



PREPARED FOR:

City of Lebanon, OR



OpenGov

Brenda Amiel
Account Executive – Team Lead
bamiel@opengov.com
562.972.0163

Brandon Cook
Regional Manager – West
bcook@opengov.com
408.497.8399

Executive Summary

A Modern Approach to Public Sector Technology

Local governments today face increasing demands to operate efficiently, provide transparency, and deliver timely, accurate information across departments. Meeting these expectations often requires technology that supports a wide range of functions—from financial management and reporting to operational workflows and public engagement.

Historically, organizations have addressed these needs by implementing multiple systems over time, often resulting in fragmented processes, inconsistent data, and limited visibility across departments. While these systems may serve specific functions, they can create complexity for staff, increase reliance on manual workarounds, and make it more difficult to access and share information when it is needed most.

OpenGov was designed to address these challenges through a unified Public Service Platform built specifically for local governments, agencies, and special districts. This approach brings together a comprehensive suite of purpose-built solutions without sacrificing the depth, usability, or flexibility required for day-to-day operations.

By delivering both breadth and specialization within a single platform, OpenGov ERP is uniquely positioned to provide:

- Modern financial and accounting management designed for high-performing governments
- Best-in-class solutions to strengthen reporting, financial transparency, and collaboration across departments
- Streamlined reporting and improved responsiveness to internal and external requests
- Reduced complexity through intuitive, user-friendly design
- Secure, cloud based software that protects your data, operations, and reputation
- Flexible, AI-driven workflows to drive efficiency and predictable growth
- Experienced public sector experts who understand your challenges and priorities

Recognizing that every organization is at a different stage in its technology journey, OpenGov is designed to be adopted in a way that aligns with current priorities and capacity. This allows teams to implement solutions where they will have the greatest immediate impact, while maintaining the ability to expand over time as needs evolve—without requiring a full system overhaul from the outset.

This model supports a more practical and sustainable path forward, enabling organizations to modernize at their own pace while building toward a more cohesive, accessible, and efficient approach to managing information.

