Streamlining the Complexities of a City

Citi is helping cities stay competitive with innovative, state-of-the-art technology and simplified administrative procedures.

Efficiency Transformation from the Top Down

Around the world, cities are facing the challenge of serving the growing needs of all their constituents on a cash-strapped budget. Bridging this gap requires innovative thinking and practical solutions.

By embracing new technologies and processes, city leaders can improve city efficiency, simplify their financial processes, deliver better services and better manage cash flow, all resulting in critical cost savings.

Pursuing digital solutions like eGovernment and consolidating work channels through shared service centers ultimately helps governments, businesses and citizens participate in a more efficient city and engage with a robust economy.

Consolidating Administrative Functions and Services

A. Multiple Government Agencies
B. Centralized Electronic Billing
   Shared service centers allow for streamlined, cost effective bill processing and revenue collection
C. Actionable Business Intelligence
   Increased oversight and performance analytics via secure data warehouse
D. Multiple Communication Channels
   Services are accessible via mail, walk-in/kiosk, phone, online, and mobile app, maximizing ease and convenience for users
E. Citizens and Businesses
   Can expect consistent online billing and payment options

Opportunities

$500mm
saved by 2014 via NYC’s Simplicity Plan, which maximized government efficiency

90%
of countries have an online system for calculating and filing taxes

~€150bn
The amount saved in the medium term by cutting EU Administration costs by 25% in 2012

Case Studies

Citi helps cities rationalize their bank account structure and apply automatic sweeps to maximize efficient cash use.

Warsaw, Poland
The Government of Warsaw improved their efficiency and working capital by working with Citi to overhaul cash management and bank accounts.

Hong Kong, Hong Kong SAR
Citi provided the Government of Hong Kong with purchasing cards, streamlining procurement / payment processes for low-value purchases.

Citi’s NetBanking Payment Gateway consolidates and facilitates a number of transactions through a single portal.

Mumbai, India
The Municipal Corporation of Greater Mumbai used Citi’s eGovernment Portal, allowing greater access to services in a more convenient manner.

Visit our website to learn more about how Citi is helping cities streamline their administrative services.