



# OpenGov and Effingham County, GA

Project Plan Letter and Partnership  
Investment Summary



**Brice Percynski**

GA Account Executive

[bpercynski@opengov.com](mailto:bpercynski@opengov.com)

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Kayla Phillips  
Process Manager  
Effingham, GA  
804 S Laurel Street  
Springfield, Georgia 31329

**RE: Project Plan Letter for Departmental Services**

Dear Kayla,

On behalf of OpenGov, we are thrilled to expand our partnership with Effingham County by proposing OpenGov Permitting & Licensing, the industry's most user-friendly workflow automation solution designed to improve the applicant experience and streamline everyday tasks for government employees. We truly value your careful consideration in reviewing the project plan letter and proposal we have prepared for you.

In the following pages, we are pleased to inform you of our product offerings that we believe will exceed your expectations in implementing a cloud-based integrated solution suite for Effingham County permitting, licensing, planning, and code enforcement needs. OpenGov Permitting & Licensing modernize community development and other complex civic services through highly configurable workflows replete with digital forms, signatures, and payments. Featuring a user-friendly constituent portal seamlessly integrated with backend data collection and approval rules, OpenGov Permitting & Licensing delivers an all-in-one cloud solution to streamline processes from intake through issuance.

OpenGov has partnered with many other municipal governments that are also in the midst of establishing a new plan and vision for their communities. As a true partner, OpenGov enables governments like Effingham County to build trust in their communities by communicating initiatives and progress clearly while fostering better engagement through integrated tools. OpenGov has a strong presence in the State of Georgia, partnering with many governments such as Bulloch County, Glynn County, and the City of Savannah.

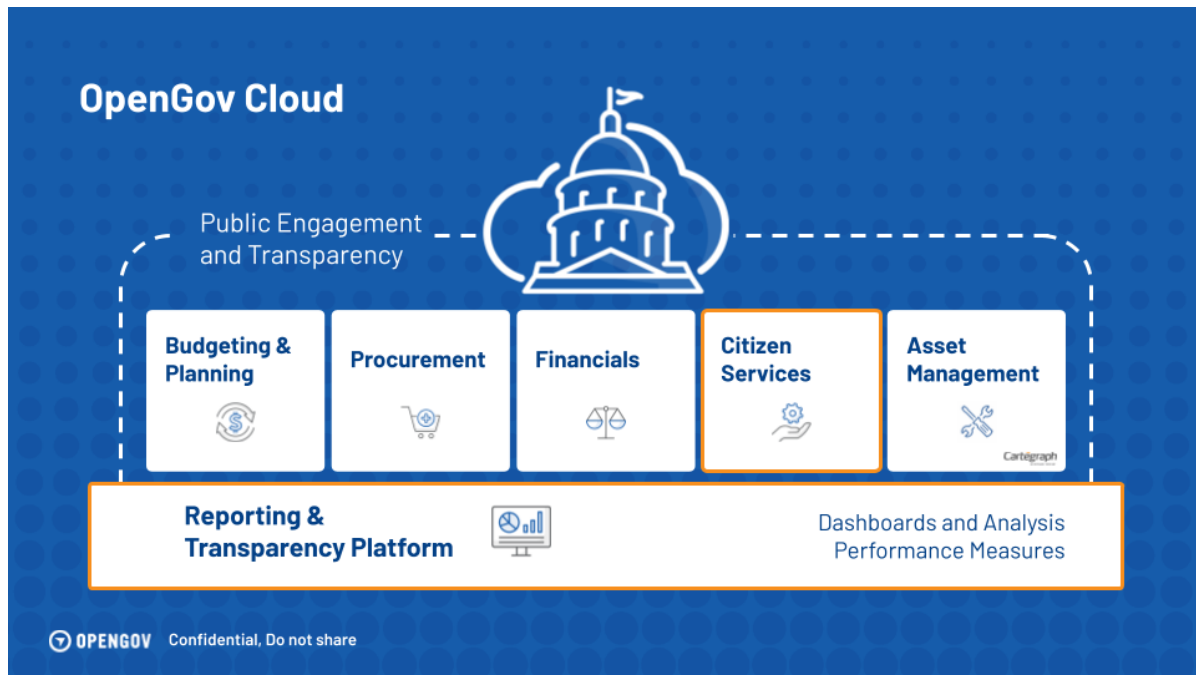
We are on a mission to power more effective and accountable government, and we seek to produce long-term partnerships with the communities we serve. We look forward to putting our entire organization behind Effingham County to ensure this engagement exceeds expectations. I look forward to meeting with you and your team very soon.

Sincerely,

Brice Percynski  
Account Executive  
bpercynski@opengov.com  
770-356-8530

# Executive Summary

OpenGov is proposing **OpenGov Permitting & Licensing** and the **Reporting & Transparency Platform** for consideration. We look forward to demonstrating how these solutions will meet and exceed your needs and expectations.



**OpenGov Permitting & Licensing** modernizes community development through highly configurable workflows replete with digital forms, signatures, and payments. Featuring a user-friendly constituent portal seamlessly integrated with backend data collection and approval rules, OpenGov Permitting & Licensing delivers an all-in-one cloud solution to streamline processes from intake through issuance. With OpenGov Permitting & Licensing, governments can decrease turnaround times by 50%, save staff hours, drive increased revenue, and delight citizens without compromising the administrative controls their teams need.

OpenGov Permitting & Licensing is the only solution that provides:

- The industry's most user-friendly design
- Flexible, dynamic configuration for easier setup and maintenance
- End-to-end experiences that connect your citizens and back-office
- Best-in-class reporting and analysis right out-of-the-box

OpenGov is a customer-driven software company backed by over 500 years of employee experience in the public sector. With OpenGov, your investment in efficient operations, better decision-making, and a more engaged community will sustain you for the long haul.



**The Reporting & Transparency Platform** powers the OpenGov Cloud with unparalleled reporting and transparency capabilities to drive faster, more effective decisions, and understand the public response. OpenGov was founded on the principle that better transparency and civic service are paramount to the future of state and local government. The Reporting & Transparency Platform provides a seamless connection between back-office capabilities and industry-leading communication tools; transforming civic engagement and empowering data-based decision-making.

## Why OpenGov?

### **The only modern cloud software purpose-built for local government.**

OpenGov offers transformative solutions for budgeting, financial management, civic services, and procurement with the market-leading Reporting & Transparency platform — allowing customers to reallocate up to 1% of their budgets for more strategic outcomes and save thousands of hours on manual and paper-based processes.

### **A trusted partner.**

More than [1,600 governments nationwide](#) partner with OpenGov to drive more effective and accountable operations through cloud financial solutions. Built exclusively for state and local government, OpenGov's software, services, and expertise are backed by over 500 years of employee experience in the public sector.

### **A platform built to grow with you.**

Modern cloud architecture ensures all of your users have access to the latest features and upgrades while reducing your IT burden, minimizing your cost footprint, and breaking down system and data silos. Thanks to world-class professional services and a roadmap driven by customer feedback, you future-proof your investment for the next generation.

## Trusted by Leading Governments



Cobb County, GA



Pasco County, FL



Dallas County, TX



Bulloch County, GA



Hilton Head, SC



City of Savannah



City of Tampa, FL



Union County, OH

## Benefits of Modern Government Cloud Software

In a [post-pandemic world](#), the benefits of modern cloud software (aka: “Software as a Service”) are crucial in helping governments address the challenges of remote work, digital services, and managing uncertainty. [Cloud software](#) helps you future-proof your investment while focusing on your community.