The OpenGov Public Service Platform



**Financial
Management**



**Budgeting &
Performance**



Utility Billing



**Procurement &
Contract
Management**



**Tax & Revenue
Collection**



311



**Constituent
Relationship
Management**



**Permitting &
Licensing**



**Enterprise
Asset
Management**



**Government
App Builder**



Payroll



**Human Capital
Management**



**Grants
Management**



**Disaster
Preparedness &
Recovery**

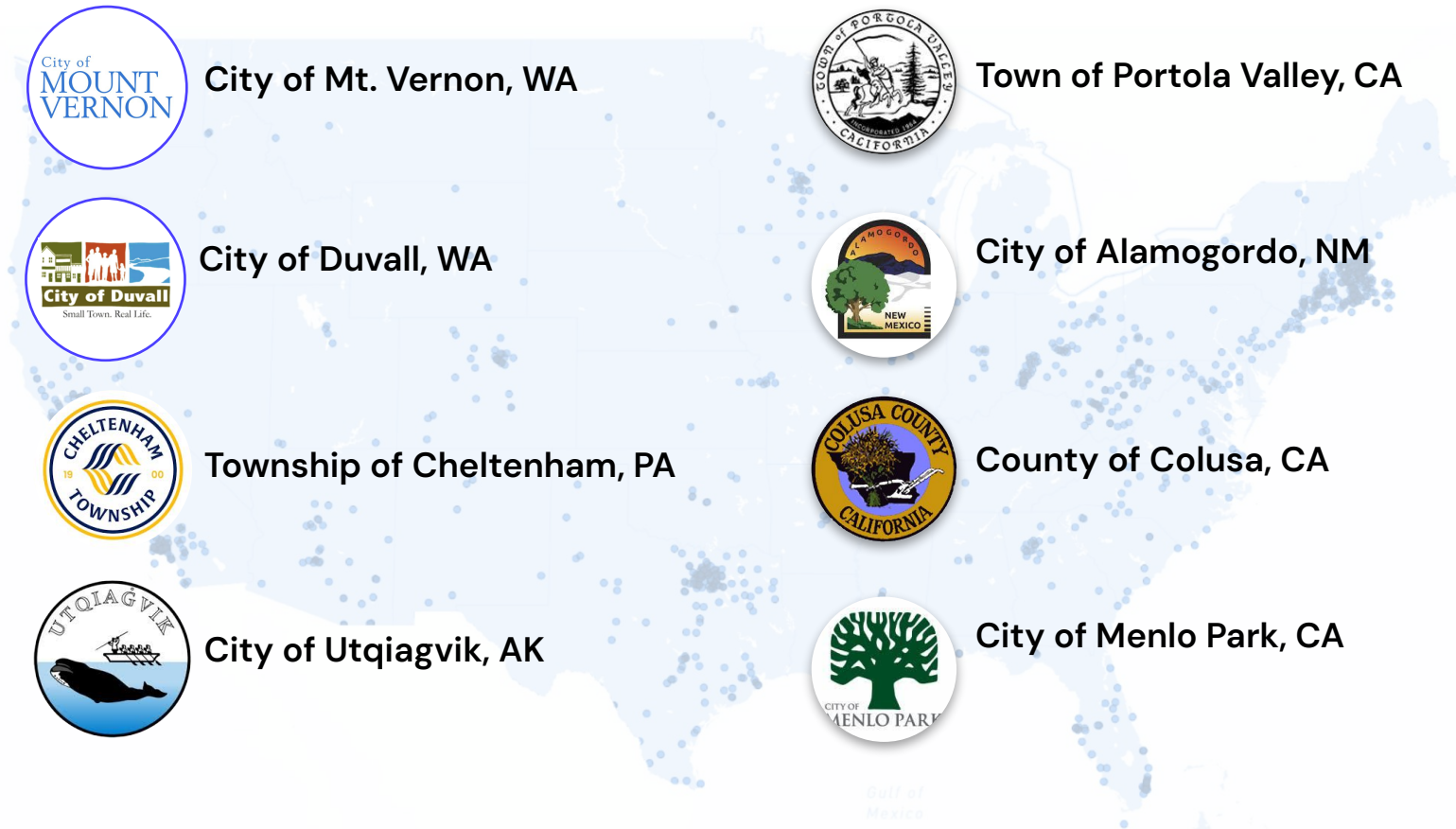


**Capital Budget
& Project
Management**

GIS | Artificial Intelligence | Dashboards | Real-time Reporting | Performance | Public Engagement | Security
& Compliance (SOC 2 & 3, StateRAMP, TX-RAMP) | Multi-Tenant Cloud | Uptime | No Version Lock |
Automatic Upgrades | Mobile | Scalability

A Strong User Community

Real Results, Real Partners



- 80% less time spent on reporting
- 25% Reduction in postage fees from digital services and communications
- 40% less time spent on work orders
- 95% of reported issues addressed within 24 hours
- 90% less time building solicitations
- Over 100 hours eliminated on support phone calls from public self-service portal
- 50% less time spent on budget development
- 60 hours saved in audit preparation

Supporting the City of Lebanon

Current Challenges:

Fragmented, Disconnected Systems

Springbrook and ClearGov require manual exports to sync data — no real-time information and significant reconciliation burden.

Limited Financial Visibility

Council receives minimal reporting. Department heads rely on finance staff for data, and burn-rate tracking is done manually in spreadsheets.

Outdated Legacy System

The legacy system is desktop-only, for some processes, click-heavy, and inconsistent. Non-finance staff struggle to use it, creating workarounds.

Data Integrity Concerns

A recent audit found Utility Billing Accounts Receivable hasn't reconciled with the General Ledger since 2012. The city needs a clean, auditable foundation going forward.

