAL GOVERNMENT SOLUTIONS

Empower staff. Optimize operations. Better engage with citizens.

Dominic Systems' Local Government Services help Canadian municipalities, crown corporations, and public sector entities transform how they serve citizens using solutions built on the Microsoft Dynamics 365 and Power Platforms.

Our solutions improve citizen engagement, streamline operations, empower employees, and improve service delivery through practical digital modernization that integrates with existing systems.

Our goal is to Provide municipal staff with a single, configurable workspace that adapts to government processes, integrates with back office systems, and supports secure, compliant service delivery across departments.

About Dominic Systems

Dominic Systems Limited is a Canadian consulting firm specializing in Government & Public Sector digital modernization using Microsoft technologies.

**Proudly
Canadian**



Optimize Operations

Reduce administrative work, automate routine tasks, and eliminate disconnected systems to improve response times and resource utilization.

Scalable Solutions

Support organizations of all sizes—from small towns to large public service providers—with platforms that grow with demand and integrate seamlessly with existing systems.

Enhanced Citizen Engagement

Establish a centralized, efficient, and transparent single point of access for non emergency and emergency services.

Unified Omnichannel Experience

Provide consistent citizen experience across web, mobile, social, email, and phone by integrating all channels - eliminating silos and preventing repeat data entry.

Personalized Citizen Experience

Deliver real time support, tailored services, and consistent interactions across every touchpoint to improve satisfaction and engagement.

Data Driven Insights

Leverage dashboards and analytics to monitor performance, allocate resources effectively, and continuously improve citizen satisfaction.

Ensure Security, Privacy and Compliance

Our solutions meet the highest Canadian and International requirements for privacy, security and accessibility including, but not limited to, complying with PIPEDA (and provincial equivalents), CASL, and AODA, as well as meeting various CCCS (Canadian Centre for Cybersecurity) standards.

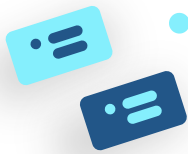
SUPPORT CITIZEN SERVICES ACROSS DEPARTMENTS

Local Government Solution Areas

1. Citizen Engagement Solutions Non-Emergency Services

- 311 Solutions
- Event & Volunteer Engagement Portals
- Transparency & Open Data Portals

Citizens can submit requests, track progress, and access information through a single, consistent interface—while staff manage all interactions from one system.



2. Citizen Engagement Solutions Emergency Services

- Community Safety Engagement Platforms
- Digital tools that help governments, police, and public-sector organizations connect with residents to share information, gather feedback (surveys, maps, forums), and build trust through two-way communication — making public safety more collaborative, transparent, and data-driven.

3. E-Government Services

- Accelerated Permit & License Processing
- Rezoning Application Management
- Grants Management

Applicants benefit from clear status updates and self-service access, while staff gain structured workflows, automated approvals, and centralized records.

4. Incident & Service Management

- 311 Solutions
- Transportation & Maintenance Optimization
- Field Operations & Mobile Dispatch
- Geospatial Information Services and Integration
- IT Service Management (ITSM) & IT Asset Management (ITAM)

These solutions connect citizen requests directly to crews, assets, and data required to resolve issues quickly and efficiently.

Why Choose Dominic Systems

Familiarity:

Stay Within the Microsoft Ecosystem. Most **Canadian municipalities already use Microsoft 365**. By leveraging **Power Apps, Power Pages, or Dynamics 365**, municipalities remain within a trusted and familiar ecosystem.

Versatility:

We tailor solutions for governments and public-sector organizations of all sizes—from communities with a few thousand residents to national service providers with thousands of staff.

For more information on our Government Services, please contact Dominic Systems at:
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