✓ **Increase Productivity**

Modern government work is collaborative. Intuitive software empowers all users for success.

✓ **Improve Citizen Experience**

Digital services map to the expectations of community members and improve satisfaction.

✓ **Strengthen Public Trust**

Better decisions and alignment come from common, shared, accurate information

✓ **Build Resilience**

Leaders have confidence in the face of uncertainty that their [processes are secure](#) and sustainable.

## All Cloud’s aren’t Created Equal

Many software providers try to sell legacy systems as “cloud” because they are delivered remotely. Same software, different packaging. These aren’t designed for 21st-century government. [Modern government cloud software](#) has these characteristics:

- **Anywhere, Any Device** - Nothing to install - only a browser required
- **Intuitive User Interfaces** - Built in the era of consumer software, eliminates the nuances and complexities that only “power users” can understand
- **Fast and Configurable** - Can be deployed quicking providing value when you need it and configured without deep technical expertise or IT assistance
- **Continuous Enhancement** - Updates are hassle-free and transparent to customers
- **World-Class Security and Infrastructure** - Modern applications take advantage of the leading cloud service providers (like Microsoft Azure) to ensure your mission-critical systems are resilient
- **100% Hassle-Free** - Always up-to-date with no effort from your government. No upgrades, patches, customizations, or (of course) hardware to manage.



“Every time I see discussion online about municipalities looking at expensive custom software, I have a little cringe, because I think there’s so much flexibility in cloud-based software...There’s a tendency for us to think we need highly customized software and oftentimes that’s not the case. We can often find things out there that will improve what we’re able to do at a greatly reduced cost from software that was available to us 10, 15, or 20 years ago.”

**Dan Ralley**, Assistant City Manager | City of Upper Arlington, OH

# OpenGov Permitting & Licensing

Modernize your permitting process to streamline operations and improve customer service.

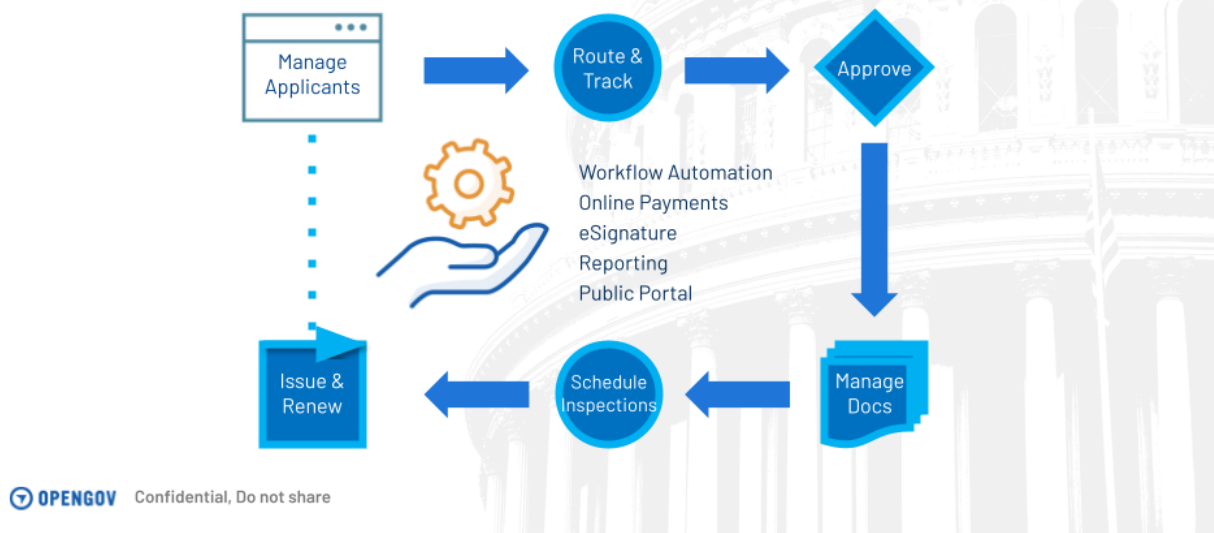
## Process and Track Permits with Unparalleled Ease

An all-in-one community development suite for permitting, licensing, inspections, and code enforcement.

- [OpenGov Permitting & Licensing](#) gives you the power to manage all of your permitting and licensing operations [without messy spreadsheets or cumbersome software](#).
- With drag-and-drop technology to build workflows, fees, forms, and inspections, you have complete control over the entire process.
- With powerful customer service tools, you can empower applicants to conduct government business from the convenience of their home or office.

## Permitting & Licensing

Power every permitting and licensing workflow



### Process

Route, approve, and issue permits electronically up to 5x faster than legacy systems.



### Serve

Let applicants apply, pay for, track, and receive their [permits or licenses online](#).



### Inspect

Manage schedules, access data, and conduct inspections in the field.



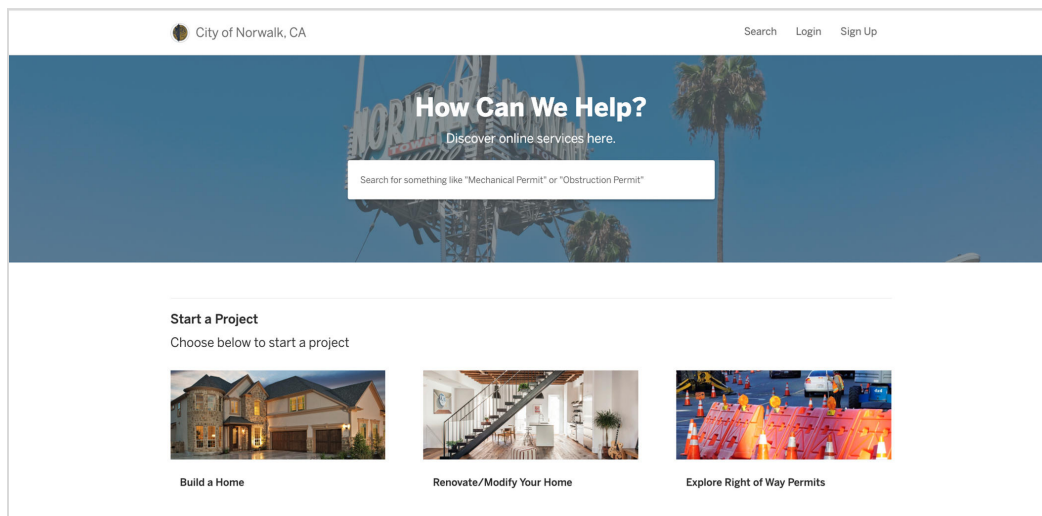
### Renew

Automate license renewals, track high-level progress, and enable online renewals.

## User-Friendly Design

OpenGov Permitting & Licensing is the industry's most user-friendly workflow automation platform, designed to improve the applicant experience and streamline everyday tasks for government employees. Featuring an out-of-the-box public portal, Permitting & Licensing enables online self service by guiding applicants step-by-step through the process.

