M2SYS eGov Platform

Advancing digital transformation for better governance

Civic Services

Law Enforcement

City & Municipality Digitization

Workflow Automation

Education

Judiciary

Healthcare

M2SYS is a globally recognized digital transformation and citizen identification technology firm. Our software has been used for thousands of projects across different government sectors all around the world. Our eGov platform innovation enables us and our partners to rapidly build and integrate AI/LLM solutions at a very affordable price point.

The **M2SYS** eGov Platform Is Open for All

The **M2SYS eGov platform** revolutionizes software development for government contractors, enabling faster, easier, and more cost-effective project delivery. Acting as a flexible operating system, it integrates third-party systems with tailored AI applications, streamlining digital transformation efforts reducing the risk associated with manual development.

Modernize Law Enforcement

- Law Enforcement Management System
- ID & Records Management
- Parole Management System
- Prison Management System
- BI & Data Analytics

Modernize public services

- City & Municipality Modernization
- Public Health
- Schools & K-12
- Parks & Recreation
- Housing Development

How the **M2SYS AI Platform** Helps Government Contractors:

Faster Development Cycles

Automates workflows with AI and zero-code tools, cutting development time and meeting tight deadlines.

Cost Efficiency

Reduces expenses by minimizing coding requirements and simplifying maintenance through reusable components.

Scalable Flexibility

Cloud-based architecture ensures robust performance, adapts to high traffic, and evolves with project needs.
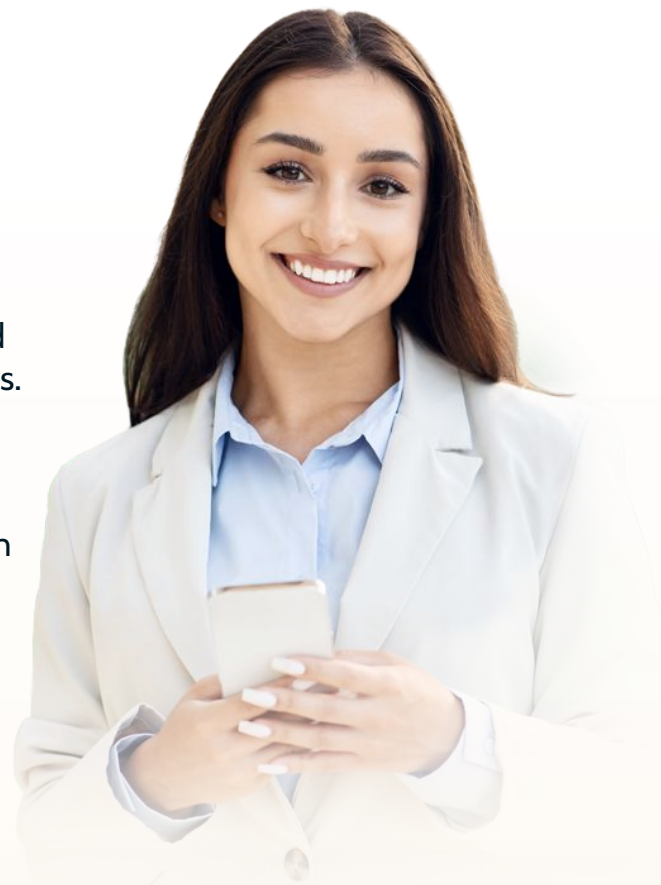
Seamless Integration

Open architecture supports easy connectivity with existing and new systems, enhancing solution capabilities without vendor lock-in.

M2SYS AI empowers contractors to innovate and deliver efficient, scalable, and compliant solutions, driving faster government digital transformation.

One Platform to Automate All Govt. Operations

M2SYS eGov is revolutionizing public services, safety, and health, transforming how governments serve their citizens. From streamlining bureaucratic tasks to enhancing safety measures, artificial intelligence is driving more efficient, transparent, and responsive services. This breakthrough technology empowers governments to fulfill their mission with unparalleled efficiency and cost-effectiveness, delivering a new era of public service excellence.

Integration

Data Transformation

Zero-Code

Workflows

SMS

M2SYS eGov Platform

Conversational AI

Dashboards & Reports

Web/Mobile Apps

Citizen Identification & Management

Public Health Services

Law Enforcement & Public Safety

Education Services

Urban Development & Infrastructure

Judicial Services

Immigration & Border Control

Public Transportation

Smart City & Municipality

M2SYS accelerates **Government Digitization** Project **by 95%**

M2SYS eGov is a platform that system integrators can configure for any government digital transformation project globally. It incorporates automation, AI, biometrics, and seamlessly integrates with any third-party system. Integrators can modify identification criteria, workflow automation, user interactions, and more within hours – just connect your existing systems with our engine!

AI/LLM

ERP

M2SYS eGov Platform

No AI Knowledge Required

Start developing without needing to learn anything new.

All-in-One AI Tools

We handle all the complexity, so you don't have to.

