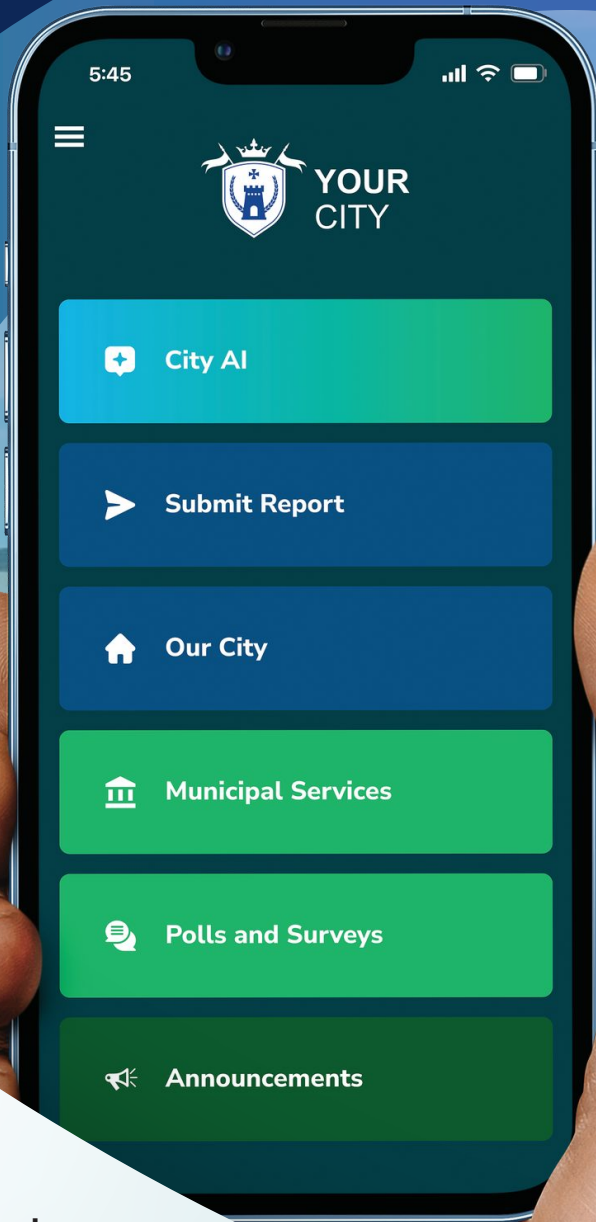


CITY IN MY HAND

Municipal Digital Transformation



The best way to introduce digital solutions to your local government.



