OneView

Centralize service for every citizen engagement

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Granicus Is Transforming how Government and People Connect Digitally

Serving the public's needs and interests since 1999

500K+ GOVIES Across 5,500 government agencies

GRANICUS *Government Experience Cloud*

300M+ PEOPLE Across the U.S., Canada, U.K. and ANZ

Connecting with government-provided information and services

| 5,500+ Government Customers | 60K Government Publishers | 15 Of 15 Federal Agencies | 1000+ Employees Worldwide | 50 States, plus locales in CAN, U.K. & EU | 48 of 50 Largest US Cities |

Granicus is the Right Partner, Now and in the Future

» **Partner in Iterative Progress**

» **Seamless Integrations**

» **Configuration beats Custom**

» **Technology Designed for Government**

» **Resident Communication Experts**

Government leaders today are wrestling with a Rubik's Cube of challenges

Inform

Deliver timely, transparent, and consistent online experiences and information

Serve

Increase digital self-serve opportunities and make accessing public services simpler

Without overspending on budget

Engage

Drive resident participation and foster a community-centric mindset

Streamline

Prioritize initiatives and make decisions that unlock meaningful change

Cost to serve, by channel

Price per transaction by channel

Face-to-face	Correspondence	Telephone	Online
$16.90	**$12.79**	**$6.60**	**$0.40**
per request	per request	per request	per request

How will you solve today's operational challenges?

Digitalize all services to provide a unified customer experience

Improve agency agility & ability to handle disruption

Consolidate vendors to ease management & budget pressure

Increase engagement touch points across the constituent journey

Where Residents are Front and Center

Find what they are looking for

(without understanding the business of the city)

Understand what they need to do

(in plain English and clear step-by- step instructions)

Get it done, then and there

(at any time, on any device, with minimal steps)

Be delighted, become engaged

(without asking, based on explicit and implicit needs)

Develop a participation habit

(and see their feedback reflected online)

Introducing govService OneView

Centralize service for every citizen engagement

Constituent Relationship Management (CRM)

An online platform to create and build relationships that connects governments with constituents to serve better and improve outcomes

Service Request Management (SRM)

Online services (e.g. web and mobile) that enable residents to submit and track service requests and staff to manage those requests end-to-end

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A Scalable Solution to Fit Your Needs

Two solution options available

OneView Essentials

- ✓ Full Citizen Request Management (CRM)
- ✓ Service Request Management
- ✓ Robust Workflows
- ✓ Mobile App
- ✓ Unlimited Users
- ✓ Integration Library

*Includes 1 Software Integration

OneView Enterprise

- ✓ * All Essentials features, plus:
  - ✓ Custom SLAs
  - ✓ Team Management
  - ✓ API Access
  - ✓ CSAT Surveys
  - ✓ Single-Sign On (SSO)

*Includes 2 Software Integrations

OneView Service Options and Add-ons

Leverage a mobile app for two-way communication, create messages, articles, and waste reminders to improve citizen engagement and the quality of requests.

MOBILE APP (option)	MESSAGING (add-on)	KNOWLEDGE BASE (add-on)	WASTE REMINDERS (add-on)
A one-stop shop for residents to easily engage with their local government.	An omnichannel mass notification system to share news, updates, and alerts with your community.	A centralized resource to help residents' self serve information to reduce service requests.	Keep residents informed of scheduled trash day pickups with automated, geofence-based alerts.

Service Request Management

How it works

Resolution automatically communicated to requestor

Workflows automatically assign tasks

OneView

Unified & informed customer Service responses

Resident Inquiries & Requests

Issues efficiently & effectively resolved

Integrates with existing dept systems

A single source of truth for reporting & analytics

City leaders use data to drive informed decisions

ONE**VIEW**
ADVANTAGES

GIS/ESRI BASED INQUIRY MGMT

POWERFUL OMNICHANNEL APPROACH

GIS/ESRI

EXTENSIVE CONFIGURATION

AUTOMATED WORKFLOWS

SINGLE PLATFORM SOLUTION

OneView Integrates with Best of Breed

Across every vertical important to work order triage and management

IVR Systems
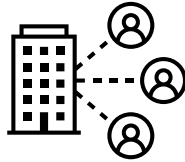
Access Management

Work Order
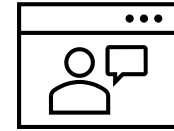
Constituent Tracking

Communications
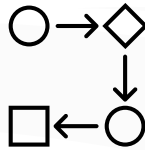
Workflow

Permitting

GIS

OneView: Secure, Reliable, and Purpose-built for Government

Granicus'
Culture of Security

Dedicated security experts, supported with best-in-class security measures, guide our platform development, support our customers, and ensure that your data remains safe and secure.