A Single, Holistic AI Solution

eGov platform is your solution for streamlining government operations.

eGov - Public Service

The modernization of public service through eGov technology is transforming community development, enhancing the quality of life for residents. By digitizing public services such as Urban Development, schools, and K-12 education systems, governments can streamline operations and improve access to essential resources. This innovative approach empowers local authorities to manage community projects more effectively, ensuring that development initiatives are both sustainable and responsive to the needs of residents.

Public Service Suite

Citizen Identification Management

Schools & K-12

Community Development

Parks and Recreation

City & Municipality Modernization

Parks and recreation services also benefit significantly from eGov digitization, offering citizens easier access to information about recreational facilities, events, and programs. By implementing AI platform, municipalities can enhance community engagement, monitor park usage, and efficiently allocate resources. The result is a more vibrant and connected community, where citizens can easily participate in local activities and access services that promote well-being and social interaction
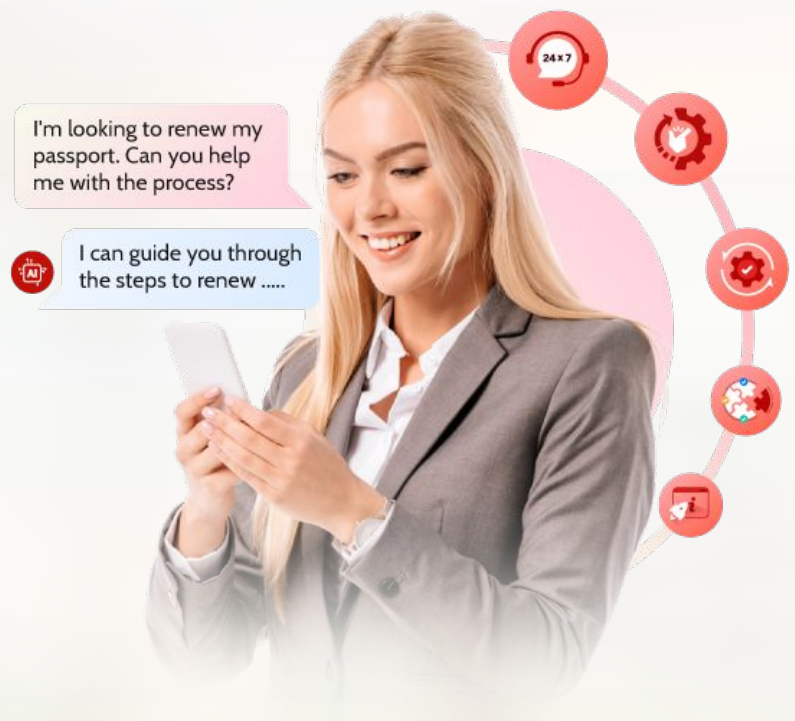
AI Assistant

AI Assistant
Good Day, Emma.
How can i help you?

Emma
How can I renew my driver's license?

AI Assistant
To renew your driver's license, you'll need to visit the nearest DMV office..I

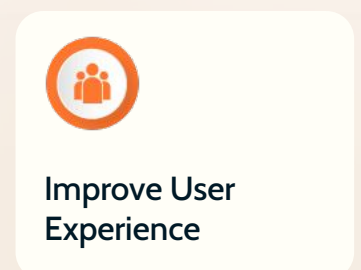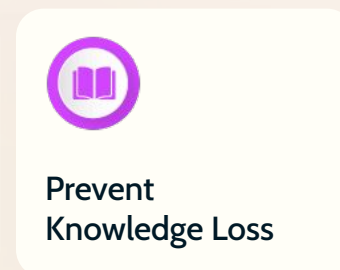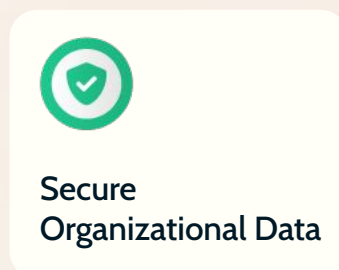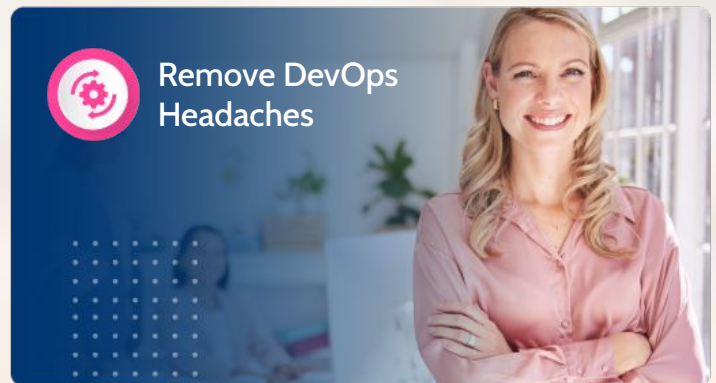# Empowering Public Services with
GenAI

