My Local Services
The virtual village square for your community

"My Local Services" is the app for municipalities and local bodies. Residents are given a simple digital channel to receive information from the municipality and other local bodies such as associations, businesses and tourist institutions and where they can express their concerns. Thanks to news notifications and reminder functions, the app provides residents with helpful information for everyday life – for example, on current road closures or paper collection dates. A practical help in everyday life.

"My Local Services" is simple to use

– "My Local Services" is a fast and secure information and interaction channel for municipalities and other local bodies (associations, businesses, tourism, etc.).
– With "My Local Services", municipalities and other local bodies such as associations, maintenance depots, tourism organizations or schools can communicate proactively.

– Residents can find the information relevant to them via the app on their smartphone.

Advantages of the "My Local Services" app

– "My Local Services" promotes an active community life.
– Residents can report issues directly in the app via the damage report notification system. This relieves the burden on the municipality's staff.
– The municipal administration is given a user-friendly channel to provide information on all the news from the administration.
– The app is not limited to news from the public administration: local businesses can also place information and news, and events can be advertised in the events calendar. This makes the app a practical companion in everyday life.
– The solution is secure, simple, user-friendly and accessible.

– Data protection and the security of the access processes are guaranteed at all times. Data will not leave Switzerland and will not be passed on to third parties.
– Municipalities can choose which modules they wish to offer to their residents. Local bodies promptly publish information via their own access to "My Local Services". However, thanks to a simply designed approval process, the municipality retains control over its communication.
– Residents decide themselves whether they wish to receive push messages and from which local bodies. In the waste collection calendar, for example, they can choose the types of waste (such as rubbish, paper, green waste, etc.) for which they wish to receive notifications.

News and special reports

As a municipality or local body, you can publish the latest news, information or special reports in the "News" module. App users receive only the information relevant to their place of residence.

Digital waste collection calendar

The digital waste collection calendar takes into account the community's local waste collection plans and the place of residence of the app users. If they wish, they can receive push messages reminding them of collection dates. This saves you having to send chargeable SMS messages as a municipality. Changes in dates from the regular waste collection calendar can be communicated as special notifications. This prevents the streets being lined with household waste around public holidays. Special notifications differ visually from regular messages.

Notification system

Using the notification system, app users can send suggestions, submit reports concerning damage to public infrastructure and give positive feedback directly to the municipality. The simple system helps municipalities to process notifications efficiently and promotes participation by residents.

Business

Offer more visibility and a greater penetration rate to local business. The app enables business owners to tailor their services, delivery options and contact information directly to residents in your municipality. App users can browse through offers in the map and list view and use the contact details to make contact directly with the business of their choice. Thanks to push notifications, app users can stay informed about the latest offers. The filtering function also allows users to gain a rapid overview of services from specific sectors.

Events

This module allows events in the region to be announced. A basic functionality enables events to be displayed from an individually selectable geographical area. If a relevant event is missing from "My Local Services", it can be added easily and free of charge. Event organizers have the option to offer tickets. The ticketing solution is free of charge for event organizers with a maximum ticket price of CHF 100. The tickets are offered via "My Local Services" and can be paid for and obtained via a third-party app. The event information, option to add events independently and free ticketing solution are provided by Eventfrog AG in Olten.
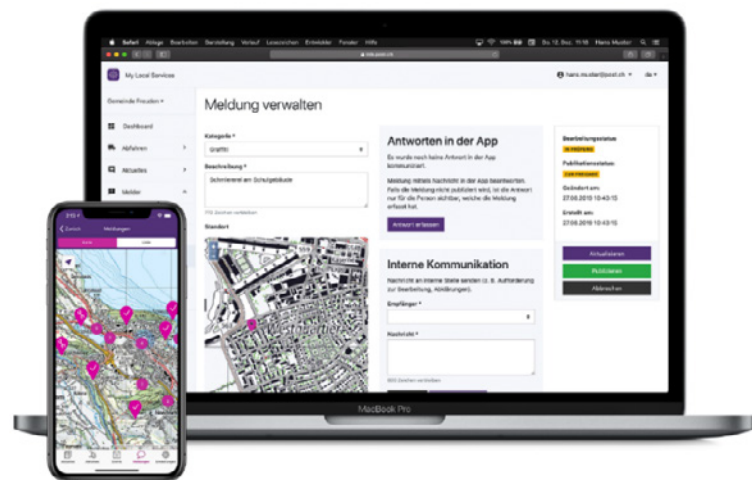
" The young population in particular is difficult to reach via our traditional communication channels such as printed magazines or websites. With My Local Services, we bring together information from a wide range of bodies on a single platform, communicate in a timely manner and increase reach. **"**

Andrea Erni Hänni, Mayor, Heimberg