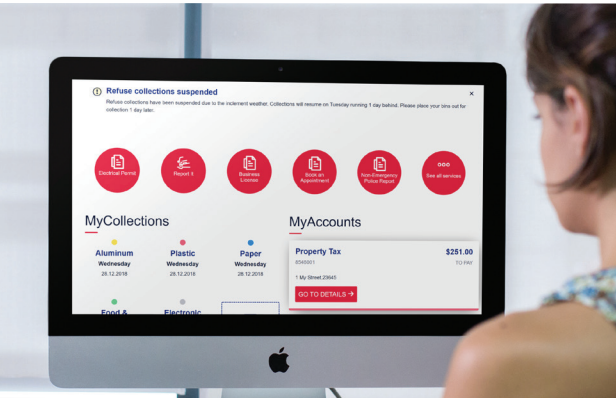


Simplify Service Delivery

Online Citizen Self-Service Solutions & Operations Automation



STREAMLINE SERVICES:

80% Fewer

Walk-ins after switching to online services.

“ We wanted to replace our CRM and forms solution. Granicus was the leader with the right solution and price. The product is easy. The company is helpful. The best part of govService? Flexibility — there are so many different things we can do with it. ”

- Huw Ap Dewi, Digital Projects Office, Wrexham

The Challenge

Service delivery is a core function across all levels of government — from filling potholes to distributing critical benefits. But, for those requesting and fulfilling these services, the process is demanding. For government, the back-end procedures for completing a request are often tedious and costly. For citizens, getting through the labyrinth of inconsistent, paper-based workflows is frustrating (and often requires assistance). At best, the experience chips away at a citizen's positive attitude toward their government. At worst, government directs time and money toward unnecessary manual processes.

What If You Could...

- ✓ **Make it easier for citizens** to pay bills, apply for jobs, pay parking tickets, and more?
- ✓ **Make it easier for staff** to handle, track, and deliver inbound service requests?
- ✓ **Elevate productivity** by nearly eliminating the need for in-person visits?
- ✓ **Shrink costs of service delivery** by streamlining internal operations?

Reinvent Citizen-to-Government Interaction With govService

With govService, smart governments are transforming customer service. They're delivering an intuitive online citizen self-service experience while automating back-office operations to simplify workflow management of inbound requests. Advanced APIs can connect to existing systems, seamlessly empowering government organizations to modernize service delivery. At the same time, citizens get the digital accessibility they want — online, on any device, on their own time.

With govService You Can...

- ✓ **Modernize to digital service delivery** easily by connecting existing technology to ready-made integrations.
- ✓ **Streamline customer service** by letting citizens complete common tasks online and on their own time.
- ✓ **Spend less time managing inbound requests** with customizable workflows that support multiple departments and offices.
- ✓ **Keep staff and citizens informed of status** — start to finish — through automatically tracked transactions.

“With our previous vendor, we had only 10,000 online self-service accounts. But with Granicus, we’re seeing a dramatic increase — adding over 500 more a month. It’s now much easier for citizens to transact.”

– Huw Ap Dewi, Digital Projects Office, Wrexham

GET INSPIRED

See more customer successes



Time-Saving Integrations

Take advantage of these ready-made digital services from govService. Each comes fully supported with workflow solutions that facilitate collaboration among departments, teams, and front and back offices. Below, a list of most-popular services.

Bookings / Appointments

- Book an Appointment
- Picnic Area Reservation

Code Enforcement and Permits

- Driveway Permit Application
- Plumbing Permit Application
- Public Right-of-Way Permit Application
- HVAC Permit Application
- Property or Building Complaint
- Sewer Permit Application
- Special Event Permit
- Yard Sale Permit
- Short-term Rental (STR)
- Fishing Permit Application
- Apply for a Construction Permit
- Bulky Item Pick Up
- Park Vendor Permit

Pet License and Registration

FOIA Request Tracking and Management

Business Licensing

- Business License Application
- Business License Tax Certificate

Make a Payment

- Parking tickets
- Utility bills

Public Records

- Birth and Death Certificate Request
- Change of Address
- Contact the Office of the City Clerk
- Public / Court Records Request
- Marriage License Application
- Tax Return Request

Report It / Report an Issue

- 311 Request Tracking and Management
- Formal Personnel Compliant
- Discrimination Claim

About Granicus: More than 4,200 government agencies have chosen Granicus to modernize their online services, web presence, and communications strategies. We offer seamless digital solutions that help government actively reach, inform, and engage citizens for a better civic experience.