TRUSTED COMPANY. POWERFUL SOFTWARE. LEGENDARY SERVICE.

Single Platform Ease and Efficiency from MaintStar

Asset Management + Land Management + CRM = One Powerful MaintStar Platform

The only thing better than more optimized efficiency is having that efficiency spread throughout your agency with a single platform.

MaintStar's Public Works Suite for enterprise asset management, Community Development Suite for land, permitting, and licensing management, and CivicPoint CRM software systems can be fully-integrated into one, unified, seamless platform. And we don't mean partial, clunky integrations that only sometimes or "sort of" work together. We mean a **single, fluid software experience that is straightforward, secure, easy-to-use, and designed to be custom-configured with every implementation**. Our products all allow for **unlimited users** and are **purpose-built for government.** Step away from those out-of-the-box solutions consisting of multiple different software programs bolted together and slapped with a rebrand. Get to know MaintStar, explore our powerful software products, and discover why we have an **incredible 4.8-4.9/5 customer satisfaction rating**.

MaintStar Public Works Suite for Enterprise Asset Management – All the Asset Tracking You Need. All in One Place

- Track, manage, and budget for assets, while delivering faster, more complete service request fulfillment with **govCIO's Top Public Works Asset Management Software for 2025**
- Generative and agentic AI assistant and public mobile app to fulfill information requests, accept license and permit applications, as well as to route service requests and code enforcement reports
- Complete asset and work order management
- GIS data, aerial imagery, asset location information and online web maps in one database-without an additional ESRI license

- Customizable menus, checklists, tasks, user notifications, screen layouts, colors, and permissions
- Open architecture to integrate with custom or legacy systems
- Unlimited users under one enterprise license
- Modular and scalable to meet your needs today and tomorrow:

  - ***Powerful Modules to manage all your horizontal and vertical assets,*** including Streets & Transportation, Facilities, Fleet, Parks & Landscapes, Sanitation & Wastewater, Storm Water, and Water

  - ***Planning and Budgeting Extension*** to create your entire public works budget, plan spending and track actual spends – powerful, proprietary, and unique to the market

  - ***Work Planning Extension*** to review and evaluate all management units to determine resource allocation across all modules, compare activity-based work plans with actual productivity, determine resource requirements and shortfalls, and calculate average daily productivity

  - ***Asset & Deficiency Field Collector Extension*** to record assets and deficiencies directly into the system with attached GIS-tagged images and locations from the field, and to create work orders and reports from mobile devices

  - ***Asset Lifecyle & Capital Planning Extension*** to project life expectancy and costs for all assets in all modules, track and rate criticality of street and transportation assts with AI-generated criticality scores, and customize optional KPI dashboards

  - ***Inventory, Purchasing & Invoicing Extension*** to maintain an accurate detailed overview of assets, create requisition and purchase orders, and bill residents and businesses for work done on their property.

  - ***KPI Dashboards Extension*** to superpower the standard dashboard with a highly specialized and personally configured dashboard showing progress toward goals tied to key performance indicators

Community Development Suite for Land Management – Powered for Productivity. In the Office and in the Field

- Comprehensive, land and parcel management with end-to-end project management
- Mass notification system to send mass emails or letters to customer-created lists for land use notifications
- Conditional management that ensures compliance with statutes and regulations before projects can move forward
- Powerful workflow designer to create workflows that meet your exact processes and include user- and role-based permissions
- Centralized database enables sharing information across all departments and improved communication between agency offices
- Libraries for jurisdictional codes, documents, and media materials for use internally and on the external portal
- Easy-to-use, modern, and intuitive interfaces
- Robust self-management capabilities for continued backend configuration by staff over time
- Unlimited users under one enterprise license
- Modular and scalable to meet your needs today and tomorrow:
  - ***Powerful Modules to manage all your land and parcel concerns,*** including Planning & Development, Permits, Licenses, Code Enforcement, Inspections, and Short-Term Rentals
  - ***Proprietary Electronic Plan Review*** so contractors can submit their building plans and blueprints electronically. Staff can review plans, share with other teams (e.g., building electric, plumbing), note any missing items or conditions, and assign and track necessary approvals

