

AI solutions are only as powerful as the platforms they are built on.

Acumen Software is an industry leader in providing highly configurable Mobile Work Management and Asset Management (SaaS) solutions that increase operational efficiency across a variety of industries and organisations, optimising workflows and driving significant growth. Acumen Software's founders, Joao Zoio, Kennedy Mogotsi and Peter Hellberg, have over 90 combined years of industry experience in work and asset management for utilities and councils, including the roads infrastructure sector.

Acumen Software are the developers of Forcelink Mobile Field Services ERP Solution, Powerlink Outage Management System and the My Smart City citizen platform. With this extensive suite of integrated products, Acumen Software is well-equipped to provide a cutting edge AIoT solution like **SPOTTER**.



Forcelink connects geographically dispersed field teams, assets, and customers for enhanced field services management on the move, elevating service quality, response time, customer satisfaction and business revenue.

With over 120 clients and over 170 000 users, including clients such as SANROL, Vodacom and Servest, Forcelink has an extensive track record and a proven history of successful implementations. The product's longevity and reliability provides businesses with confidence in its stability and performance.

Forcelink is highly configurable to meet the needs of each organisation and optimise efficiency. Forcelink's agile nature enables rapid implementation and streamlines field service operations, reducing implementation time to a matter of weeks.



Powerlink is a fully web-based power Outage Management System (OMS), the only of its kind to be provided in a SaaS model. Powerlink is both its own product and an integrated module of Forcelink designed for Power Utilities. Powerlink offers comprehensive outage management functionality that is tightly integrated with Forcelink's Work & Asset Management system to provide a comprehensive solution for managing utility operations.

My Smart City is an award-winning, free to use, solution that empowers citizens, municipalities and councils. Allowing users to log municipal issues such as potholes, out of order traffic lights, water leaks and more. Community members can view and engage with logged issues, as well as stay up to date with the latest news on the platform's social feed. Issues logged on the platform capture geographical coordinates and supporting pictures can be uploaded to streamline the reporting process.

Powered by Forcelink, My Smart City is built on a foundation of extensive knowledge and expertise in Field Services Work Management. When users log an issue, this data is sent directly to our back office where our highly qualified dispatch team collects it into detailed reports which are then forwarded to the relevant city councils.

With real time-notifications and instant communication, My Smart City keeps users up to date every step of the way.

SPOTTER's advantage lies in being built atop not one but two well-established solutions

SPOTTER is an AI detection system engineered to deliver precise, real-time road condition data. Identifying potholes, surface cracks and other road imperfections. **SPOTTER's** robustness and versatility allows for easy installation with minimal maintenance, designed to fit any vehicle. This device minimises the need for manual surveys to optimise budget, resources and service delivery.

SPOTTER seamlessly integrates with My Smart City for efficient road maintenance and citizen engagement. Automatically logging issues and prioritising them based on severity. This integration improves public trust and service transparency.

One of the biggest differentiators of The SPOTTER solution is that it uses machine vision on the edge, meaning that it is performed on the device and then sent back to Forcelink for post-processing. This moves the cost away from the device, making it exceptionally affordable, with a smart backend to then visualise the data.

What makes SPOTTER powerful is its connection to Forcelink and My Smart City, and the backbone that is already in place, along with the integration into municipalities that has already been established. SPOTTER did not require any specifically developed back-office to deal with logging, verification and dispatching, because



that technology already exists. SPOTTER is just adding a new piece of hardware with AI capabilities to alleviate manual logging and make city management fully automatic.

One of the key points with SPOTTER is data validation, making sure that stale data is a thing of the past. That is one of the most common issues we have experienced with My Smart City and Vala Zonke (Our bespoke app developed for SANRAL). There are many different data sources that are logging faults with councils, whether it

is someone logging it by phone call, or whether it's some other platform that's connected to the municipality, leading to a lot of noise for councils to sort through. With Spotter, councils can now reliably sort through verified data. As the **SPOTTER** device is affordable and versatile enough to be installed onto any vehicles that are already driving throughout the city, it requires no extra operational cost. So, these AIoT devices can quietly operate, observing your city, monitoring progress and making your city smart.