Unlocking Efficiency, Accessibility, and Boosting Citizen Engagement

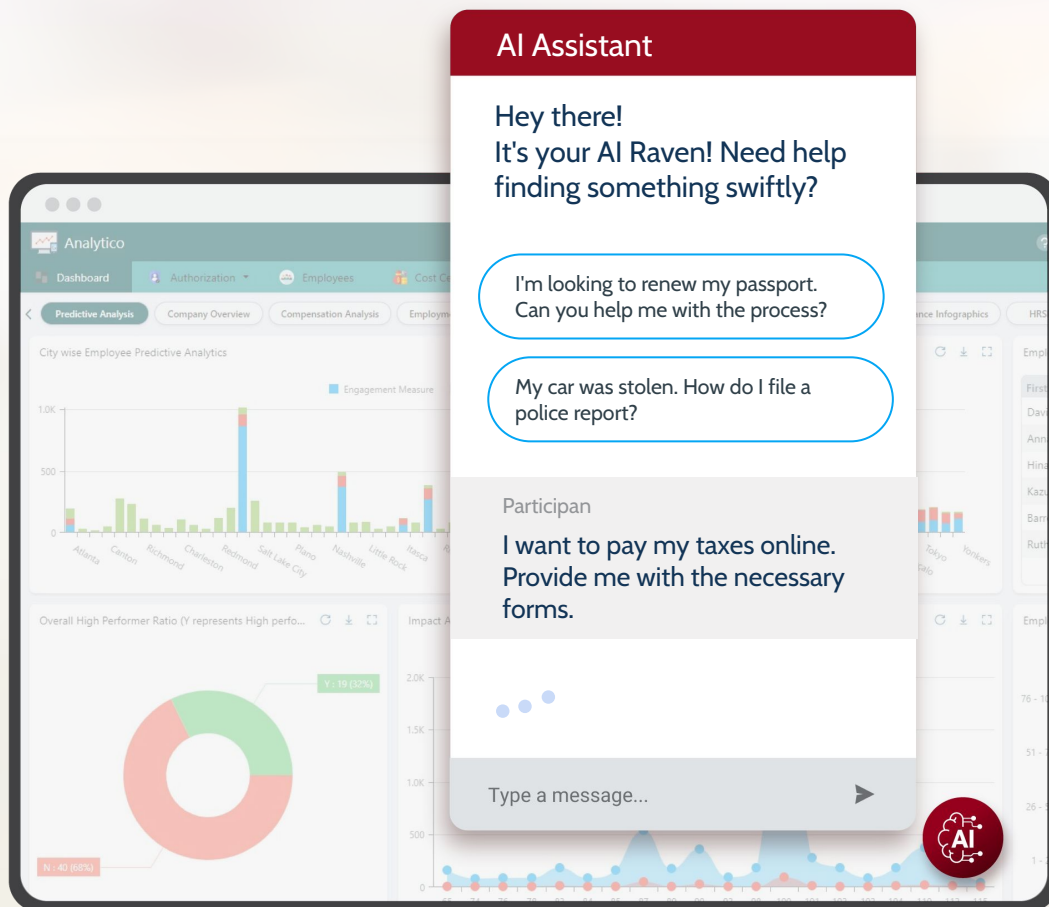# Enhancing Public Services With Conversational AI

M2SYS' GenAI is a catalyst for prompt citizen service, delivering significant efficiency by providing instantaneous access to government services. This technology ensures that citizens no longer encounter cumbersome bureaucratic delays or prolonged waiting times when seeking information or assistance. Through its seamless interface and intelligent automation, citizens experience hassle-free access to a myriad of services. Whether it's obtaining information, filling out forms, or seeking guidance, the AI Assistant swiftly navigates citizens through the process, saving time and enhancing overall satisfaction.

I'm looking to renew my passport. Can you help me with the process?

I can guide you through the steps to renew .....

Why Choose M2SYS Conversational AI?

Keep Up With AI/LLM Tech

Hi, 👋 I am an AI assistant. I am here to help.

Remove DevOps Headaches

Reduce Developer Dependency

Secure Organizational Data

Prevent Knowledge Loss

Improve User Experience

AI Assistant to Enhance Citizen Experiences

AI Assistant

Hey there!
It's your AI Raven! Need help finding something swiftly?

I'm looking to renew my passport. Can you help me with the process?

My car was stolen. How do I file a police report?

Participan

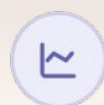I want to pay my taxes online. Provide me with the necessary forms.

Type a message...

- Answer common questions about government services.
- Guide citizens through the completion of online forms.
- Collect feedback from citizens about government services.
- Report accidents, incidents, or issues through natural AI conversations.
- Provide safety instructions during emergencies.
- Employees can access information related to government policies.
- Permit requests for construction, event planning, and other activities.
- Provide information about tax-related matters.
- Easily file complaints regarding various issues.
- Make reservations and manage appointments easily.

City & Municipality **Modernization**

Revolutionize urban governance with our customizable City & Municipality System! Effortlessly manage property, permits, codes, and licenses. With smart city management for traffic and utilities, and optimized public transportation scheduling, elevate urban efficiency to new heights with eGov

Property Management

Streamlines property information, ownership, citations, and tax data management for city and municipal authorities.