- ***Field Inspection Mobile App*** to manage inspections, access work orders and other documents, and create reports in the field
- ***Always-open Public Portal Extension*** for contractors, residents, and businesses to access and submit information
- ***KPI Dashboards Extension*** to superpower the standard dashboard with a highly specialized, GIS-supported, and personally configured dashboard showing progress toward goals tied to key performance indicators. Track economic growth, generate reports, and support business planning

CivicPoint CRM – One Digital Front Door to Local Government

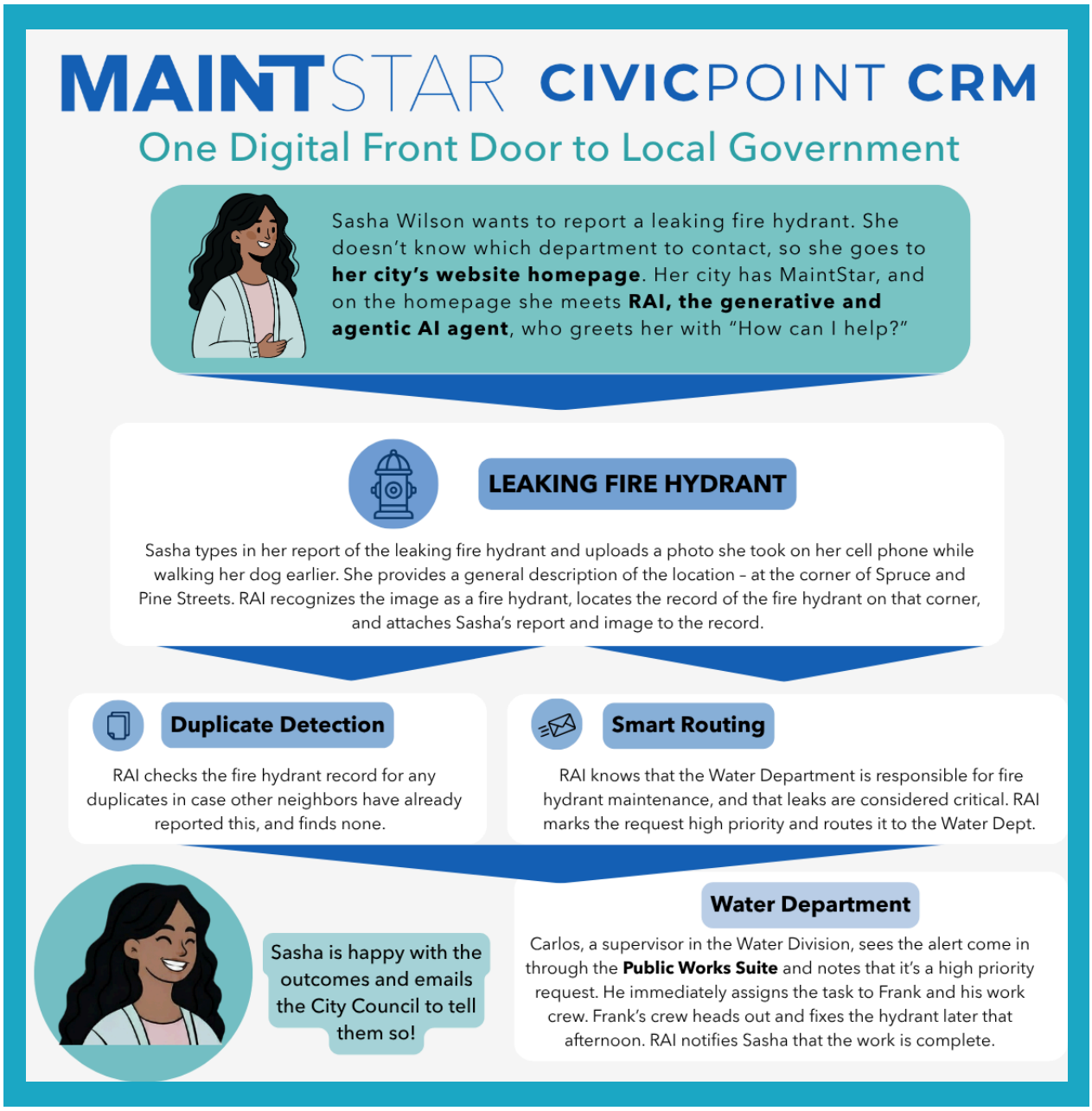
- Highly-configurable, cost-effective, quick to implement, and easy-to-use Customer Relationship Management (CRM) system
- Powerful generative and agentic AI agent, "RAI," uses a smart routing feature to automatically capture and sort requests (including photos and GPS locations), send them to the right department, and keep residents informed throughout the process
- Online, always-open public portal with universal access through the desktop and mobile apps to meet customer needs wherever they are
- AI image and text recognition, analysis, and duplication deflection
- Multi-language and accessibility support to serve your whole community
- Open API architecture for easy integrations with custom or other third-party systems
- Precision reporting improves accuracy
- Universal access on desktop and mobile devices
- Automated logging of all communications with separate areas for staff and public notes
- Faster service responses, better-informed residents, and increased staff efficiency improves public confidence and trust in government