- Reduce counter time by enabling applicants to easily research, apply, pay for, and receive permits and licenses online with a **user-friendly public portal**.
- **Deliver better customer service** with in-app messaging, and empower applicants to easily manage their projects online with features like status notifications, saved drafts, and payment records.
- Empower your team to **work and collaborate on a whole new level**, with modern features like the personalized notifications inbox, visual progress bars, tag mentions, and more.



## Flexible, Dynamic Configuration for Easier Implementation & Maintenance

Featuring drag-and-drop technology, Permitting & Licensing is a highly configurable workflow engine ready for any application type, from building permits to code enforcement violations to grant applications. Update approval steps, fees, inspections, documents, and more with the click of a mouse, all while maintaining centralized reporting and granular security controls.

- See a **faster ROI** with customizable templates and 'no-code' configuration to **streamline implementation** and future updates.
- **Consolidate and organize business processes** to improve the applicant experience and increase efficiency.
- Automatically **identify specific project conditions**, locations, or applicants for special approval steps.

### Seamless Automation for Community Development Workflows

In comparison to online PDFs or legacy systems with disjointed parts, Permitting & Licensing provides true automation for community development workflows. Applicants submit forms through an intuitive public portal, which are then automatically routed through predetermined approval steps based on the application type and project data. Streamline complex projects and multi-department approvals for maximum efficiency.

- Provide a complete self-service option for public applicants, including online inspections requests, to **cut down on calls and counter service time by up to 80%**.
- Eliminate the need for manual data entry and **reallocate staff hours to higher priority tasks**.
- **Increase capacity and decrease processing times** with industry-leading workflow automation features like parallel approval steps and auto-assigned tasks.

## One Solution to Power Every Permitting and Licensing Workflow



Building Permits



Planning and Zoning



Virtual Inspections



Public Works



Code Enforcement



Business Licenses



Outdoor Dining



Short Term Rentals



Cannabis Licensing



Health Permits



Pet Licenses



Fire and Safety



Police



Special Events



Economic Recovery Programs

## Key Features

### Streamline multi-department workflows through process automation

Every record has a workflow where post-submission activity is recorded. Let each submission flow electronically from intake through departmental reviews, automatically assigning steps to the next available employee. Ensure that no permit is ever issued before all required approvals are complete.

The screenshot displays the OpenGov Building Permit system interface for project B-23452345. The interface is divided into several sections:

- Header:** Includes navigation tabs (Explore, Reports, Map, Analytics), a search bar, and user profile information (Expiration Date, Active, 1).
- Left Sidebar:** Contains navigation icons for Explore, Inbox, Inspect, and Review, along with a Settings icon at the bottom.
- Main Content Area:**
  - Details:** Submitted on Feb 13, 2020 12:11 PM.
  - Attachments:** 1 file.
  - Activity Feed:** Latest activity on Feb 13, 2020.
  - Applicant:** Ben Builder.
  - Location:** 505 Forest Avenue, Laguna Beach, CA 92651.
  - Timeline:** A vertical list of events with status icons:
    - New Construction Fee: Paid Feb 13, 2020 at 12:13pm.
    - Roofing/Siding/Windows Fee: Paid Feb 13, 2020 at 12:16pm.
    - Application Review: Completed Feb 13, 2020 at 12:15pm.
    - Building Dept Review: Completed Feb 13, 2020 at 12:15pm.
    - Inspection: In Progress.
    - Permit Issuance: Document.
- Project Information:**
  - Type of Project: New Construction.
  - Description of Work: single family home.
  - Start Date: 02/22/2020.
  - Number of floors: 1.
  - Type of Property: Residential - Single Family.
  - Sq. Footage of Property: 60,000.
  - Zoning Classification: Residential.
  - Estimated Project Cost: 100,000.
  - Estimated Completion: 02/29/2020.
- Primary Contractor Information:**
  - Please search for the contractor doing work.
  - DBA: [Blank]
  - Name: JUAN BENITEZ.
  - Mailing Address: [Blank]
  - Phone #: [Blank]

### Help your customers help themselves with constituent services

The Storefront customer service portal allows you to educate constituents about service information and submission requirements. Applicants can draft and submit applications, pay fees online, and message reviewers.

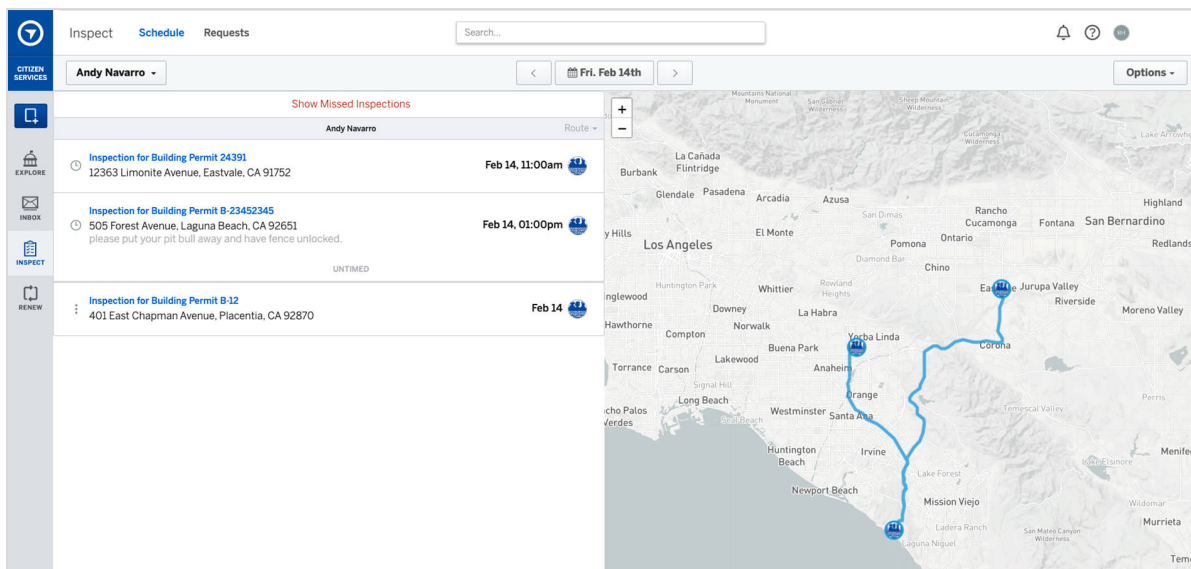
The screenshot displays the City of Norwalk "Build a Home" storefront portal. The header includes the City of Norwalk logo and navigation links (Search, Login, Sign Up). The main content area features a large banner with the text "Build a Home" and a background image of houses. Below the banner, there is a section titled "Answer the questions below to determine what you need to get started." with three questions and radio button options:

- Have you taken your project to the Planning Dept?
  - ☐ Yes
  - ☐ No
- Are you starting a building from scratch?
  - ☐ Yes
  - ☐ No
- Is this a residential building?
  - ☐ Yes
  - ☐ No



