

Reimagining Citizen Engagement for the Modern Municipality

Why UpCITY 365?

UpCITY 365 tailors Microsoft Dynamics 365 Customer Service for municipal 311

UpCITY 365 fills the gap with a configurable framework tailored for municipalities



No vendor lock-in



**Built to configure—
not customize**

Built for cities,
backed by experts

➔ Key Features:

- **Smart Request Discovery**
Find service types fast
- **Dynamic Forms & Routing**
Fewer errors, faster resolutions
- **Integrated GIS Mapping**
Visualize requests in real time
- **Built to Evolve with Microsoft**
Always current—no rework required

➔ Get in Touch:

Learn how we're transforming 311
for municipalities across North America

WWW.UPZOIDS.COM

Modern 311 for Smarter Cities



Backed by years of 311 experience with Dynamics 365 and Power Pages, UpCITY 365 is a purpose-built framework for modern municipal service delivery



Our team includes Microsoft MVPs and municipal CRM experts

CITIZENS

Easy self-service across devices

AGENTS

Guided workflows & smart intake

IT MANAGERS

Designed with Microsoft standards and long-term maintainability

BUSINESS USERS

Real-Time reporting & analytics

What customers are saying:

“ UpCITY 365 provided exactly what we needed—a 311 solution that works out of the box, but still lets us customize on our terms. ”

Mike Wilk -Business Integration Manager | 311
City of Lethbridge

How to engage:



Schedule a Demo



Ask about Municipal Success Stories



Contact us:
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