Poor Citizen Experience

Residents must call or email for permit updates — no online access, reducing public confidence and consuming staff time.

OpenGov's Solution

One Platform, One Source of Truth

Financial, budget, and operational data unified in real time — no manual syncing, no exports, no lag.

Self Service for Council & Department Heads

Live dashboards and OpenGov Stories give council and department heads direct access — freeing the lean finance team for higher-value work.

Cloud-Based, Any Device, Intuitive

Accessible anywhere, designed for both finance and non-finance users — consistent experience across all staff.

Built-In Controls & Audit Readiness

Implementation provides a clean data reset with automated controls that prevent GL discrepancies from recurring.

Real-Time Citizen Portal

Applicants track permit and license status online — reducing inbound calls and improving the resident experience.

Reference Call Summary

Key Themes

Strong Customer Support

All three references highlighted OpenGov's customer service and support as a significant strength. Customers described the support team as responsive, helpful, and willing to work with agencies to resolve issues and develop requested enhancements.

Operational Efficiency & Reporting

Customers reported substantial improvements in reporting, access to information, and overall efficiency. References noted that staff and Council can access real-time financial information directly, reducing reliance on finance staff and improving decision-making. Reporting was consistently described as easier, faster, and more accessible than legacy systems.

Modern, Integrated Platform

References cited the benefits of having budgeting, financial management, utility billing, permitting, procurement, and reporting functions integrated within a single platform. This reduced duplicate data entry, improved data visibility, and streamlined workflows across departments.

Implementation Lessons

While customers were ultimately satisfied with their outcomes, references emphasized that implementation success depends on clear expectations, realistic timelines, and staff engagement. One customer inherited a poorly configured system but noted that OpenGov was extremely helpful in providing training, correcting issues, and helping the organization turn the system into a functional and valuable tool.

Continuous Improvement

Customers noted that OpenGov actively solicits feedback and frequently incorporates customer requests into future product enhancements. Several references indicated that requested features or improvements were ultimately delivered by OpenGov.

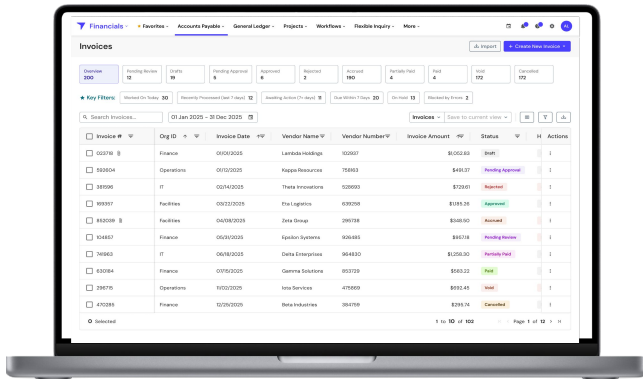
Cybersecurity & Risk Reduction

For smaller organizations, references noted that moving to a modern cloud-based platform helped reduce cybersecurity risks, improve audit readiness, and strengthen internal controls.

Overall Assessment

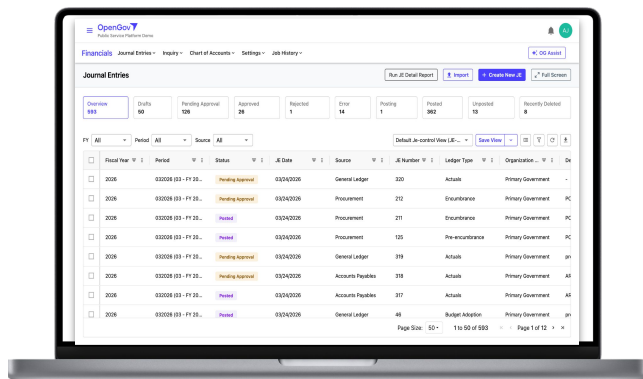
The references consistently described OpenGov as a responsive partner with strong customer support, modern reporting capabilities, and a commitment to product improvement. While successful implementation requires clear expectations, adequate staff engagement, and realistic timelines, all references indicated satisfaction with their decision to adopt OpenGov and would make the same choice again.