National Digital Infrastructure Award

SITA GovTech 2026
1st RUNNER-UP

4.8



80,000+ Reviews

+1.2 Million
downloads



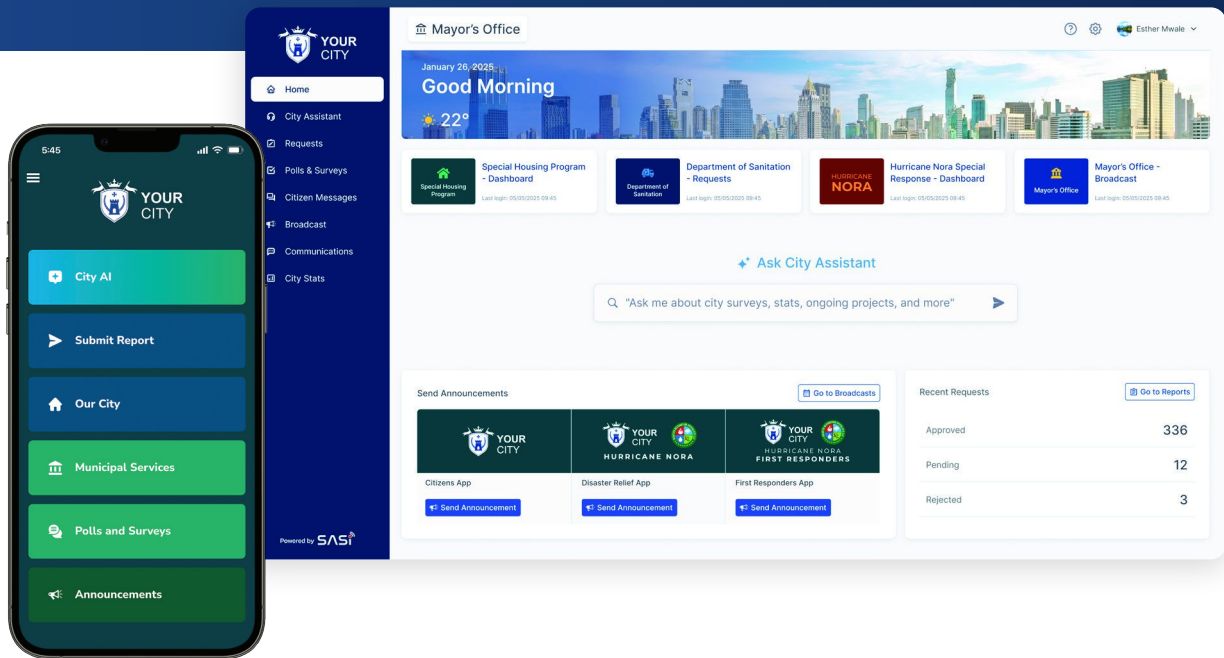
SASi

CITY IN MY HAND REIMAGINING LOCAL GOVERNANCE IN THE AI AGE



CONNECTING CITIZENS & MUNICIPALITIES

City in My Hand is a citizen mobile application and a complete municipal backend platform, delivered as one service.



Citizen Mobile Application



Municipal Platform

City in My Hand modules



AI Incident Reporting



AI City Chatbot



Direct Messages & Announcements



Municipal Resources & Services



System Integration Hub



Polls & Surveys

Add-on modules



Cemetery management



WhatsApp Integration



Appointments & Scheduling



Permits & Licensing



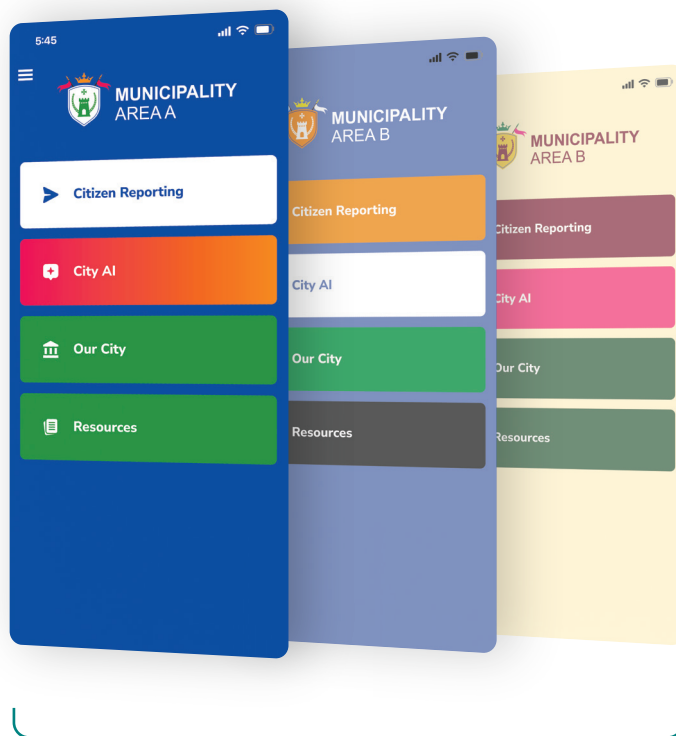
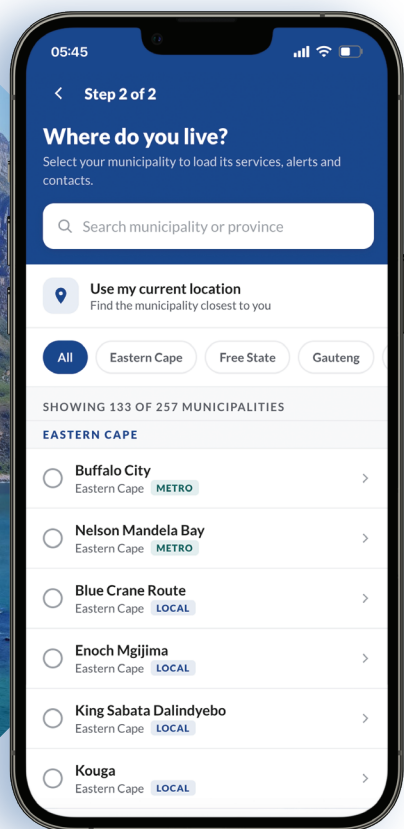
My Pet



Custom Municipal Services

A NATIONAL APP FOR EVERY MUNICIPALITY.