Public Transportation

Public transportation digitization optimizes urban mobility by enhancing scheduling, routing, and real-time monitoring.

Trade Licenses

Digitizes the application, issuance, calculation, and management of business and property licenses for enhanced efficiency.

Citizen Support

Answers to common questions about government services through conversational AI

Permits

Automate permit requests for construction, event planning, or other activities.

Code Enforcement

Simplifies case management, violation tracking, and inspections to ensure regulatory compliance.

Public Safety

M2SYS eGov Platform enhances public safety by digitizing critical systems such as Law Enforcement Management, Border Management, and Prison Management, enabling real-time data access and streamlined processes for faster decision-making.

eGov - Public Safety

M2SYS eGov Platform is transforming public safety through the digitization of critical systems such as Law Enforcement Management, Border Management, Parole Management, Prison Management, and Military Base Management. By integrating AI solutions, these systems enable law enforcement agencies and security organizations to operate more efficiently, ensuring swift responses to incidents and improved collaboration across various departments.

Law Enforcement Suite

Law Enforcement Management System

Prison Management System

Border Management System

Parole Management System

Military Base Management

Digitizing these public safety systems significantly enhances operational efficiency and decision-making. The Law Enforcement Management System automates report generation and case tracking, allowing officers to focus on proactive policing. Meanwhile, the Border Management System utilizes biometric identification and real-time analytics for efficient monitoring

Conversational AI to Enhance Citizen Experiences

AI Assistant

Hey there!
It's your AI Raven! Need help finding something swiftly?

> I need to know if my flight to New York is on time.

> Please provide me with your flight number or the departure time

Participan
My flight number is AA123.

Type a message...
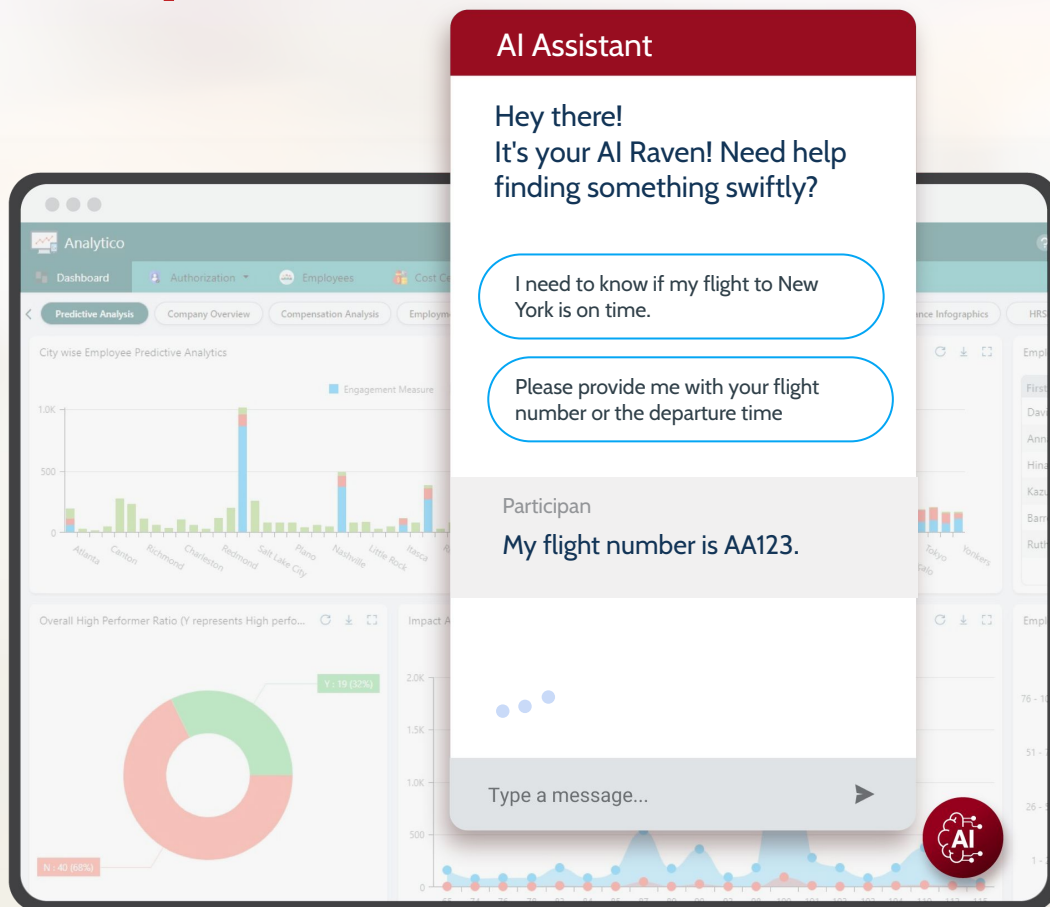
Allow citizens to report crimes, accidents through conversational AI,

Provide round-the-clock support for travelers via chatbots .