Financial Management



CENTRALIZED ACCOUNTING

General Ledger, AP, Purchasing, AR, Fixed Assets, Cash Receipts, and Bank Rec

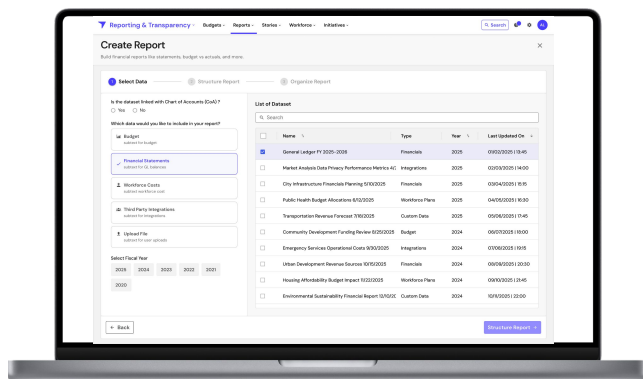


DIGITAL WORKFLOWS

Eliminate paper with auditable processes and documents in one place

FINANCIAL REPORTING

Self-service reports and inquiries for finance, departments, execs, and auditors



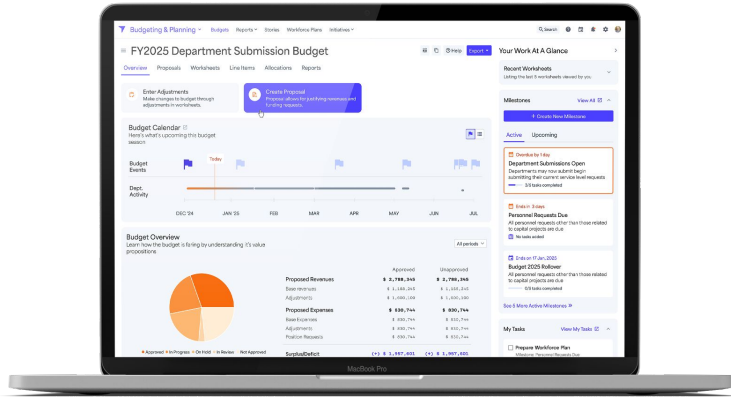
PROJECT ACCOUNTING

Track and manage a project's costs, revenue, and finances

MODERN CLOUD

A single source for strategic decision-making, spend control, revenue collection.