Citizens can access their municipality's services through the national City in My Hand app, making deployment and access easier.



MULTIPLE MUNICIPALITIES, ONE APPLICATION

1 Open the app

Download City in My Hand



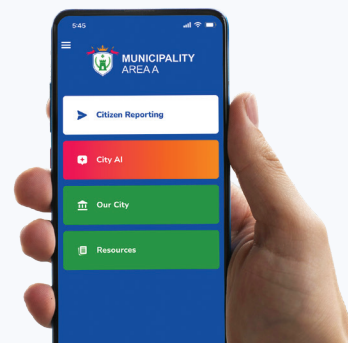
2 Choose your municipality

Search or select where you live



3 Access your services

Access local services, information and updates.



Deploy your own branded app

Have your municipality's branded app available on the app store and play store, as well as in the City in My Hand app.

- ✓ Your logo and branding
- ✓ Your app in the app store
- ✓ Powered and supported by SASI

BUILT FOR THE SERVICES YOUR COMMUNITY NEEDS

Add the departments and services your municipality needs, giving residents one place to access them all.



Cemetery Services

Find a grave, book a burial and request maintenance



Pet licensing

Register a pet, renew a licence and report a stray.



School Transport

Routes, stops, alerts and driver information



Report an issue

Report potholes, water leaks, dumping and more.



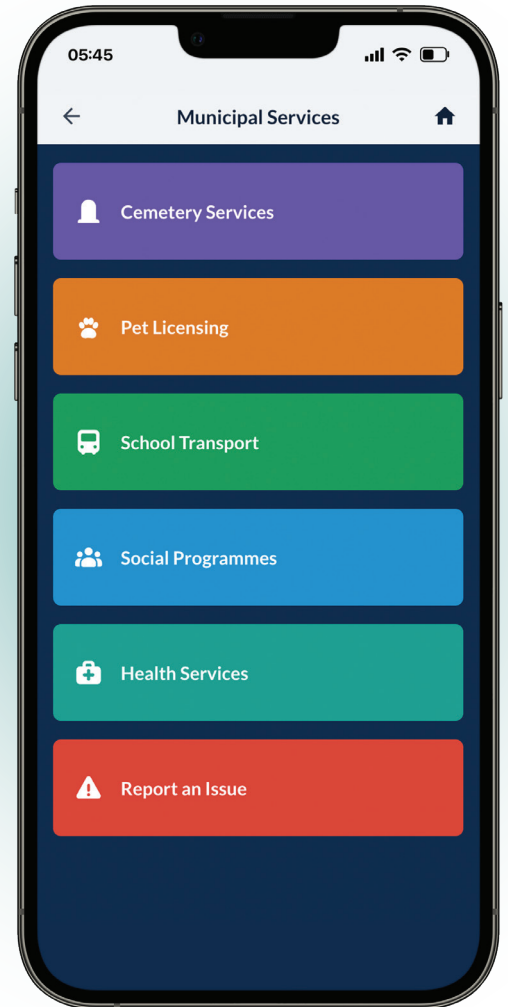
Payments & billing

Pay municipal bills, fines and other fees securely



Health Services

Find a clinic, book an appointment and view info



Easier to find

Residents can quickly find the services they need



Greater access

More residents can use your existing services



Less manual enquires

Reduce calls and walk-in enquiries.

AI BUILT FOR LOCAL GOVERNMENT

Get instant answers to municipal questions, in your preferred language.

