



Eatonville, FL

Empowering a Modern Digital Government



Kyle Connors



What are your top priorities?

- **Reduce workload** by automating public records process
- **Reduce duplicate requests** with our patented deflection technology
- **Track and Redact** efficiently, completing key public records activities securely and remotely.
- **Increase transparency** while reaching more residents and businesses to account for the needs of the whole community.
- **Enhance cybersecurity** and data protection to mitigate increasing cybersecurity risks on CJIS attested platform.
- **Consolidate systems** and increase interoperability to improve ease of use and reduce silos.
- **Improve compliance** with public records laws as well as accessibility and similar laws and regulations.

Why Government Leaders Choose Granicus

Trusted by thousands of government agencies at all levels



Secure

Security-First

FedRAMP authorized; Tier III, DOD-approved data centers; Private vs. Public cloud.



Simplified

One Platform

Streamline digital services by consolidating to a single platform vs. multiple vendors and applications.



Supported

Tech support M-F, 8 am – 2 am

Extended support and in-depth training for your entire team; three types of support available – technical, success, adoption.



Innovation Leader

First-to-Market Technology

\$20M Invested Annually in R&D, Foremost innovator of government SaaS technology, with 5 first-to-market solutions.



Finding A Solution: Vetting The Company



Proven, trusted, & stable

- ✓ Referenceable customers
- ✓ Track record of successful implementations
- ✓ Sound financials
- ✓ Continued growth and innovation



Long-term success & adoption by staff

- ✓ Monthly feature and security updates
- ✓ Dedicated training team
- ✓ 24/7 support
- ✓ Resources dedicated to on-going staff use/adoption



Interoperable Platform

- ✓ Platform of government solutions
- ✓ Seamless integrations between applications
- ✓ Proven track record of increasing program results
- ✓ Continually developing new products



Expands as our needs grow

- ✓ Customer-requested feature development
- ✓ Government program consulting services
- ✓ Clerk's office add-on modules
- ✓ Aligns with our organizational priorities

Finding A Solution: Software Capabilities



Meets the needs of the community

- ✓ Improves access to public information
- ✓ Improves constituent's experience
- ✓ Increases civic engagement
- ✓ Transparency



ADA accessible now and in the future

- ✓ Optimizes ADA accessibility of records
- ✓ Adapts to evolving ADA guidelines
- ✓ Proven ADA strategy backed



Improves efficiency and staff productivity

- ✓ One-click record creation for walk-ins, fax, or mail
- ✓ Digital signoff and tracking
- ✓ Help the County remain de-centralized with a central way to collaborate and communicate between departments
- ✓ Reduces time spent by 80% so they can spend



GOVQA Public Records Platform

Estimate Ballpark Pricing

» **\$7,500.00 annually**

GovQA

Public Record Request Management

Automated Workflow for Government Compliance

When the public, journalists, lawyers and other governments request documents from you, the countdown begins. Manually tracking complex, voluminous requests to stay compliant is stressful and insecure litigation looms. Automation is key. GovQA simplifies secure collaboration and compliance with all internal and external parties from intake to final reporting.

1

INTAKE

- **Public portal** with your look & feel means a seamless request process
- **Patent-pending deflection** tools deliver requested information in-line and before a request is submitted for reduced request volume and workload

2

VET

- **Secure admin portal** for automated communications
- **Link duplicates** to eliminate redundant work
- Create **estimates/invoices**

3

GATHER & TRACK

- **Tiered request processing** makes it easy to collaborate, delegate, and track complex requests
- At-a-glance **status indicators** and in-app **Notification Center** reduce email clutter
- **Exchange Requests™** allow you to securely gather information from external agencies and non-government entities (like attorneys)

4

REVIEW

- **In-tool Redaction™** increases security and reduces steps to successful redaction
- **Text search, pattern match & redact similar** eliminate accidental release of PII
- **Automated exemption logs** ensure compliance

5

RESPOND

- **Configurable templates** for standardized, secure release of files to the public portal
- **No file size limitations** means no stress in dealing with large files

6

REPORT

- **Dashboards & full audit trail** make reporting easy
- **Customize and schedule reports** for a big picture understanding of your organization's status

Connected Technology Snapshot



Website

Engage and serve online



Engagement & Sentiment

Know your community



Email & SMS

Strategically reach and engage



Agenda & Video

Meeting management, live video



Forms and Workflows

Optimize Digital Services



Customer Service

Customer service hub and 311/CRM



Short Term Rentals

Host compliance and identification



Public Records

Improve access and delivery



GXG is our in-house services group focused on customer experience & digital communications, providing consultation, human-centered strategies, data-driven insights & hands-on marketing services

Florida Users of GOVQA with Granicus

Green Cove
Springs

Pensacola

North Port

Bradenton

Sweetwater

Sanford

DeBary

Safety
Harbor

Plantation

Davie

Key West

Maimi Lakes

Royal Palm
Beach

Palm Beach

Alachua

Punta
Gorda