Budgeting & Performance

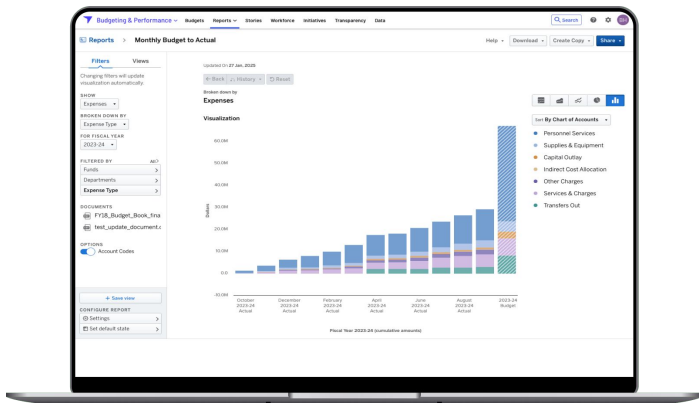


PERFORMANCE MANAGEMENT

Set goals, create and track metrics, then connect spending to outcomes

OPERATING BUDGET

Collaborative tools to drive an automated and strategic process

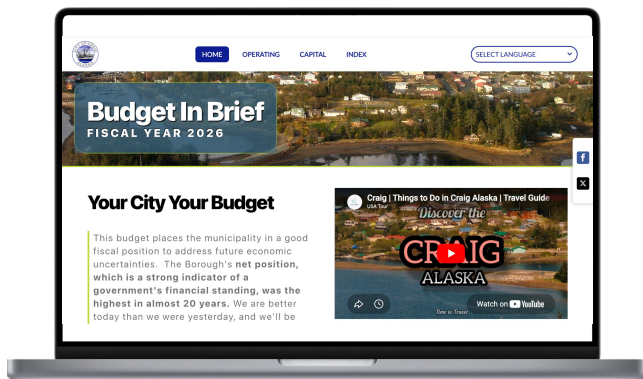


CAPITAL PLANNING

Prioritize, plan, and promote your biggest investments

WORKFORCE PLANNING

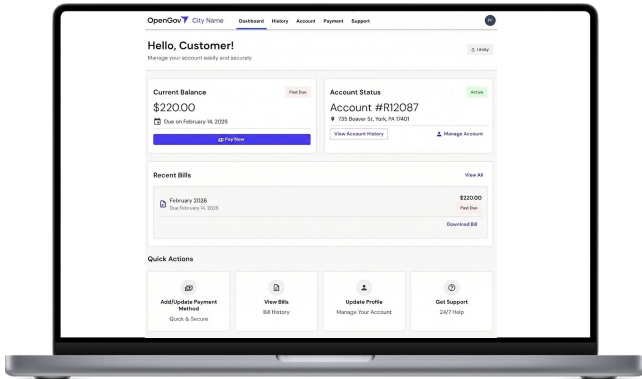
Simplify planning for your most important asset – your people



ONLINE BUDGET BOOK

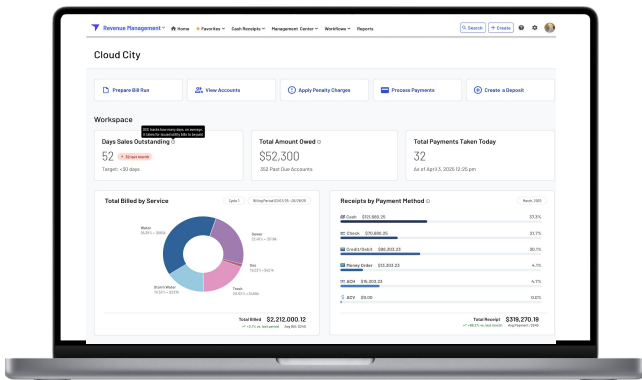
Publish an interactive GFOA award-winning budget book directly from your budgeting system

Utility Billing



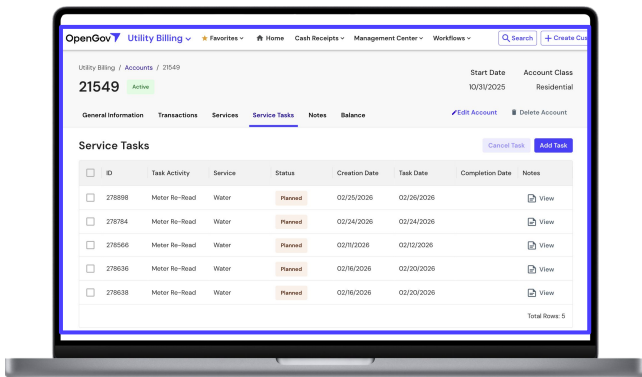
PUBLIC PORTAL

Easy access for the public to review their account and pay bills with multiple options



METER MANAGEMENT

Support reading, imports, work orders, and historical data on multiple meter types



FULL SERVICE HISTORY

Manage accounts, view digital documents, and reference historical activity in one centralized place

