govService

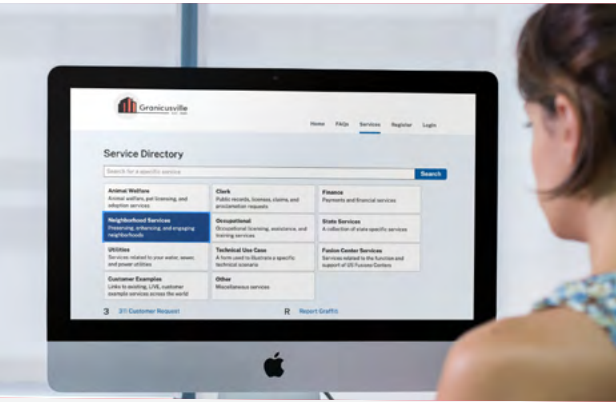# Streamline Staff Processes & Improve the Customer Experience

STREAMLINE SERVICES:

80% Fewer

Walk-ins after transitioning to online services

25–80%

less time spent responding to resident requests

Increase compliance and revenue

" We started off with an idea for a solution. But with the platform that Granicus helped us implement, what we ended up with was so much better!"

– Billy Urquia, City Clerk, Coral Gables, FL

The Challenge

The challenges facing governments today are daunting. Leaders face rising customer expectations, operational disruption, and budget uncertainty. Governments have adopted numerous digital "solutions" — online forms, PDFs, and a hodgepodge of niche software — that have failed to deliver better customer service and streamlined operations. Staff are left with technologies that aren't integrated with one another and require manual processing for even routine tasks. Residents are left with a confusing mix of hard-to-find digital solutions, multi-channel transactions (digital, paper, and phone), and an underwhelming digital government experience.

To thrive today, leaders must make the work of serving residents less tedious and less expensive.

What If You Could...

✔ **Eliminate the hassle of collating data** from multiple systems, manually transferring data between departments, and sending routine customer communications by hand?

✔ **Make services easy to find** and complete digitally for residents 24/7 — no printing, mailing, faxing, calling, or stopping in?

✔ **Adopt a platform solution** capable of digitizing any service, optimizing workflows, and integrating easily with databases and other systems?

✔ **Empower employees to manage, integrate, and expand services** independently of third-party vendors and consultants?

✔ **Avoid a rip-and-replace strategy** and layer in new technology with existing systems?

GRANICUS

For more information, visit granicus.com/solution/govservice or email us at info@granicus.com.

govService

No more PDFs. No more simplistic online forms. No more single-service vendors.

Quickly launch:

- 311 Request Management
- CRM built for government
- Permits
- Licensing
- Registrations
- Public Record Requests

With govService You Can...

- ✔ **Save staff time, cut costs, and improve morale** by streamlining internal workflows
- ✔ **Improve customer service** by optimizing for 100% digital interactions, while easily handling omni-channel — in-person, via phone, and more — requests with a built-for-government CRM
- ✔ **Eliminate vendor sprawl** and multi-vendor management headaches
- ✔ **Improve organizational agility and ability** to overcome operating challenges with a no-code interface
- ✔ **Minimize risk and implement quickly** for a quick return on investment

Cut the Hassle with govService

With govService, smart government leaders relieve their staff of tedious, repetitive tasks while improving customer service. They deliver an intuitive online self-service experience for customers while automating back-office operations to cut costs and redeploy staff on more strategic initiatives. Advanced APIs connect to existing systems, and our no-code platform empowers government agencies to operate independently of vendors and costly consultants.

An Outstanding Staff Experience

A great customer experience begins with a great staff experience. That's why govService prioritizes workflows, customer insight, easy management, and agility. The platform's four core modules are:

- ✔ **Customer Portal:** A self-service portal that puts customers in control of their interactions with a single log-in for all services
- ✔ **Customer Service Hub:** Integrated contact management solution that provides a 360-degree view of the customer across agencies, and easily handles digital, in-person, and phone requests
- ✔ **Staff Portal:** Frictionless, enterprise-wide portal for staff to review and complete service requests
- ✔ **Service Designer:** A dynamic, no-code design tool that gives your staff control of workflows and customer-facing forms

GRANICUS   For more information, visit granicus.com/solution/govservice or email us at info@granicus.com.