Enable citizens to track the status of their reported incidents

Collect insights on traveler experiences through conversational AI

Provide easy access to public safety policies, procedures, and rights

Quickly retrieve information about inmates

Review and summarize large volumes of legal documents

Assist immigration officers by providing quick access to traveler visa statuses

AI serves as a valuable tool to remain current with evolving regulations

Guiding freight carriers through customs declarations

M2SYS eGov Platform

www.m2sys.com   info@m2sys.com

Immigration & Border Control

A modern border solution to ensure fast, safe and smooth border crossing across airports, seaports and land ports to accurately retrieve traveler information.

Digital Document Management
Manage data of visitors from a central application that users can access from any mobile device or web browser.

Workflow Management
Leverage our robust workflow engine to create customized process automation according to specific agency needs.

Traveller Identity Check
Verify if the visitor has previously entered the border by performing an identity check with our biometric features.

Border Crossing Activities
keep tabs on border crossing activities and puts an end to criminals intent on using fake identification.

Multi-Modal Biometric Support
Include face, fingerprint, and iris biometric which allow diverse and in-depth verification to improve data integrity and safety.

Analytics & Reporting
Build highly detailed reports and custom analytics dashboards for real-time insights. send alerts based on data trigger events.

Key Benefits

- Smooth Travel Experience
- Detection of Illegal Identities
- Ensures Seamless Integration
- Requires Fewer Resources
- Enables Faster Deployments

Law Enforcement Management System

A highly configurable Law Enforcement Management System for tracking complaints, investigations, documents, and cases.
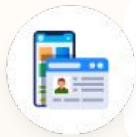
Complaint Management
Enables agents register complaints, understand crime, identify suspects, past records, etc.

Case Diary Management
Update case information from anywhere using mobile devices to speed up investigations.

Offender Database
Maintain a database of complainants, suspects, victims, and witnesses to check record and increase efficiency.

Workflow Automation
Officers receive notifications when a case is assigned or modified, reducing manual effort & downtime.

Photo Capture
Officers can collect pictures of case evidence using smartphone and upload any type of files.

Analytics & Reporting
Custom reports and a customisable dashboard let users make managerial decisions.

Key Benefits

Digitized Recordkeeping

Centralized Database

Integrates Seamlessly

Highly Customizable

Faster Deployment

Prison Management System

A modern jail and inmate management solution to efficiently manage prisoner identities and all aspects of correctional facility operations.

Digital Prison Management
Manage data of operations, facilities, and inmates from a single solution.

Holistic Profiling
Create and manage detailed inmate profiles for robust analytics and reporting.

Customizable Workflows
Create customized workflow for process automations to meet specific agency needs.

Case & Medical Records
Manage the activity trail of inmate cases, such as incidents, court appearances, and more.

Scalable Biometric Matching
The solution has an option to include multimodal biometric matching system for inmate and visitor identification.

Analytics & Reporting
Build detailed reports and custom analytics dashboards for real-time insights.

Key Benefits

Improves Security

Automates Operations

Ensures Seamless Integration

Requires Fewer Resources
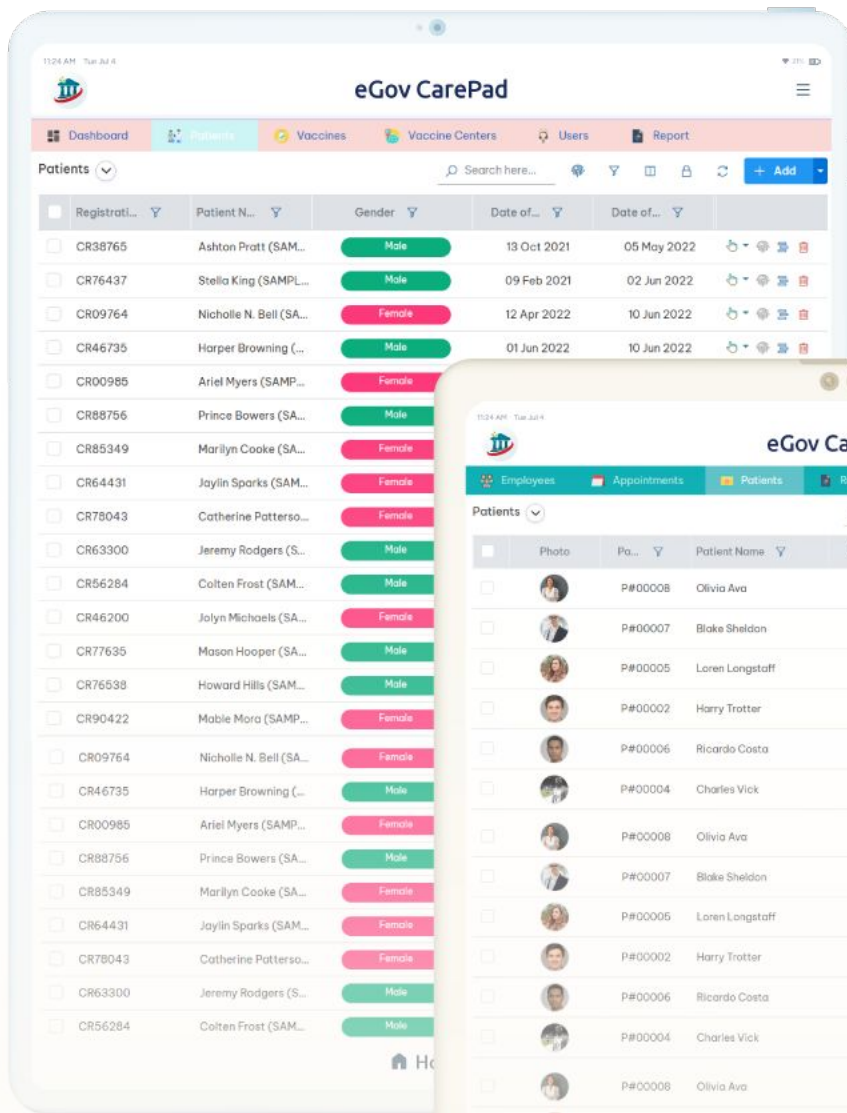
Enables Faster Deployments