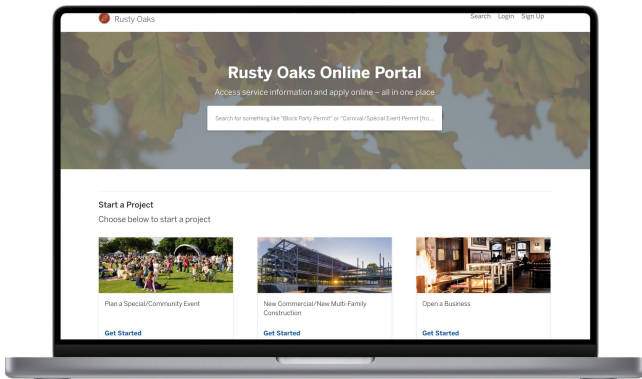
FINANCIAL INTEGRATION

Full Integration with OpenGov Financials

ASSET MANAGEMENT INTEGRATION

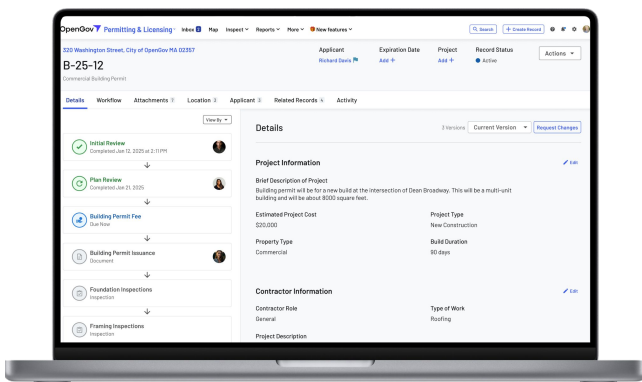
Full Integration with OpenGov's Enterprise Asset Management for Meter Management

Permitting & Licensing



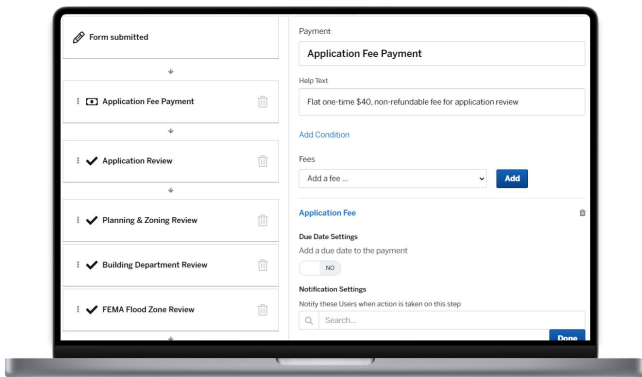
PUBLIC PORTAL

Easy-to-use, customizable portal that makes applying for permits and licenses a breeze



FASTER REVIEWS

Automate reviewer assignments to move approvals along faster—with fewer manual touchpoints.



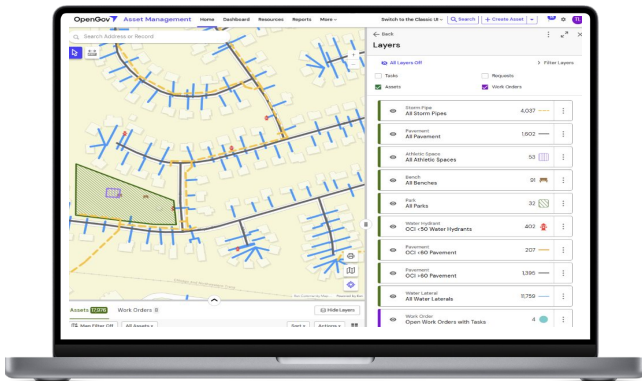
IN-APP COLLABORATION

Keep applicants and staff in sync with real-time notifications and updates.