AI Chatbot



Ask about municipal services and requirements



Book appointments and municipal services



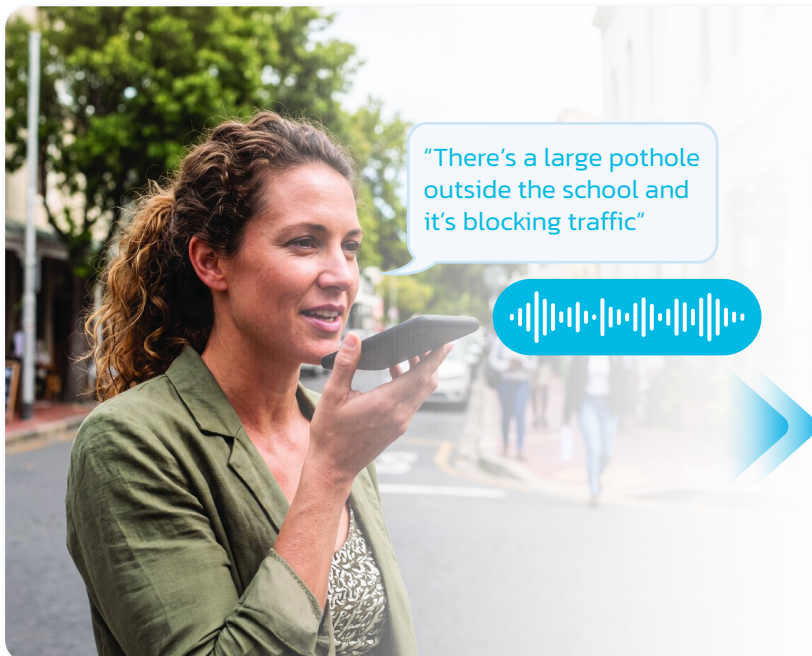
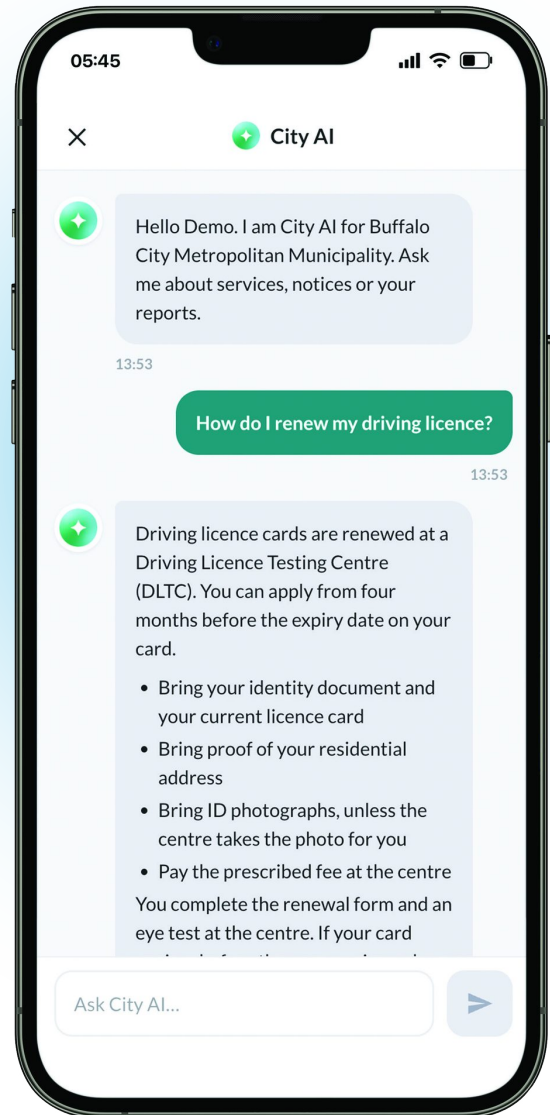
Track collection and service schedules



View rates, payments and municipal policies



Find your nearest municipal office



Citizen Reporting Enabled by AI

Describe the incident using your voice. AI captures the details and creates a structured report.



Voice note analysed by AI



AI understands and creates a report

FROM A VOICE NOTE TO A RESOLVED ISSUE

AI sorts hundreds of citizen reports and routes them to the right teams. Field staff and contractors update cases through the Municipal Operator App as they resolve issues, helping you track progress and keep residents informed.