Public
Health Services

Empower nurses, administrators, and other users to leverage existing mobile devices to quickly and easily capture and review valuable data, enhancing efficiency across the board.

eGov - CarePad

CarePad offers a modern, intuitive interface for frontline healthcare workers, driving increased patient satisfaction, reducing stress for health professionals, and delivering rapid, personalized support.

Improve Patient Experience & **Reduce** Health Worker **Burnout**

By bringing the entire healthcare system to Android & iOS based devices , we ensure that critical information is accessible anytime, anywhere, facilitating better patient care and streamlined operations.

Patient Identification

Improve healthcare data integrity and patient safety with our biometric matching system. Seamlessly integrate with any existing EHR system.

Compliance Management

Streamlines tracking of training, attendance, and policies to ensure adherence to compliance standards.

Patient Rounding

Help to manage checklists, questionnaires, and tasks for doctors, nurses, and other healthcare professionals.
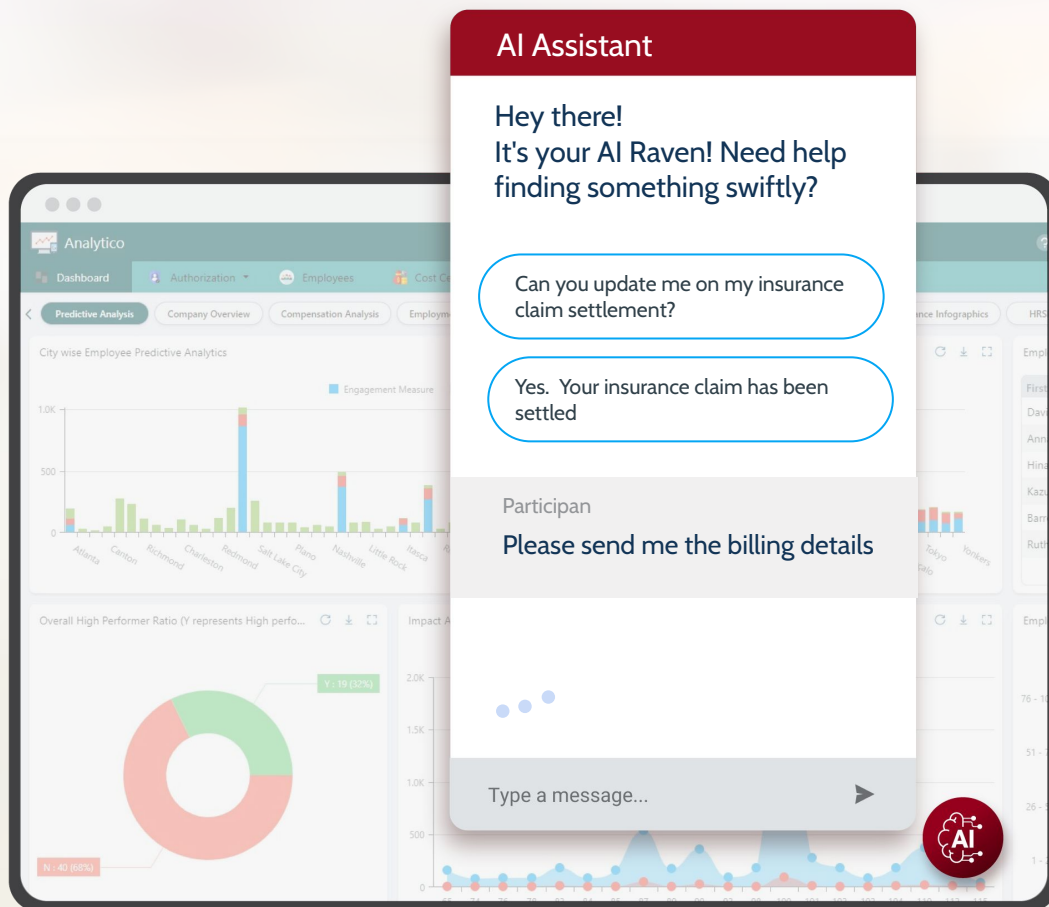
Clinical Trials

With automated recruitment, real-time data collection and AI insights, enhancing efficiency and compliance.