FULL CONTROL

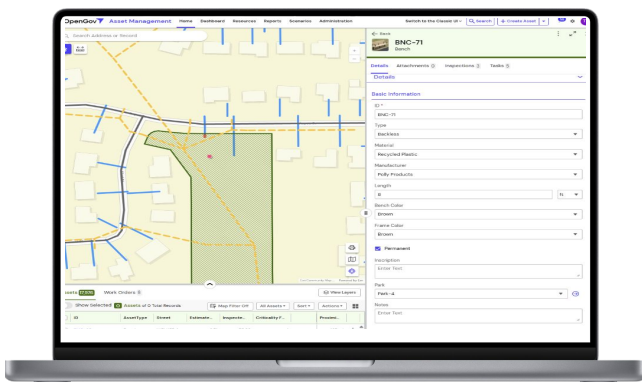
No Code Solution —staff can design, change, and launch forms, workflows, and fees on the fly.

Enterprise Asset Management



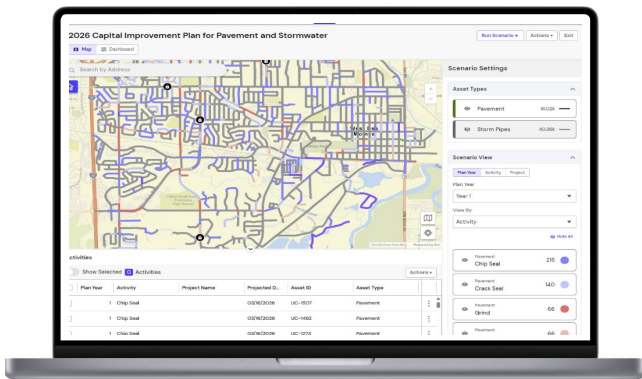
ASSETS

Know what you have, where it is, and what condition it's in.



DIGITAL WORK

Create, assign, and track tasks from anywhere with a truly mobile workforce.



INFRASTRUCTURE PLANNING

Model asset scenarios and develop data-driven plans for the future

Your Support Resources

Implementation



Initiate

- Review SOW
- Welcome Call
- Project Kickoff
- Project Plan
- Project Charter

Validate

- Review Requirements Matrix
- Discovery Workshops
- Solution Blueprint
- Finalize Project Schedule
- Change Management Planning

Configure

- Implementation & Configuration
- Delivery of Use Cases
- Demo of Configured Solutions
- Testing

Train

- Train the trainer
- End User Training
- Admin Training
- User Acceptance Testing

Launch

- Go Live Announcement
- Hyper-Adopt
- Finalize Blueprint
- Handover to Support
- Project Closure

Collaborative On Site Training by OpenGov Experts:

- All configuration is completed prior to our on site visit. When we are on site, we focus on training
- 2-3 days on site for training is typical
- We discuss what would work better for your organization: train everyone vs. train the trainer
- There is typically multiple sessions based on how many end users would be involved

Your Support Resources

Long Term Support

Customer Success Manager

- Your go to resource to ensure you are getting the most from your OpenGov software
- They set up a predictable meeting cadence

Account Executive

- Your OpenGov resource who can work with your Customer Success Manager to deliver value to your team

OpenGov Support

- Three tiers of support members on call to help you troubleshoot your challenges after your project go live

User Groups + Conferences

Talk shop with peers and learn directly from OpenGov experts.

Help Center

Find quick answers with step-by-step articles and videos.

Live Webinars

Join our experts to see new features and ask questions live.

Quarterly Releases

Watch demos of the latest software updates—and what's coming next.

On-Demand Webinars

Jump into free sessions on everything from performance to permitting.

OpenGov Help Center

Choose a product below to find help or learn more about each product.



All Products



Budgeting & Planning



Asset Management



Community Feedback



Financials



Open Data



Permitting & Licensing



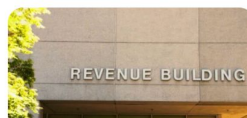
Procurement



Reporting & Transparency



LTS Courts



Tax & Revenue



Product News & Releases





THANK YOU



Brenda Amiel
Account Executive – Team Lead
bamiel@opengov.com
562.972.0163

Brandon Cook
Regional Manager – West
bcook@opengov.com
408.497.8399