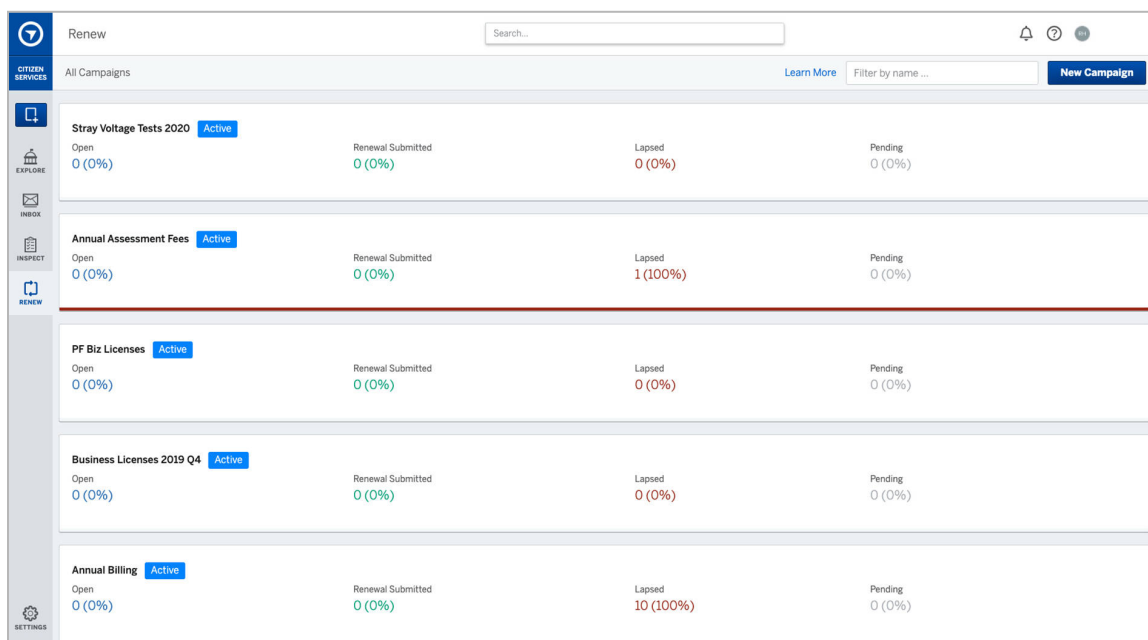
## Simplify inspection scheduling and site visits via inspection management

When it's time for an inspection, let applicants request dates online. Assign inspectors manually, or automatically. [Save time during the inspection](#) by recording results digitally from a tablet onsite. They'll be immediately available within the platform, for staff and applicants.



## Completely automate license renewals

Streamline the license renewal process to support improved compliance and internal efficiency. In a few easy steps, completely automate license renewals by type and renewal period, so staff members can focus on higher priority tasks.





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“The software has been so easy to configure in comparison with our legacy system, which was very cumbersome. With the drag-and-drop design, [it's so easy to make workflows.](#)”

**Paul Leedham**  
Chief Innovation Officer  
City of Hudson, OH

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## Additional Features

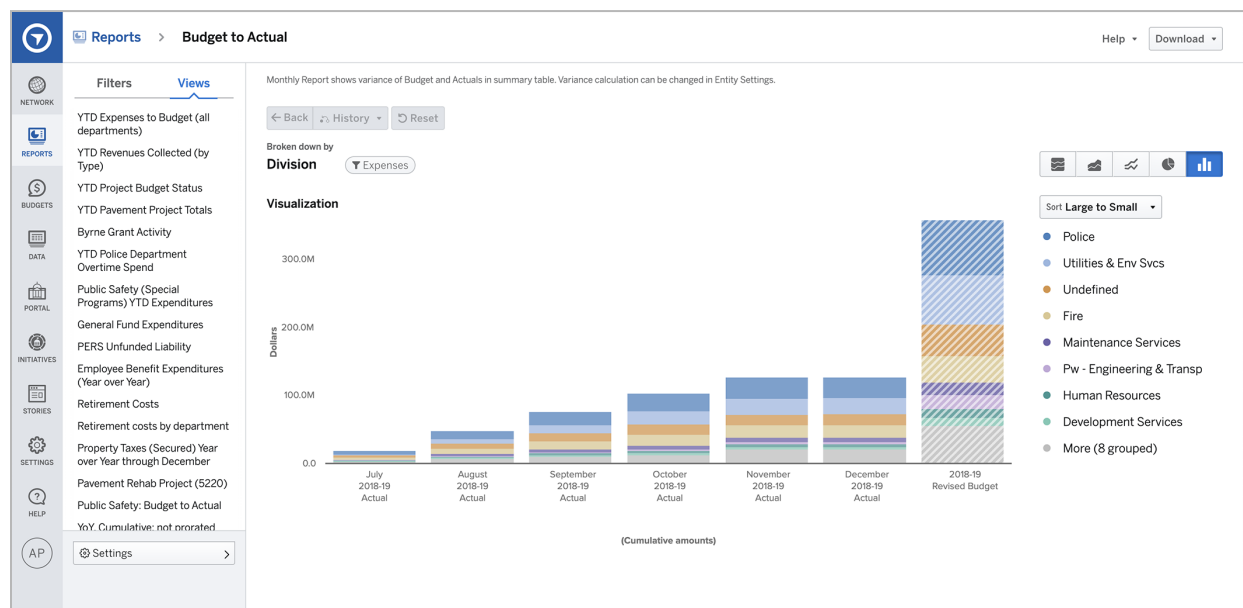
- Explore your Esri ArcGIS maps in the platform to conduct spatial analysis around development operations.
- **Online Payments.** Let applicants pay online via credit card or eCheck and receive direct deposits of permit revenue.
- **Addressing.** Sync your master address table to bring parcel data into any permit application automatically.
- **Accounting.** Automatically sync daily financial transactions to your accounting system.

# Reporting & Transparency Platform

Centralize reporting and align data with context for internal and external stakeholders

Permitting & Licensing is powered by our robust **Reporting & Transparency Platform**.

Built with a data-first mindset, OpenGov's Reporting & Transparency Platform powers Permitting & Licensing with unparalleled reporting and transparency capabilities to drive faster, more effective decisions, and understand the public response. OpenGov was founded on the principle that better transparency and civic service are paramount to the future of state and local government. Trusted by hundreds of forward-thinking customers, the Reporting & Transparency Platform provides a seamless connection between back-office capabilities and industry-leading communication tools – transforming better civic engagement from aspiration to reality.



## Reporting & Transparency Use Cases

- Interactive budget summary
- Satisfactory survey
- Participants budgeting
- Performance reporting
- Stakeholder engagement
- Citizen ideas/feedback portal
- Internal project coordination
- Emergency communication
- Strategic planning

## Present complex information that all parties can understand.

Keep internal and external stakeholders updated on performance and aligned around high-level strategic goals. Gain at-a-glance insights with interactive dashboards, take action with customized alerts, or dive into the granular details for deeper analysis.



## Broaden citizen engagement.

Supplement public hearings with virtual town halls, budget simulations, and online surveys that are easy and convenient. You can gather broader feedback from residents by reducing the barriers of involvement.

## Reduce reporting bottlenecks across your organization.

Free up your IT and Business Intelligence professionals with centralized reporting and immediate access to necessary day-to-day data for every department.