Appointment Management

With conversational AI, patients can book, reschedule, and cancel appointments any time 24/7.

M2SYS eGov Platform

www.m2sys.com   info@m2sys.com

AI Assistant to Enhance Public
Health Services

AI Assistant

Hey there!
It's your AI Raven! Need help finding something swiftly?

Can you update me on my insurance claim settlement?

Yes. Your insurance claim has been settled

Participan
Please send me the billing details

Type a message...

- AI can collect patient information to streamline patient registration
- Staff can access information related to hospital policies
- Collect feedback from patient about hospital services
- Conversational AI can be used to train the doctors and nurses
- Patients can easily manage their appointment through conversation
- Patients can engage with AI to check their insurance coverage
- AI can optimize staff schedules based on patient needs
- Nurses can report any medical emergency using Conversational AI
- AI enables patients to inquire about their hospital bills
- AI can analyze hospital practices to ensure compliance

Technical Platform Overview

The M2SYS eGov platform is a distributed cloud-native system built on a modern open-source technology stack so customers can avoid additional software licensing fees. The platform incorporates a component-based design where application functions are distinguished by independent modules. The design and layout of these modules are fully configurable within the application itself, providing a superior level of flexibility and versatility. With its innovative architecture, customers can dynamically modify the user interface without any code-level development.
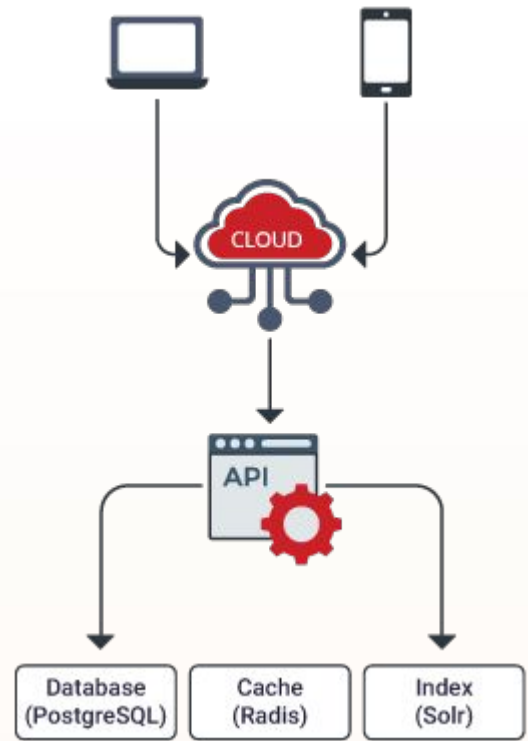
Hosting Environment

Customers deploying on-premise or in their own private cloud will simply set up an instance with the following prerequisites: Linux (Ubuntu preferred) VM with 4 CPU cores, 16 GB RAM, and 100 GB S3 storage.

Our team will install and configure the platform software within this environment so there is no additional burden on the customer. The installation process typically takes no more than a few hours.

Redundancy & Recovery

M2SYS platform instances are always deployed as an active-active redundant pair to prevent system failure in case of an outage.

Data Security

Two different types of encryption are utilized in the eGov platform:

1. Data encryption inside the database.
2. Data encryption at rest.

Our system also supports two-factor authentication, Okta, and Active Directory integration