1. Reported

Resident submits the report



2. Assigned

Sent to the right team



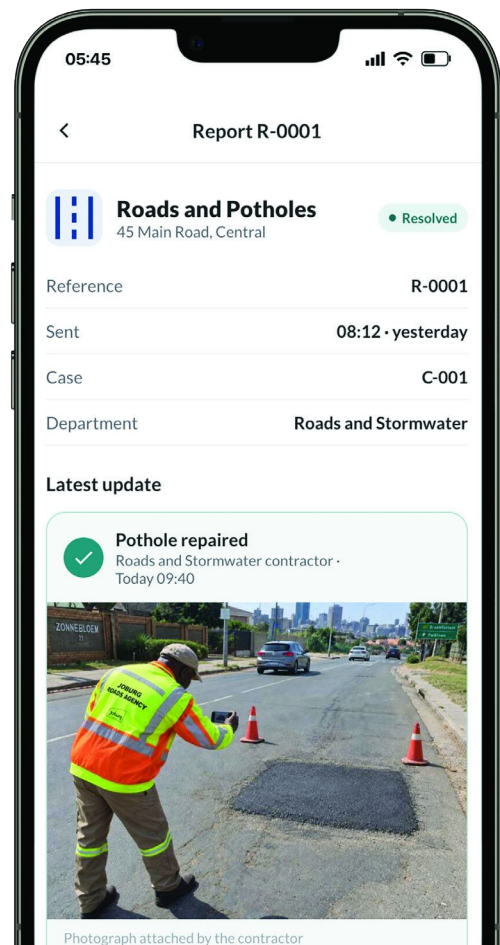
3. Fixed

Crew completes the work



4. Resolved

Resident is updated



Keep residents informed

Residents receive updates at every stage, so they always know what's happening with their report.



Reported



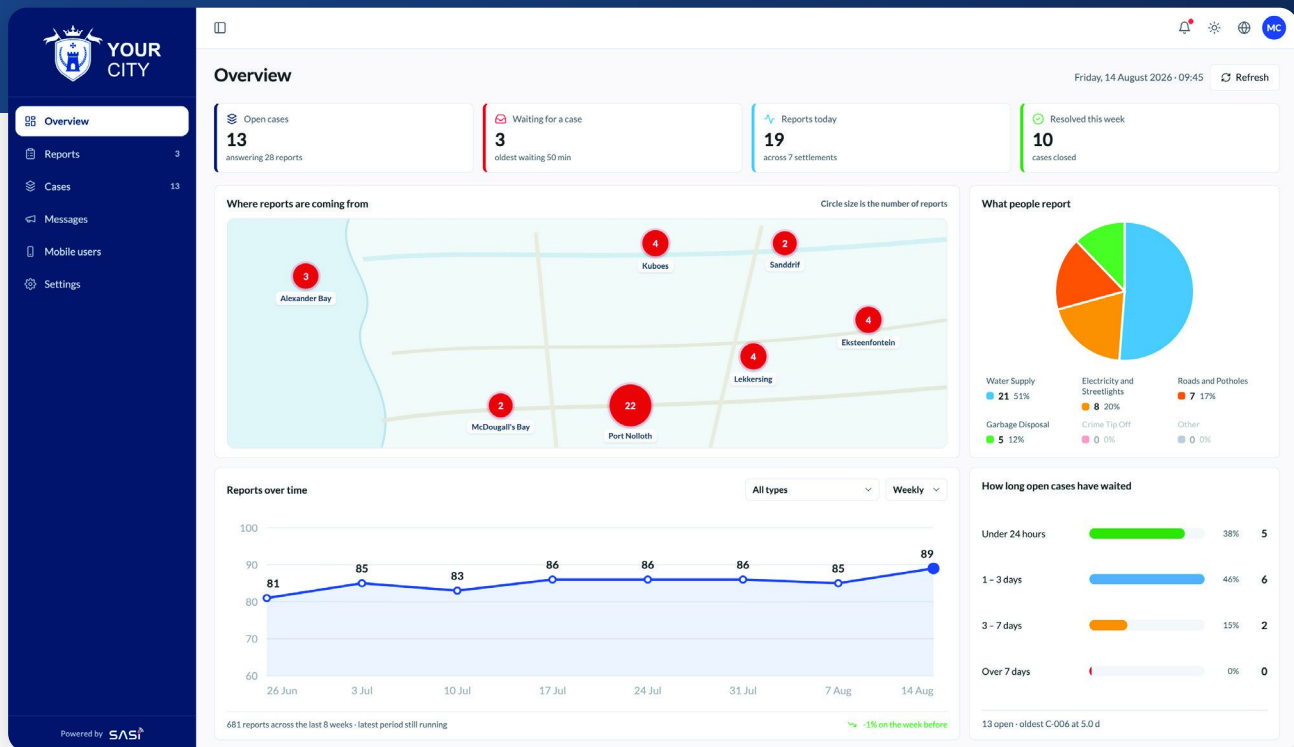
In progress



Resolved

THE MUNICIPAL PLATFORM

An AI-native platform for municipal staff. AI assisted workflows allowing you to give your people the voice they want.