End-to-End Encryption
HTTPS and TLS cryptographic protocols to achieve confidentiality and comply with privacy regulations. All data sent to the City's internal user (Staff) or the resident is encrypted via SSL and using Certificates.

24/7/365 Resourcing
Security Operations Center with full-time, around-the-clock, 100% dedicated cybersecurity staff who identify, respond, and react to threats in real-time

Secure Development Lifecycle
Server networks and server access are protected by Cloudflare, DDoS protection, and Web application firewalls (WAF), and all servers are protected against malware with Crowdstrike EDR.

Secure Controls
Compliance with the highest government (NIST) standards including protection such as rotating passwords, centralized logging, multi-factor authentication, and more

Security Testing
Continuous vulnerability scanning on all assets; multiple penetration and assessment tests by our own internal security experts and experienced third-party providers

- Mandatory, Annual Security Training for All Staff
- ISO27001 and NIST 501-803 Moderate
- OWASP Security Standards

Success Stories

Connecting government with citizens

Why Granicus + Why OneView for Local Government

We understand government needs at all levels

Budget Conscience

Manual Processes

Limited Resources

Limited Expansion of Software

OneView Delivers

- ✓ Focused on serving government organizations
- ✓ Flexible and configurable
- ✓ Easily integrates with 3rd party applications
- ✓ Top notch customer service

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Serving Local Governments Across North America

Key success stories with cities and towns of 75K population or less

Cupertino, CA

Goal: creates transparency using govService

- Population: 60,257

- 1.75 average number of days to close a service request

- Improved service delivery to residents

- Increased accuracy by capturing event data in one place.

CUPERTINO
EST. 1955

"Having the public visibility that we were lacking in our previous system has been really helpful. Citizens can see that requests are being handled through the city, being completed, and that the work's actually being done. That's really important."

- Teri Gerhardt, GIS Division Manager, City of Cupertino

govService OneView Essentials with Knowledge Base and Single Sign-On

Escondido, CA

Goal: Eliminate graffiti with an innovative service request program.

🗑 **36,424** tags removed

✓ **10,438 work orders** completed in 2019

🕐 **< 24 hours** the average response time for new graffiti tags

ESCONDIDO
City of Choice

"Gangs and tagging crews are no longer creating large tags in the community because the response time to remove the tags is so quick. Two years ago, a public works employee averaged 10 work orders a day. Today, we average 25-30 work orders a day. Having the entire graffiti eradication program go paperless has created incredible efficiencies."

Joseph Goulart
Public Works Director, City of Escondido, CA

📑 *govService OneView*

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Thank you

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Appendix

OneView Capabilities In-Depth

OneView Essentials: Core Functionality

A centralized hub for every resident interaction

Automated 311 Service Requests

OneView Essentials lets residents request information and services online and report issues via a web portal, mobile app, email, or by phone.

Case Management

OneView Essentials helps staff manage service requests with ease, including specific request details and photos, removing guesswork

Workflow Automation

OneView Essentials lets you design workflow, automate process, and integrate with existing systems, decreasing training time and maximizing efficiencies.
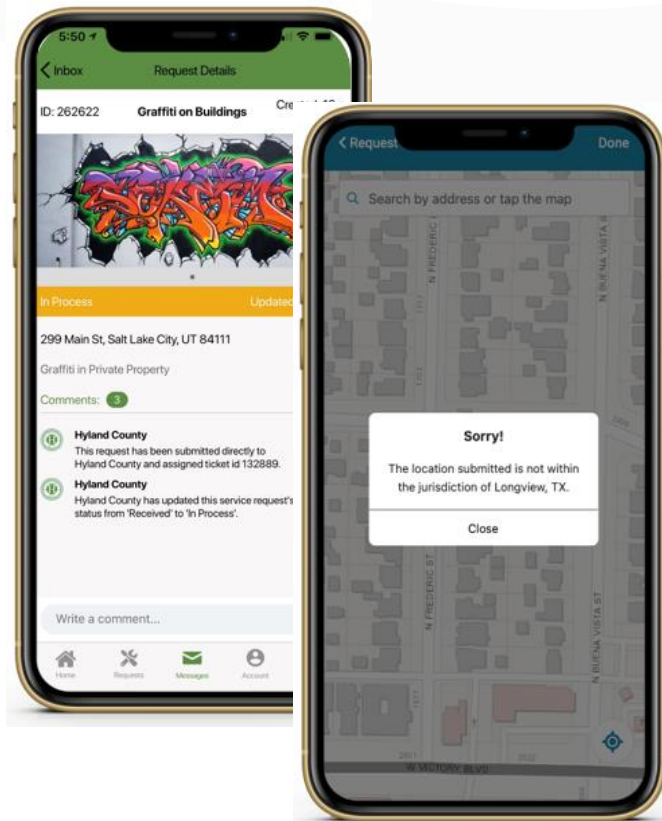
Mobile App