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Integration Server

The eGov platform supports various ways to integrate with third-party systems. These options enable customers to transfer data from platform applications into other systems as well as pull data from other systems into applications.
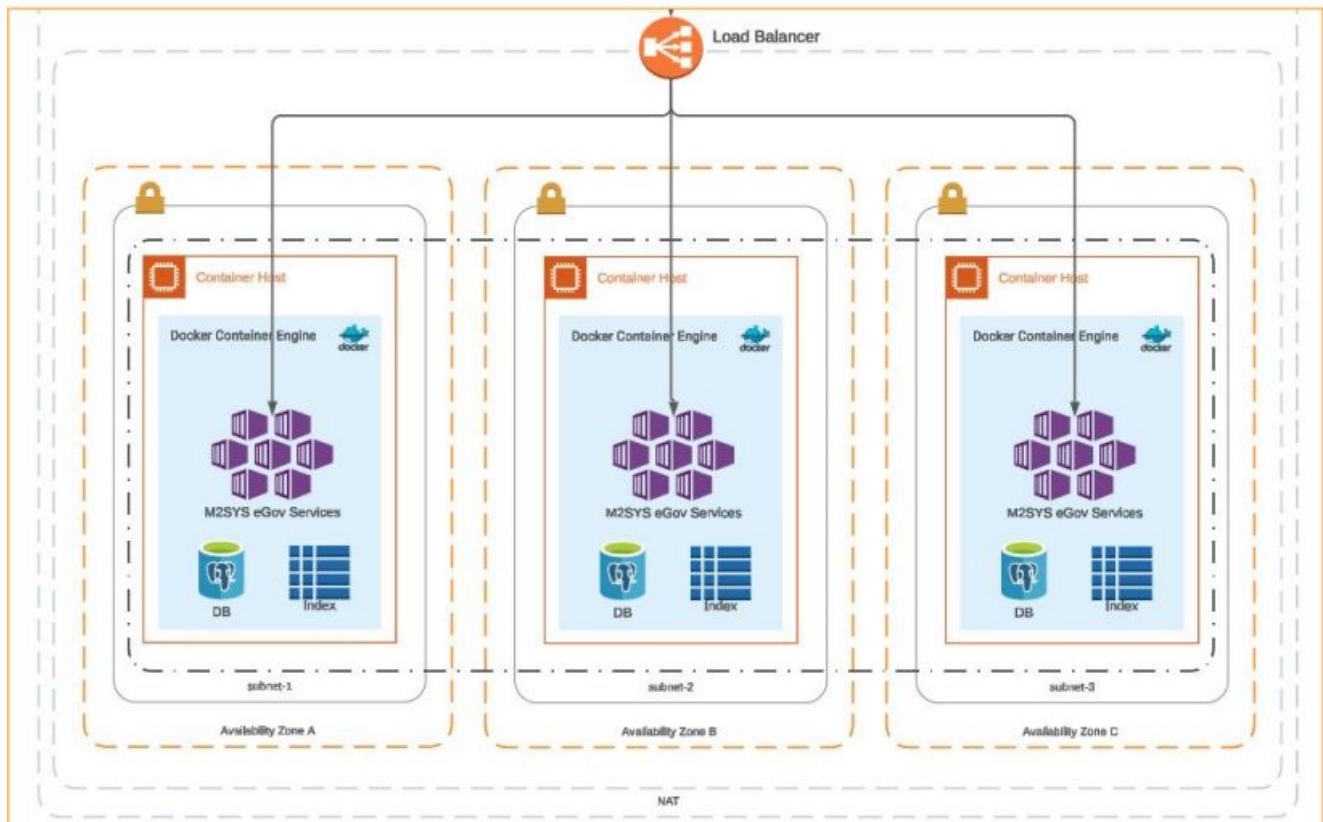
There are five (5) integration options that are available with the eGov platform

1. M2SYS provides a Connector Platform, which includes an SDK to develop native connectors to integrate apps with third-party systems.

2. Integration can be achieved through our Integration Server which exposes a Universal API.

3. A ready-made platform component is available for the open-source Apache Camel integration framework.

4. Zapier can be used to connect eGov with thousands of popular applications without any coding required.

5. Direct integration can be achieved by consuming our REST API.

In addition to these integration options, customers can also export data from eGov applications into a CSV or Excel file format.

Awards

Global leaders in biometric technology, recognized for transforming security and identity solutions with award-winning innovations that drive industries forward.

FROST & SULLIVAN 2011 BEST PRACTICES AWARD — NORTH AMERICAN SPEAKER VERIFICATION BIOMETRICS NEW PRODUCT INNOVATION AWARD

Metro Atlanta Chamber GLOBAL COMMERCE COUNCIL 2014 GLOBAL IMPACT AWARDS — Innovation Category

FIERCE INNOVATION AWARDS 2014 HEALTHCARE EDITION — BEST IN SHOW

CIOReview

InfoWorld

2007 FROST & SULLIVAN Award for Product Innovation

2013 Top 40 Innovative Company in Georgia — TAG Technology Association of Georgia

TAG Technology Association of Georgia — Top 10 Innovative Company in Georgia 2014

Project Sampling

M2SYS technology has been used across a variety of industries and use cases to improve data integrity, automate processes, and strengthen operational efficiency.

Healthcare

HIV Patient Tracking	Blood Plasma Donor ID	Medical Record Integrity

Government

Turkish National ID	Yemen Voter ID	Uganda Pension Distribution

Workforce Management

|		
Location Based Job Tracking	Integrated Labor Tracking	Employee Time Capture

Why **M2SYS?**

Experience

M2SYS is a trusted AI platform that has been delivering digital transformation solutions globally for 20 years.

Technology

We are pioneers in software innovation. Our eGov platform enables the rapid delivery of web and mobile solutions.

Integrity

We are focused on adding value and delivering results for customers while holding ourselves to the highest ethics.
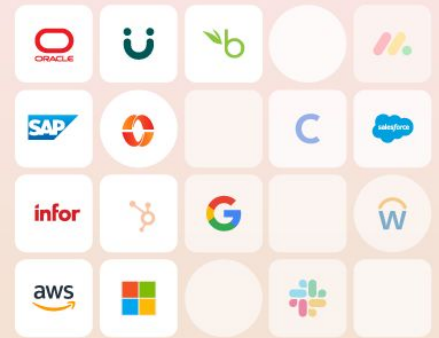
About **M2SYS**

- Founded in 2002; Woman & Minority-Owned
- US Offices: Silicon Valley & Atlanta
- Thousands of clients globally
- Digital transformation expert
- Research & development focused
- Global team

M2SYS eGov Platform

Web: www.m2sys.com   Email: info@m2sys.com