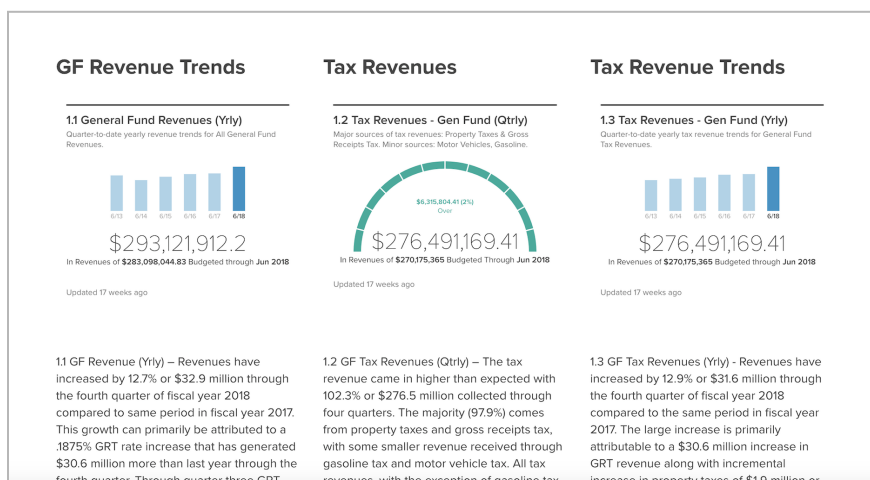


## Achieve your communications objectives.

Put your operating and strategic plans online in a way that your constituents can easily understand and even interact with. Tell the stories behind your data by quickly creating, editing, and publishing content in real-time, while easily incorporating feedback. Then, identify and analyze engagement by seeing the number of views, unique visitors, and social sharing metrics.

## Focus on outcomes with dynamic reporting functionality.

Establish goals for departments, programs, or initiatives, then track relevant KPIs to keep external stakeholders updated on spending, performance, and progress.

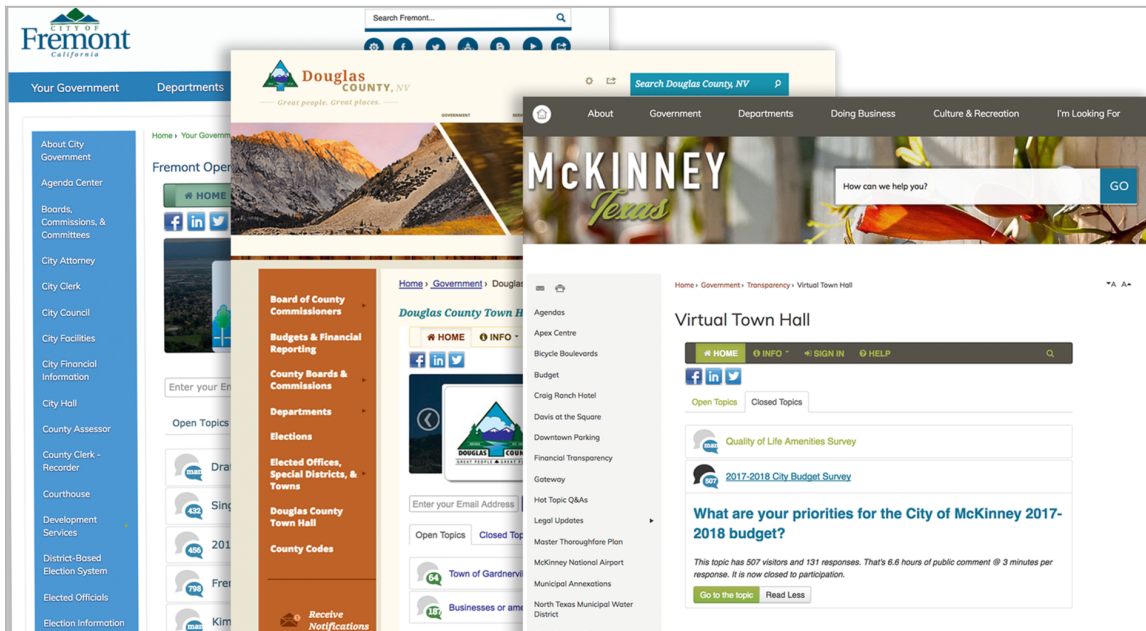


## Communicate clearly and increase transparency with stakeholders.

Create and share content easily and quickly. Use a simple, drag-and-drop page builder to combine your data with images, dashboards, maps, and narrative context. Present complex information in a way that's easy for anyone to understand. Share via email, social media, or through your agency's website.

## Capture feedback online, at meetings, or on the go.

Record feedback from residents, colleagues, and other stakeholders at any moment through online surveys, virtual town halls, mobile forms, or budget simulations.



## Additional Features

- **Share the data behind the news.** Visually dynamic tiles reveal the yearly, monthly or weekly breakdowns of your underlying report through pie charts, stacked bars, and summary tables.
- **Better project planning.** Fulfill public input requirements for grant applications and collect the public response you need to for planning large-scale projects.
- **Social media impact.** Share your published pages on Facebook, Twitter, Nextdoor, or LinkedIn and track your story's analytics in OpenGov.



"We've become the office that everyone wants to work for with OpenGov."

**Tristan Bourquin**

Assistant Planner | Bannock County, ID

"I knew people were hungry for information and needed a one-stop-shop for real-time disaster response and recovery details. I feel relieved that we were able to leverage OpenGov to communicate with our citizens so they were less scared in the midst of the emergency."

**Janelle Galbraith**

Economic Development, Innovation, and Equity Manager | City of Redding, CA





# Qualifications & Experience

[The OpenGov Team](#) has over 500 years of combined Government experience. Check out just a few of our star players, and their specific experience in the public sector below...



**ZAC BOOKMAN**  
CEO

Former Special Advisor for Rule of Law and Governance with the International Security Assistance Forces



**MONICA COOK**  
Senior Manager Solutions Engineering

Former HHS Researcher at the Public Policy Institute of California (PPIC)



**CHARITY HOLMAN**  
Application Support Lead

Former Deputy City Secretary at City of Westworth Village, Texas



**MIKE MCCANN**  
VP of Government Finance Solutions

Former Assistant Finance Director at City of Monterey, California



**ROBERTO RUIZ**  
Implementation Analyst

Former Senior Budget Analyst at Teacher Retirement System of Texas



**SCOTT COBLE**  
Director, Solutions Engineering - Budgeting

Former Technology and Process Manager, OMB, at Montgomery County, Maryland



**ARIANNA TUCKEY**  
Solutions Consultant

Former Supervisory Budget Analyst at the FBI



**MARK WELCH**  
Manager, Solutions Architecture

Former Administrative Services Director at City of Ashland, Oregon



**JAMIE CASTELLANOS**  
Integrations Engineer

Former Application Analyst at City of Berkeley, California



**MICAH INTERMILL**  
Solutions Engineer

Former Budget Director at Minneapolis, Minnesota



**ALMIS UDRYS**  
Director of Professional Services

Former Assistant Chief Operating Officer at San Diego, California



**JENNIFER NORDIN**  
Technical Account Manager

Former Budget and Performance Analyst at Montgomery County, Maryland

## Awards & Credentials

As mentioned above, OpenGov employees have over 500 years of collective government employment experience, and many of our key personnel are members of government-focused organizations like [GFOA](#) and [ICMA](#). OpenGov has consistently appeared on the [GovTech 100 list](#) for several years, was named to the [2022 Top Workplaces USA](#) and most recently was named to the [Forbes 2022 list of America's Best Startup Employers](#). We focus our hiring on top-tier talent pools for individuals with proven track records in government and/or the government technology SaaS industry.



## Company History

After witnessing the City of Palo Alto spend over \$10 million on an ERP system that was delivered on 20 discs and had green screens, OpenGov's founders learned that governments across the country were similarly hamstrung by outdated technology. The public sector has been underserved by its vendors for decades, while the digital era has transformed consumer experiences and private sector organizations.