Reports & Cases

Track every report to resolution.



Citizen Communication

Reply and keep citizens informed.



Polls & Surveys

Understand community needs.



Announcements & Alerts

Send news and alerts instantly



And more!

Solve what matters most.

AI helps municipalities identify the few issues that create the biggest impact, so teams can focus resources where they can make the greatest difference.



Just
3%
of issues



can cause up to
90%
of citizen frustration



Focus on what matters

Address the right issues and create a bigger impact with fewer resources

THE RESULT



Efficient work

AI enables more without the burden



Citizens feel heard

A never before possible channel to their government



A City seen acting

Your work is seen and notified



Higher satisfaction

Better feeling about governance.

SEE WHAT'S HAPPENING ACROSS YOUR MUNICIPALITY

All reports, cases and service requests in one monitoring console.

YOUR CITY

Overview

Reports3

Cases13

Messages

Mobile users

Settings

Powered by 

Cases

Cases23Groups2

Open cases13of 23 total

Duplicate reports6cases with more than one

Unassigned2no owner yet

Search cases...

Filters

All time

☐	STATUS	REF	CASE	LOCATION	REP
☐	Acknowledged	C-023	 Burst water main flooding Main Road Water & Sanitation · D. Basson	 Port Nolloth	
☐	In progress	C-013	 School transport road washed out Roads & Stormwater · J. Obies	 Kuboes	
☐	Acknowledged	C-014	 Streetlight pole leaning over the pavement Electricity · K. Swartbool	 Alexander Bay	
☐	In progress	C-017	 Sewage overflow at the primary school fence Water & Sanitation · D. Basson	 Lekkersing	
☐	In progress	C-018	 Repeated outages with a buzzing transformer Electricity · K. Swartbool	 Kuboes	
☐	Acknowledged	C-020	 Village without water since Monday Water & Sanitation · D. Basson	 Eksteenfontein	
☐	Acknowledged	C-006	 Dark stretch between the clinic and the houses Electricity · K. Swartbool	 Lekkersing	
☐	In progress	C-009	 Blocked stormwater drain on the seafront Water & Sanitation · D. Basson	 Alexander Bay	



Less manual work

AI sorts and routes reports automatically.



Focus on what matters

See high-priority issues at a glance.

AI takes reports into action.

	OPENED	GROUP	PRIORITY
10	14 Aug 2026 07:52	—	Emergency
1	11 Aug 2026 17:22	Road repairs – norther...	High
1	12 Aug 2026 08:47	Streetlight repairs – A...	High
3	12 Aug 2026 12:40	—	High
2	13 Aug 2026 09:05	—	High
2	13 Aug 2026 16:40	—	High
1	9 Aug 2026 10:15	Streetlight repairs – A...	Medium
1	10 Aug 2026 11:03	—	Medium



Analyses

Understands the report and identifies key details.



Categorises

Identifies the type of issue or service.



Prioritises

Determines which reports need attention first.



Routes

Sends it to the right department or team.



Case Matching

Links related reports to the same case.



Residents feel heard

Keep citizens informed as cases progress.



See the bigger picture

Understand what's happening across the municipality.

