Granicus Investment Summary:

Government Experience Agent

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A Better Digital Front Door for Residents

Government Experience Agent (GXA) helps residents get answers and navigate government services more easily through an AI-powered conversational experience on the web.

The goal is simple: **make it easier for residents to find what they need while reducing the burden on staff to repeatedly answer common questions.**

Why Granicus GXA

Hands-On Content Readiness
AI is only as effective as the information behind it. Granicus provides human-driven content support, including onsite workshopping when appropriate, to help improve and prepare content for AI adoption. Rather than relying solely on an automated scan, Granicus experts work alongside your team to strengthen the foundation for long-term success.

Multilingual Resident Experience
GXA can understand and respond in **77 languages**, helping provide a more accessible and consistent digital experience to residents across the community.

Control for Your Team
The GXA Admin Console gives staff flexibility to manage data sources themselves. When information changes or a website needs to be re-scraped, your team can make the update without having to submit a support request.

Long-Term Strategic Partnership
The investment goes beyond the technology. Granicus provides professional project management during implementation and ongoing Experience Partner guidance to help your organization continue improving the experience after launch.

Investment

Investment	**Cost**
Setup & Configuration	**$10,000 one-time**
Annual Subscription	**$8,000/year**
Year 1 Investment	**$18,000**
Ongoing Annual Investment	**$8,560 (Year 2)** **$9,157 (Year 3)**

Important Clarification:

The proposed investment **does not include telephone/phone-system voice capabilities**.

GXA can provide a voice experience through the web at the pricing above. Connecting GXA to telephone systems would require additional discovery, scoping, and investment.