State and local governments deserve access to modern cloud software suited for their increasingly complex needs. Citizens deserve to know that their tax dollars are being spent by effective and accountable organizations. Our public sector leaders deserve to be supported by companies who act as true partners. In order to address these needs, OpenGov was born in 2012.

Today we have over 1,600 government customers using our cloud-based suites. Below are the stories of just a few of our customers who have adopted OpenGov Permitting & Licensing to transform their communities...

# Customer Stories

## Taking it Online to Save Time: How Burnsville, MN, Rolled Out Permitting & Licensing in Just Six Months

The City of Burnsville, MN, is an evolving community and influencer of technological advancement in the Midwest region. Much of this is thanks to City staff which is collaborative, community-oriented, and dedicated to keeping up with the City's modernization initiatives.

Yet behind the scenes, outdated technology led to stalled processes and overworked staff members. To keep up without burning out, Kim decided to bring permitting leads together and make a change. The result was the quick (6-month) implementation of OpenGov Permitting & Licensing to simplify and automate the permitting process and the rollout of an easy-to-use [public portal for applications](#).

With OpenGov's public portal, Burnsville community members now have more visibility into the permitting process and can track their permits in real-time, saving them the hassle of calling or stopping into City Hall. Staff can now quickly build reports for every aspect of permitting and licensing, from reviews to payments and inspections. This makes it easy to share results with both internal stakeholders and the community.

### Key Results for the City of Burnsville, MN

- **6 month implementation timeline**
- **100% paperless permitting available**
- **All permit types available online**
- **5 departments using Permitting & Licensing**

For the full story, [click here](#) to read about how the City of Burnsville modernized permitting with OpenGov Permitting & Licensing.



"Switching to Open Gov's online permitting has really improved the permitting experience for our customers as well as our staff. Our customers now have real-time information on where their submitted permit application is in our system and allows them to receive nearly instant notifications if more information is needed or when their permit has been issued."

**Doug Nelson**

Assistant Fire Chief | City of Burnsville, MN

## Pioneering Modern ePermitting in Lakeville, MA

With the Town's goal of becoming the most business-friendly city in Massachusetts in mind, Building Commissioner Nathan Darling led an initiative to modernize Lakeville's building permit approval process. After 25 years using paper-based processes, Darling found OpenGov Permitting & Licensing to be intuitive, simple, and user-friendly: a refreshing contrast to other solutions on the market. "When you look at the [OpenGov] applications, you think, 'wow this is easy,' especially when everything else out there is linear and looks like accounting software," said Darling.

After implementing OpenGov Permitting & Licensing for the town of Lakeville, Darling soon realized the merits of getting neighboring communities involved with OpenGov too, in order to create cohesive processes for contractors and developers in the surrounding areas, Darling is now working to get the neighboring communities of Fairhaven, Raynham, Freetown, Carver, and Acushnet on board because he believes so strongly in the benefits he's seen within his own Building Department.

### **Key Results for the Town of Lakeville, MA**

- **Paper → Paperless Permitting in just 9 Months**
- **Enforced a 48- hr Inspection Response to Residents**
- **Faster Application Processing Times**
- **Discovered 4 new uses for OpenGov Permitting & Licensing outside of Building Permits**

For the full story, [click here](#) to read about how Lakeville, MA Pioneered Modern ePermitting with OpenGov.



"When you have a platform this easy, everyone is treated the same way. There are no favorites, no bending the rules for anybody. If you are late to an inspection, it's time-stamped. Everybody follows the same review process because it's step-by-step in the platform. You can see exactly who is doing what, and how long it is taking."

**Nathan Darling**

Building Commissioner | Town of Lakeville, MA

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**For more customer stories on how OpenGov's solutions are driving success in communities around the country, please visit: <https://opengov.com/customers/>**

# Professional Services Overview

## We Are Here to Support You

Your success as a customer is OpenGov's top priority. We recognize the challenge of adding a new software implementation project to your already full-to-the-brim schedule. We've invested heavily in the key drivers of your agency's success so you can maximize the impact of your OpenGov software and arm you with insight, expertise, and industry-leading best practices.



### Experience

Our team of over 150 Professional Services experts have delivered over 1,600 successful projects - we have the experience to make your implementation a success.



### Expertise

OpenGov shares your mission of effective government - and deploys over 500+ years of previous public sector experience for your success.

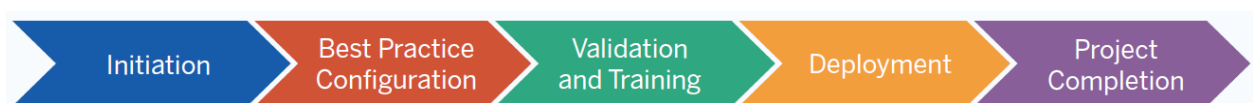


### Fully-Supported

No matter the expertise your project needs, our team of professionals are here to partner with you on even the most complex projects.

## OpenGov Deployment Methodology

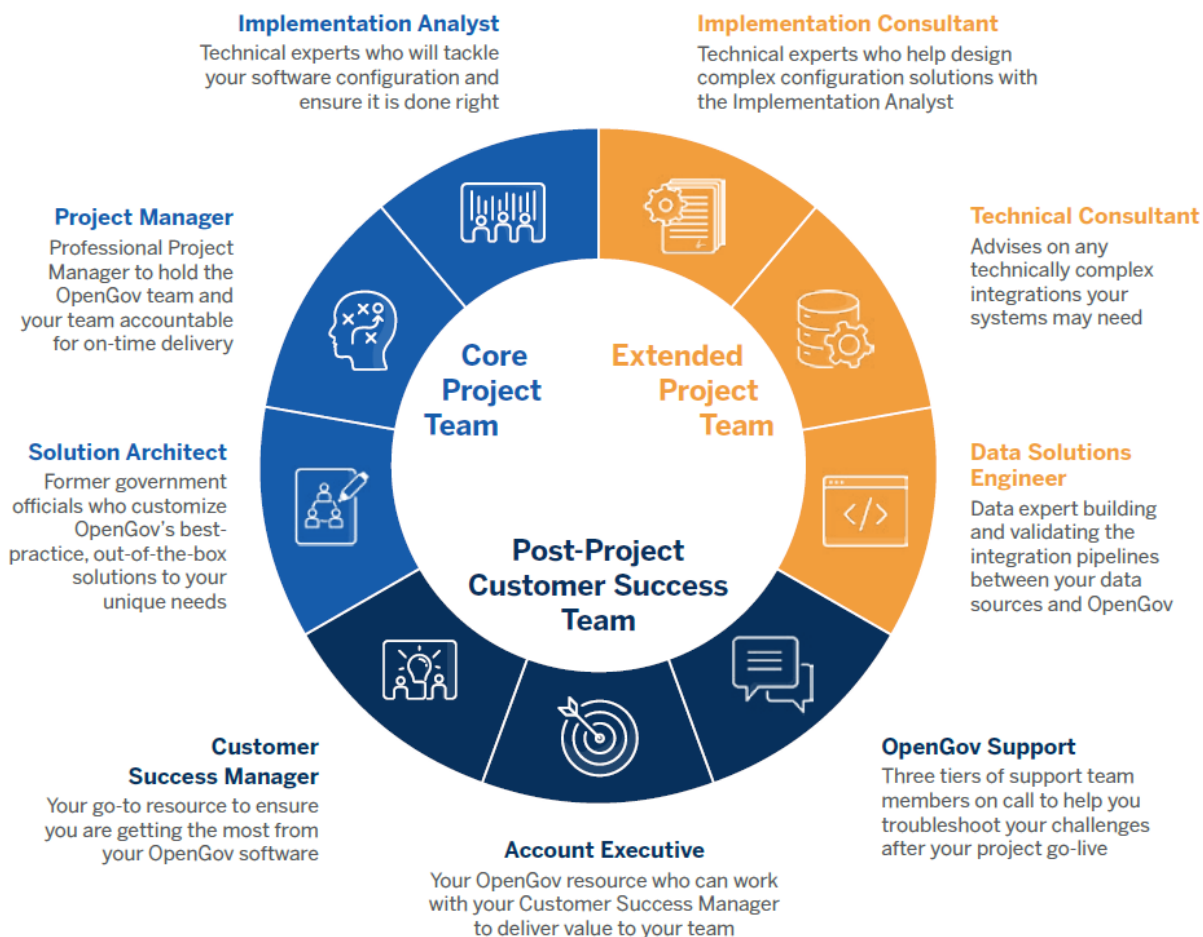
Our data-first deployment methodology is based on strategies that reduce your time to value, keep the project in motion and promote the leadership of you and your teams. To effectively deploy these strategies and keep the focus on outcomes, project progression, and your enablement, our methodology follows five key focus areas.



