Run a smarter city

C2 is an all-in-one affordable IT service management (ITSM) platform developed to save you time and increase operational effectiveness across all services and departments.

Ok, cool. What do you care about another acronym, though?

The truth is you shouldn't. You want results. Municipal governance is a tough and often thankless job—there's inventory to deploy and manage, requests to process, budget constraints to respect, codes and regulations to comply with, optimizations to implement, and, above all, residents to delight. Unfortunately, chances are you're too busy putting out fires to even think about challenging the status quo of how your city works.

It's not all doom and gloom, however: there is a way out of the chaos and towards control. It just so happens that it's called ITSM—and C2 is the most accessible and easiest to adopt among these solutions.

"We categorize the requests according to the various departments of the city, which allows us to better organize our interventions. If, for example, several requests come from the leisure department, we will come once to do all the necessary work. Before C2, we couldn't do such planning so easily."

Jean Bissonnette
IT Director
City of Candiac

Let's break it down:

Headache	C2	New normal
We don't have the financial resources	Most affordable ITSM on the market	Building a smart city while staying on budget
We don't have the time or human resources, either	Implementation and configuration experts with tailor-made solutions	Improved efficiency without the need to untangle complex new processes
We don't know where to start	Workshops, assessments and training to pinpoint your priorities and get rid of silos	Painless transition towards better organization
We're worried about data security	ITIL, ISO and SOC-certified and fully compliant	You and the residents sleep soundly with privacy protected from threats
Our inventory management is a mess	Cross-department inventory, easy categorization and prioritization of interventions from one place	A clearer view of how you use assets to enhance residents' quality of life
We improvise when it comes to processing requests and tickets	Pre-built templates and automated workflows	Improved support for both your colleagues and external requestors
We'd like to simplify approvals	Customizable and automated processes	More done in less time and with more transparency
Integration with other tools sounds like a chore	User info synchronizations and centralization for all your systems	You now orchestrate all your operations from the same place
We don't have a user-friendly self-service portal for residents	Combines all of the above features into a single point of contact	Residents can count on municipal services and your city's reputation is on the rise

Invest a bit of time and resources now to save hundreds of hours down the line—all the while meeting institutional rules, implementing continuous improvements and monitoring your progress.

Discover C2 to serve your residents better: c2-itsm.com

Learn more

C2

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