Truly Seamless Integrations are an Efficiency Engine

Facilitate easy constituent service request submission with the desktop or mobile application, powered by our generative and AI agent, RAI. Residents don't have to know which department their submission needs to go to – they just enter the relevant information, and RAI does the rest, including keeping them informed of progress made to complete their request. RAI can accept and read the image and description, identify if the report is a duplicate of an earlier one made by that resident or someone else, create a work order or notice and forward it to the correct department or person.

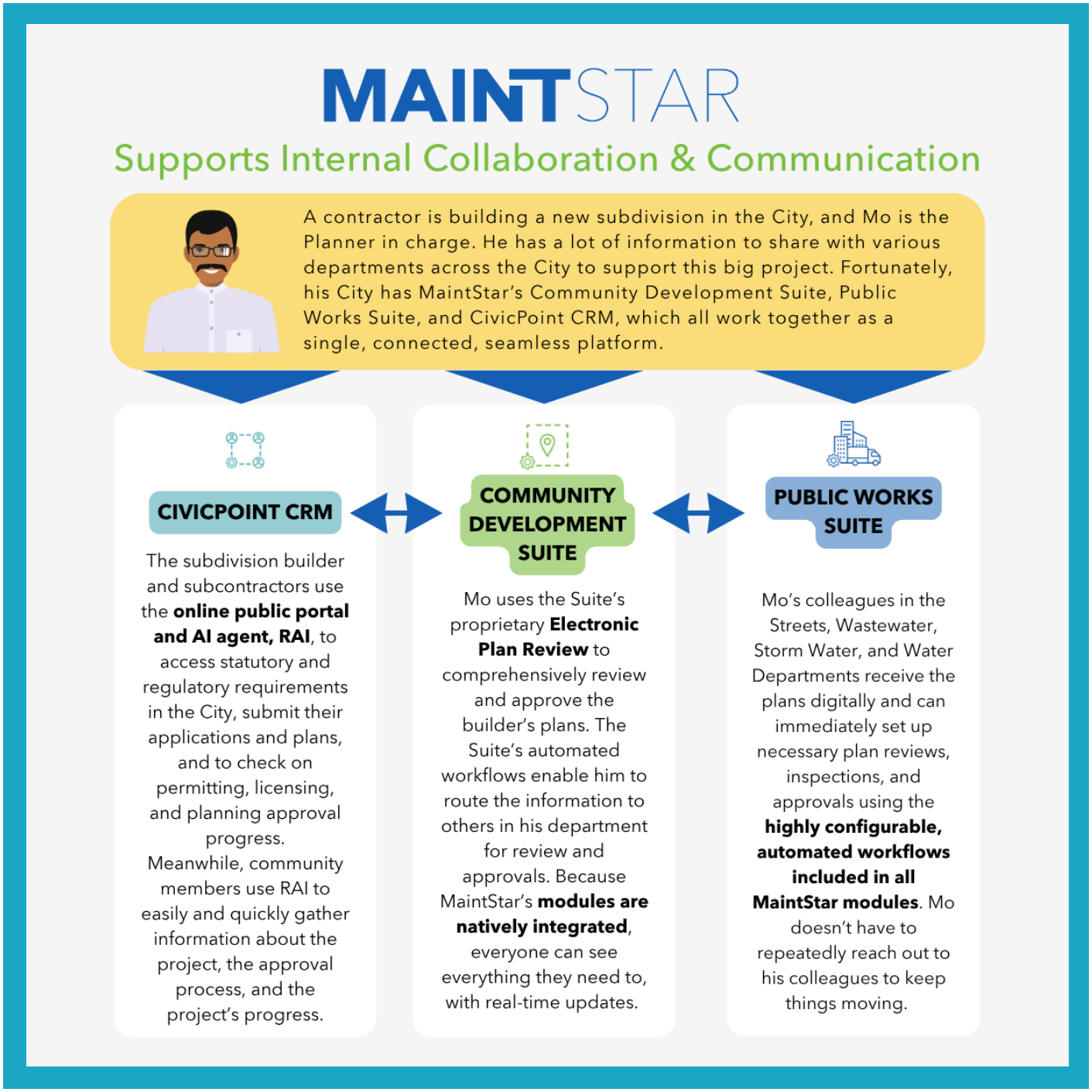
Integration Benefit Example:

Customer Service Requests Simplified for Everyone



Integration Benefit Example: Improve Interdepartmental Communication and Information Sharing

Enable staff from different divisions and departments to access and share critical information within the secure MaintStar system to improve efficiency, reduce duplication, and smooth communication among employees and with the public.



One Platform, Backed by MaintStar's Legendary Customer Service

As software companies are increasingly purchased by private equity investors and huge conglomerates, MaintStar continues to embrace a different path. Founder-owned and operated since 1984, we remain committed to product investment and innovation supported by high-quality, personal, and responsive customer service. MaintStar is proud to have a **customer support rating of 5/5** on Capterra.com and a **customer satisfaction rating of 4.8-4.9/5** on multiple customer rating sites, as of May 2026. However, even without those numbers, our 97% customer renewal rate speaks for itself. MaintStar doesn't answer to Wall Street or private investors – we answer to our customers, every day.

MaintStar provides **direct product support from start to finish**. Your solutions are implemented and supported by the same project managers who design the systems for faster, smoother deployment and updates. Plus, our U.S.-based customer support team is deeply knowledgeable about our products – no more getting passed around from one person to another.

Additionally, our customer service goes beyond service – **our customers are our partners.** At MaintStar, we genuinely believe in customer-driven solutions. Features like our intelligent dashboard and mobile work order module were directly created or enhanced based on feedback from customers. And because we're a more compact-sized company, we don't take years to implement feature requests!

Let us show you what a difference powerful software accompanied by legendary customer service can make for your organization.

That's the MaintStar difference.

MaintStar, a Trusted Company for Decades

With **more than 40 years of proven experience and results**, MaintStar's award-winning solutions and customer support enables cities and counties to strategically and cost-efficiently maintain their communities. By using our data- driven management software, it's simpler than ever to manage assets, planning, and permitting processes with powerful, secure technology that optimizes your resources and streamlines your services. **Founder-owned and –operated and backed by our legendary customer service**, MaintStar takes pride in consistently investing in product innovations that directly answer the needs of our customers.

Ready to learn more about how you can benefit from a MainStar partnership? Reach out today!

MaintStar.com

sales@maintstar.com

(949) 458-7560 or (800) 255-5675

3510 Turtle Creek Blvd, Unit 17B
Dallas, TX 75219 USA