



SIKSIKA NATION TRIBAL ADMINISTRATION

PUBLIC WORKS

To: whom it may concern,
From: Infrastructure and Public Works
RE: City Reporter/Noratek Implementation
Date: Oct 14, 2025

When Siksika Nation began exploring ways to modernize and streamline our operations, we knew we needed more than just software—we needed a partner who would truly understand our community and the unique way we work. That's what we found in Noratek Solutions. From the very first conversation, the Noratek team stood out for their professionalism and genuine care. They didn't just present a product; they listened. They asked thoughtful questions about our challenges, goals, and daily realities, ensuring the solution they provided actually fit our needs.

Implementation can often be the hardest part of any new system, but Noratek made the process as seamless as possible. Their training and support went above and beyond. Each of our team members—whether tech-savvy or not—was given the time, tools, and confidence to succeed. The Noratek staff were patient, responsive, and always available when we needed help. The flexibility of their training sessions made it easy for us to adapt at our own pace without disrupting our work.

What truly set Noratek apart was their commitment to partnership. They never treated Siksika as "just another client." Instead, they worked with us to tailor CityReporter to our exact operational needs. When we provided feedback, they listened and responded quickly—making meaningful adjustments that had a real impact on how efficiently we could manage our work. Equally important, Noratek has shown deep respect for our culture and community throughout our collaboration. Their understanding of First Nations values and their willingness to approach the partnership with cultural respect have made all the difference.

Today, our Nation runs smoother, communicates better, and operates with greater confidence in our data—all thanks to the strong relationship we've built with Noratek Solutions.

I wholeheartedly recommend Noratek and their CityReporter platform to other First Nations seeking a trusted, respectful, and knowledgeable partner. Their dedication, responsiveness, and care are second to none.

Sincerely,
Lyle Breaker
Acting Manager
Infrastructure and Public Works