When you get OpenGov Professional Services, you get confidence in every step of your project. Our team's best practices ensure alignment, support, and documentation to build the foundation of a successful implementation and a software used in years to come. The OpenGov Deployment methodology prepares and enables your team for continued ownership of your OpenGov solution, made possible without dependency on IT or coding knowledge and with continued award-winning OpenGov Support.

## Delivering Success During and After the Project

We recognize the challenge of adding a new software implementation project to your already full schedule. To ensure you derive the full value from OpenGov, we've researched and invested heavily in the key drivers of our projects' success. For each of those key drivers, from project management to technical problem solving to change management, we have team members with the corresponding expertise at the ready to support. Depending on your project's needs, you will have complete coverage and support to make the most from your OpenGov software during your implementation and beyond.



## OpenGov Deployment Principles

Every implementation is based on our core principles and philosophy. OpenGov deploys all suites and solutions in alignment with these principles.



**Security and Reliability**  
Providing you with tools and processes that keep your data secure and operations secure and protected



**Quick Time to Value**  
OpenGov prioritizes milestones that deliver value quickly so you build internal credibility and start reaping benefits while we continue to deploy



**Change Management**  
Change is difficult, and we work with you to roll out your software, inspire your team, and adopt best practices



**Accurate Data**  
Designing, building, and validating your data pipelines to ensure you have 100% trust in your data and analyses



**Hypercare**  
We hold your hand every step of the implementation serving as strategic advisor, technical resource, and project manager



**Phased Implementation**  
We break a large implementation into strategic pieces to get the most out of your new software quickly during longer projects



**Training and Support**  
Training resources to ensure you and your teams hit the ground running with an award-winning support team to back you up



**Personalized Plan**  
We take our best practice plans and adapt them to your needs and your priorities to develop your team's personalized implementation



## Implementing Modern Permitting and Licensing Processes

OpenGov enables your team to use modern, collaborative software to power every permit, license, and inspection with user-friendly digital workflows. From building permits and zoning approvals to business and pet licenses, our implementation team focuses on problem-solving and ongoing partnerships. On the following page we have provided a visual representation of the key components of a Permitting & Licensing implementation project.

## 2. Align on the Project Plan

We then work on knowledge transfer and setting expectations with all involved. Together, we identify risks and create a mutually agreed upon project plan, which helps to assign responsibilities and identify risks early on. We also prep for integrations by gathering data and items needed to set up online payments and your Master Address Table (MAT).

## 4. Configure Record Types

While working on data integrations, we also build your “record types” in the system and iterate on them with you in working sessions. During this phase, we work with you to show best practices gathered from around the country. We also highlight features to optimize your operations including conditional workflows, auto-assigned approval steps, and inspection management in the mobile app.

## 6. Complete Project & Go-Live!

After your team is sufficiently trained on OpenGov, launch the new online portal to the public! Some ways include sharing the new public portal on social media, announcing it at a community meeting, or even hosting a training for potential power users such as contractors or business owners to learn system navigation.



## 1. Reaffirm Goals & Vision

During project kickoff, we reaffirm your community’s goals for improving customer service and creating operational efficiencies. We work with your subject matter experts to understand your current and future vision for permitting & licensing processes as well as ordinances, reporting requirements, issued documents, and data.

## 3. Build a Data-First Foundation

Next, we hone in on the data you need to provide us to power your new system and prep for configuration. We work with you to collect GIS information and the MAT, data to autofill form fields, Bluebeam setup, checklists for inspections, and contractor databases. If your community has chosen to load historical data, we’ll talk you through the process with our experienced team of integration engineers to answer questions and offer guidance.

## 5. Validate and Train

After the record types have been configured, we work with you to validate the drafts of applications and workflows and make final tweaks. Your team can always revise further after publication, but we’ll work with you to get everything in order. Before launch, we’ll also train your staff members with OpenGov University as administrators so that they are able to make edits in the future as needed.

# OpenGov Premium Support Overview

Every OpenGov customer has the benefit of OpenGov Standard Support. Standard Support provides a host of options, from a 24/7 Resource Center with documentation and case access to live business day phone support. Our processes are designed to support you at every step of your journey toward a more effective and accountable government.

OpenGov Premium Support provides customers a level of support above and beyond our Standard Support. Premium Support is intended for customers who view their OpenGov solution as mission-critical and therefore require expedited response times and a designated OpenGov contact. With Premium Support, increased Service Level Agreement (SLAs) mean that we start working on urgent requests even on weekends. In the spirit of addressing problems quickly, Premium Support's designated OpenGov contact builds a relationship with you and understands your organization and the nuances of your OpenGov application setup.

Offering	Standard	Premium
Unlimited Number of Support Cases per Year*	✓	✓
Unlimited Access to OpenGov Resource Center	✓	✓
Unlimited Online access to the Support Request Portal	✓	✓
Access to Phone/Chat Support 4:00 AM PT to 7:00 PM PT Monday through Friday, excluding OpenGov holidays	✓	✓
Designated OpenGov Contact	-	✓
Increased Response Times	-	✓

\* Support Cases are defined as issues related to the OpenGov Software Services.

We have three main components to our philosophy for ensuring every customer is successful and happy:



**Access to our team of Government Solution Experts:** This team, comprised of former government finance directors, chief information officers, procurement directors, budget and performance analysts, and others, provides insight and expertise, best practices, and context to the people that use OpenGov's suites driving efficiency and outcomes for your agency.



**Customer Success:** Our Customer Success team supports you from deployment through adoption and beyond. You will get up and running quickly and receive the training and support that you need to maximize the value of your investment in OpenGov.