ARTIFICIAL INTELLIGENCE OPTIMIZED

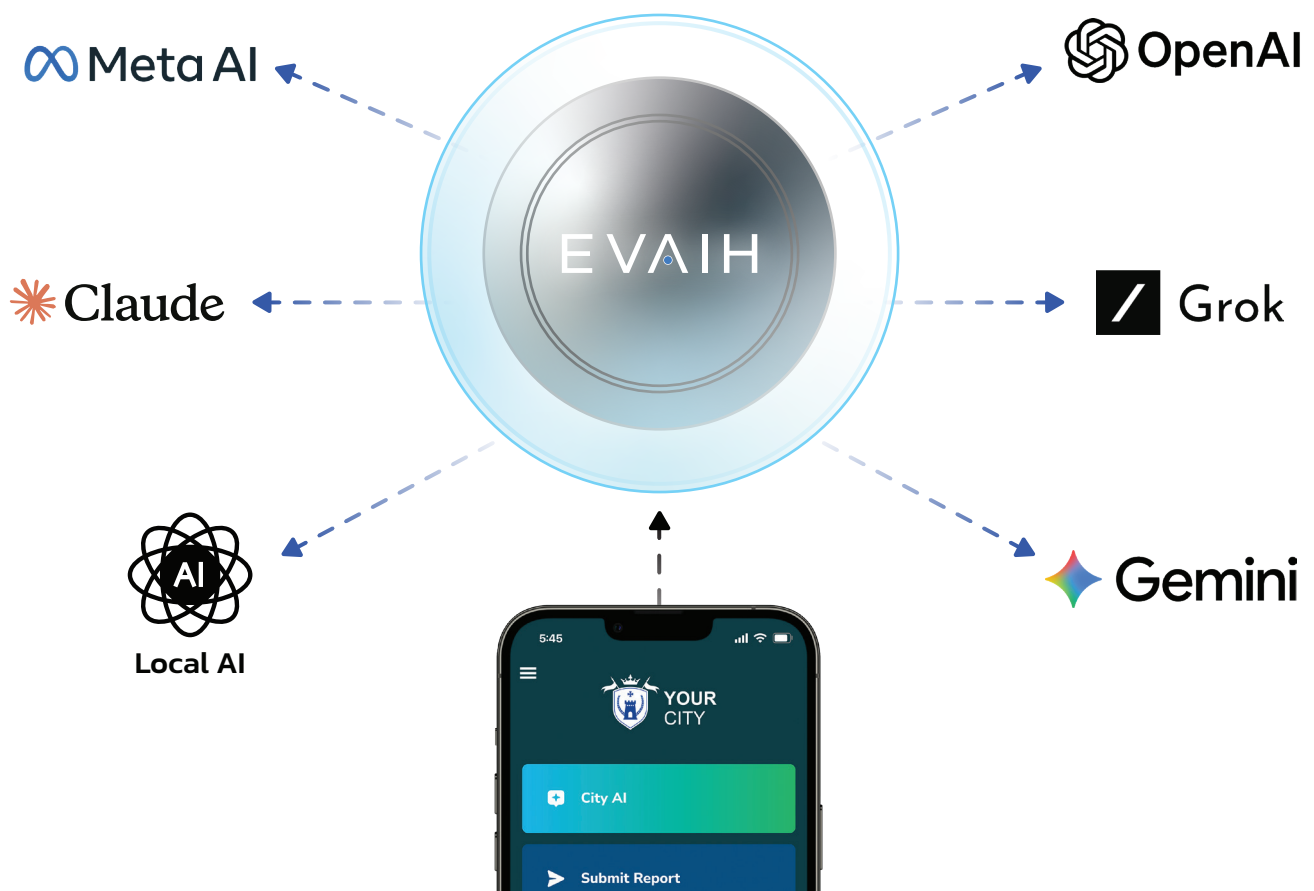
EVAIH is SASI's proprietary hub for optimising AI usage in local government. A municipality chooses which models it wants to implement across City in My Hand, and the hub sends every request to the model that will answer it most accurately and efficiently.

EVAIH Echo Vision Artificial Intelligence Hub

- ✓ Customized chatbots
- ✓ AI data analysis
- ✓ Automatic User-Individualized Prompt Engineering
- ✓ Compatible with local AI solutions

Intelligent routing to AI service providers

EVAIH scores each request by task type, language, cost and sensitivity, then routes it to the best-fit model. The scoring is adjustable to each government's own requirements.



Your data stays in your jurisdiction

Each municipality chooses its own data residency – including a local AI model for a fully on-premise deployment

GOVERNMENT-ORIENTED TECHNOLOGY

Technology designed around government needs, providing secure and effective access to your city's digital services.



Offline/Online



Low storage requirements



Multi-language
(including right-to-left languages)



Compatible with low-resource phones



Customize to culture



Personal data security



User friendly UI/UX



Structured for Scale
(City population)

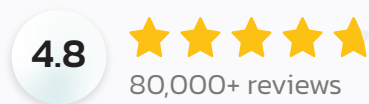


Data and Security

- ✓ Customizable access controls (App and Monitoring)
- ✓ Local data hosting supported
- ✓ ISO 27001:2002 certified
- ✓ International data security standards such as LGPD and POPIA
- ✓ Compatible with local AI solutions



Trusted Partner for Government Solutions



1.2+ Million
downloads



Development Superheroes Award
Inter-American Development Bank



SELECTED PUBLIC-SECTOR PROGRAMMES

