

Improving the customer experience in municipalities

About us

GHD is a global professional services company that leads through engineering, construction and architectural expertise. GHD Digital is our digital transformation team that combines digital tools, technologies and innovative mindsets with 90+ years delivering engineering, architecture, environmental and construction services.

✳ ghd.com/digital

The mission

70%

of residents in the City of Kitchener prefer to complete transactions online but could not always find what they were looking for.

The challenge

5.5K+

citizens wanted services to be made available online and preferably, in one central place.

The solution

GHD Digital's Citizen Portal (MyKitchener) brings all municipal information and updates to one convenient place.

It is a secure, single sign-on platform that uses existing user data to tailor municipal content related to existing preferences, behaviours and interactions.

The result

The MyKitchener portal offers a streamlined path to city services, products and engagement. Municipal information is now more discoverable, accessible, and relevant through a centralized and personalized experience, and content is delivered in a way that not only increases transparency and trust, but also encourages engagement among citizens.

For the client – This new platform and portal enabled the client to their digital transformation efforts, improving service levels and reduce costs.

For the end user – Thousands of citizens are able to easily access city services, pay for property taxes and so much more, all from the comfort of their home.

The business impact

10K+

residents signed up and actively started using the portal, within the first months of launching

100K+

dollars estimated to be saved annually with this solution, by The City of Kitchener



Customer engagement

↳ **“The MyKitchener portal will forever change the way citizens interact with the City”.**

Mayor of Kitchener, Ontario, Canada, Berry Urbanovic City