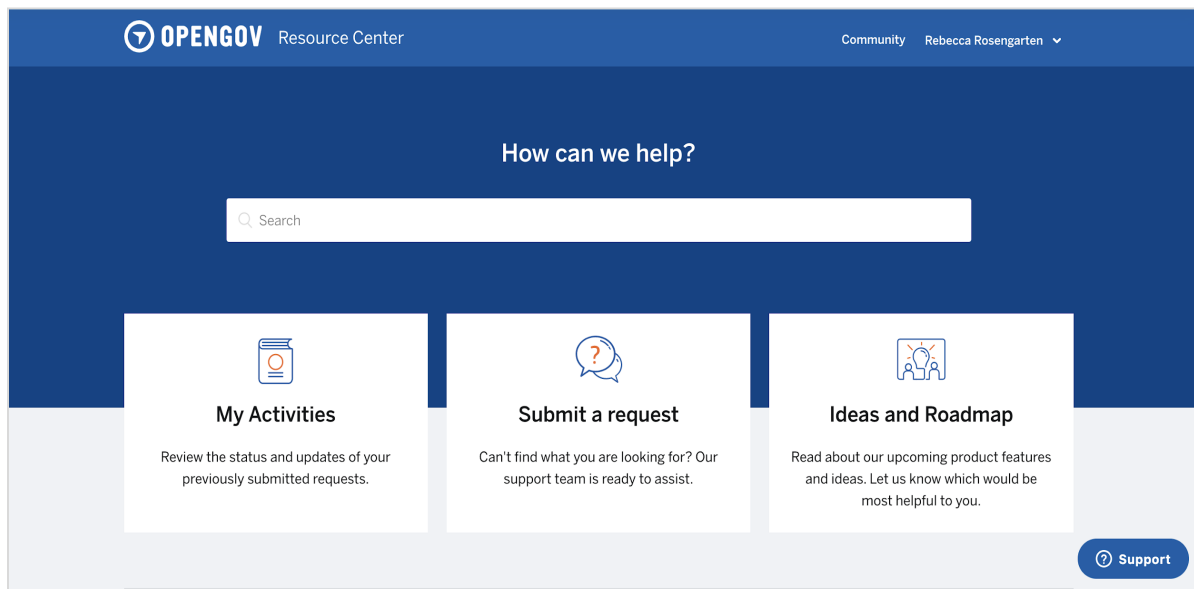


**Customer Support:** OpenGov Support is staffed by a veteran team with over 95 years of combined government experience. Our highly trained support analysts are available to solve any issues that you encounter within OpenGov's suites. We are committed to resolving your issues in a timely fashion and to your satisfaction.

## Resources and Support

As an OpenGov customer, you are supported by our Customer Success team from deployment through adoption and beyond. When you contact OpenGov, your first point of contact will be a real, live person. OpenGov provides best-in-class standard support resources such as telephone, email, chat, and an online portal as well as additional engagement channels like webinars, user groups, and a resource center.

- **User Groups:** Our subject matter experts host regular user groups online and in person. Learn from the pros and your peers!
- **Resource Center:** We provide you with articles and videos to enhance your learning and education of OpenGov.
- **Free Webinars:** As a customer, you can look forward to engaging and informative webinars. Get a crash course in performance management or learn about the latest features of your OpenGov software.



OpenGov's Support Philosophy is simple: You invest in us. We invest in you. We are driven by customer success. If you ever need help or have questions about your system, we want to make sure you get well-informed, proactive support from the OpenGov team. Our goal is 100% satisfaction.



"People today have a higher expectation of customer service. They want good communication, they want a quick response, they want a permit, and they want to get it quickly...that led us to OpenGov."

**Kalaimani Anbuchozhan**

Information Technology Specialist  
City of Detroit, MI

# OpenGov University & Training

OpenGov is the leader in modern cloud software for our nation's cities, counties, and state agencies. On a mission to power more effective and accountable government, OpenGov serves more than 1,600 agencies across the U.S.

**OpenGov University** helps your government staff become power-users of our software. With unlimited access to the tools below, your staff can easily adopt new features and ensure that best practices are followed when business processes are enhanced with our technology solutions. Access to OpenGov University includes:



## Training from OpenGov Experts

Walk through core functionality with your OpenGov deployment team as defined in the Statement of Work.



## OpenGov Resource Center

Read help articles, review company announcements, or chat with Support.



## Self-paced learning modules

Learn OpenGov product suites with on demand training in our learning management system.



## In-app guidance

Master your software with instructions and helpful hints offered while using the software.



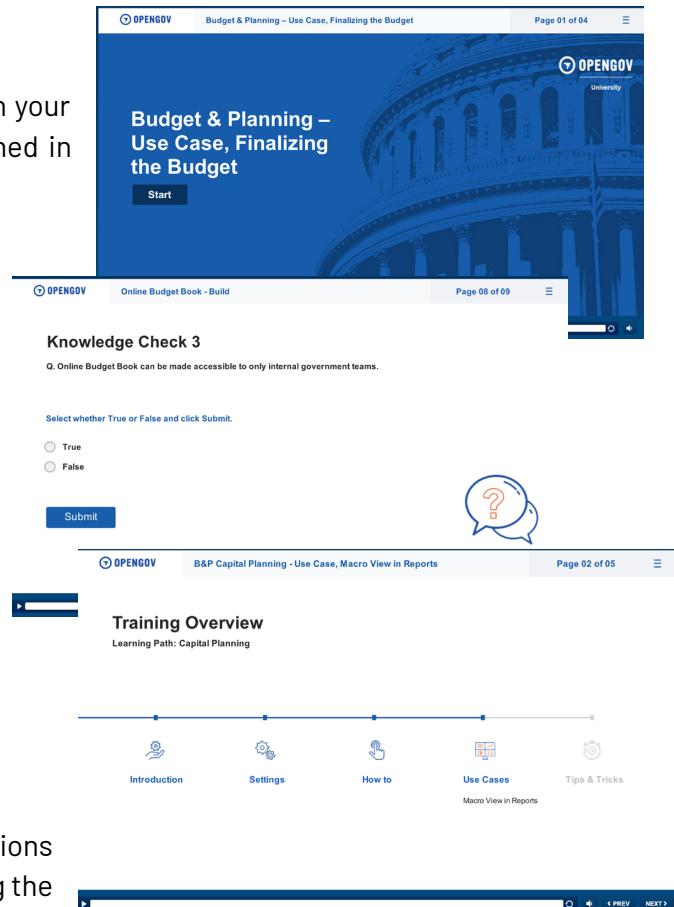
## Training Workshops

Access our recurring, virtual training series on product best practices.



## Live Training Events

Join OpenGov's hybrid or live trainings around the country.





## Benefits of OpenGov University

### Maximize your investment

Save time by accelerating your team's knowledge and confidence to apply the software and best practices to your government.

### Successful Change Management

Shorten the time for a new team member to provide value to your department.

### Empower your teams

Develop confidence in working with OpenGov by understanding how to use our tools to best improve your team's effectiveness.

### Training that grows with you

Ensure that new employees have easily accessible training as both your team grows and as your future-proof technology investment evolves.

### Available on your schedule

On-demand training when you need it, to help get the entire team on the same page.

### Deliver modern software to your government

Leading governments are deploying modern software to improve their process, reduce their costs and deliver more to their communities.



"I understand so much more about what we can do with the system after completing the OpenGov University classes, I am just so excited about the ways we are using all the features this year."

**Amelia Cruver**

Budget Director | City of Minneapolis, MN

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