OneView Essentials includes a brandable mobile app that residents can download and use to submit service requests and receive status updates.

Contact Profiles

OneView Essentials provides an easily accessible snapshot view of residents via a contact profile, including service request history, phone calls, emails, appointments, and cases.

Reporting and Analytics

OneView Essentials helps to understand how and why residents are interacting with government through at-a-glance dashboards and in-depth reports

Citizen Portal

A one-stop shop for residents to easily engage with their local government

✓ Online hub to manage and track service requests

✓ Available via the web, mobile, email, chat, and more

✓ Brandable mobile app

✓ Customize content based on your local needs (service add on)

Service Requests

Residents can easily submit service requests with just a few clicks, for graffiti, streetlights, potholes, etc.
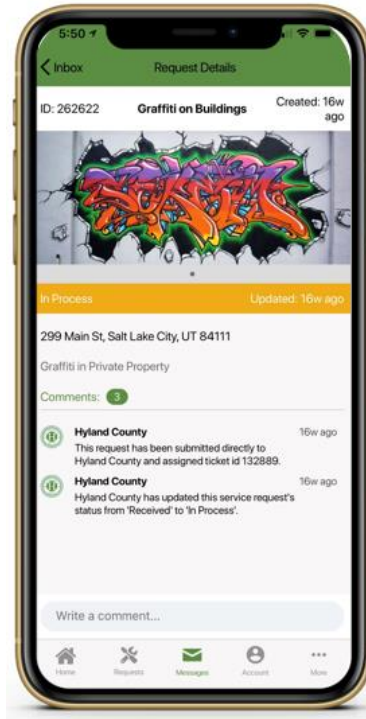
✓ Easy to use forms and simple processes improve the quality of inbound requests

✓ Detect duplicate requests to save time

✓ Access requests on your preferred device (e.g. computer, mobile, tablet)

SMS & Messaging – Service Add-On

Connect with your community, share news, updates and alerts
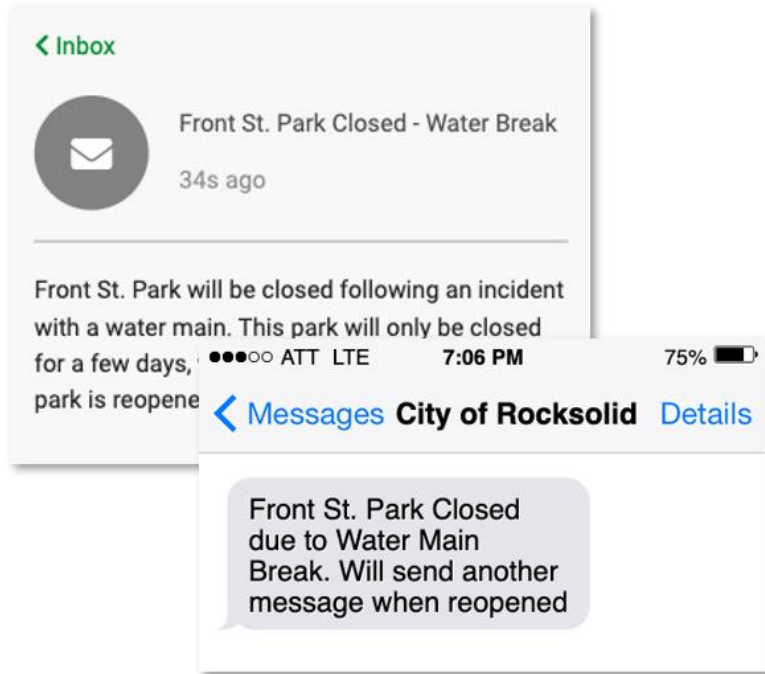
- ✓ Target alerts by location

- ✓ Send emails, SMS, mobile push notifications, in-app messages, and browser notifications

- ✓ Schedule messages

- ✓ Provide multilingual messages

- ✓ Set and review performance metrics for messages