



GRANICUS

# Civic Engagement Platform

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2021 Florida Association of Counties



# Demand for Digital Engagement is High, But There Are Challenges For Governments

 60%

## OF RESIDENTS

experience a problem accessing online government services, leading to more in-person visits and phone calls.

 82%

## OF GOV WORKERS

believe their operations should be more technologically advanced.

 159%

## INCREASE IN RANSOMWARE

in North America since 2019.

*“Whether you’re looking to apply for a permit or find the nearest free meal distribution site, confusing and sometimes clunky public apps are the norm.*

*But a bad user experience isn’t just inconvenient — it could be the difference between someone getting fed or going hungry. This information asymmetry also erodes trust in city hall.”*

*- Clay Garner, Deputy Chief of Staff to the Mayor, San Jose*



# Granicus Is Transforming Civic Engagement and how Government and People Connect

**“Serving”**  
the public's  
needs &  
interests since  
1999.

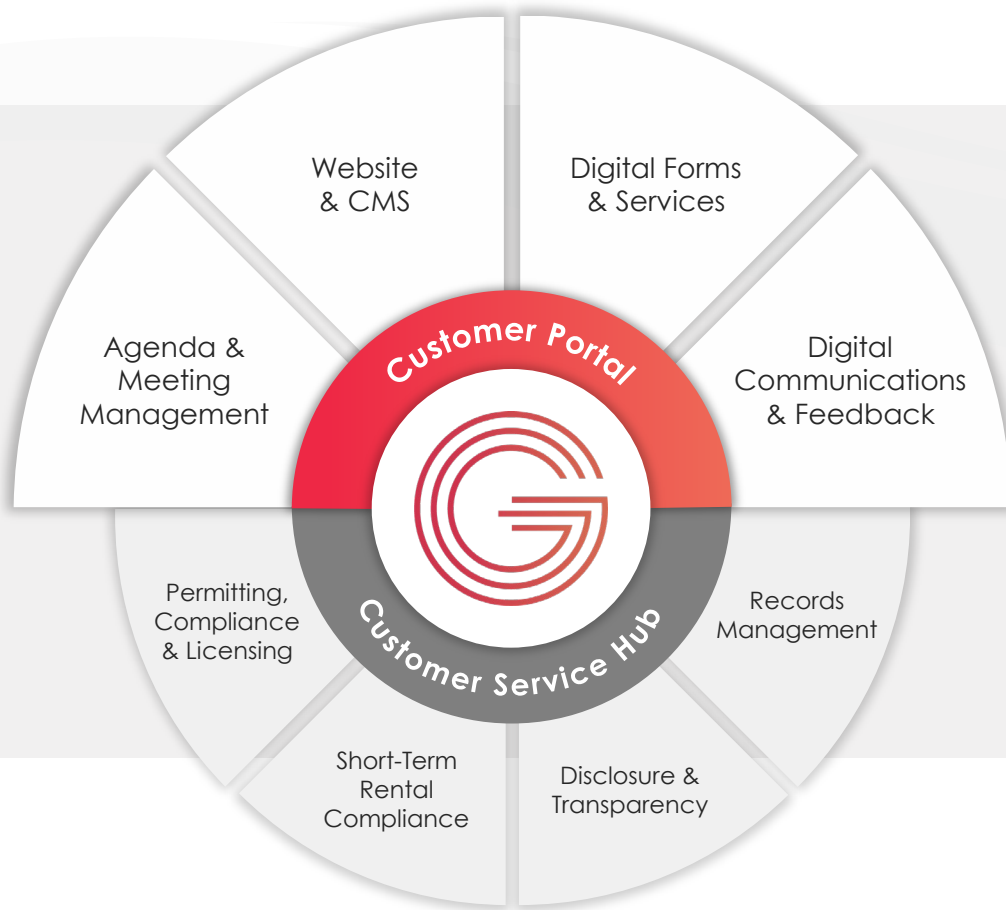


**“Engaging”**  
with comms  
that cover govt  
info and  
services.



## RESIDENT EXPERIENCE

- ✓ Online user-friendly self-service
- ✓ Contactless government interactions
- ✓ Automated reminders and notifications
- ✓ Personalized experiences
- ✓ Virtual public meetings



## GOVERNMENT EXPERIENCE

- ✓ Custom data interactions managed through a single portal
- ✓ Automation of repetitive, manual tasks
- ✓ Elimination of paper-based processing
- ✓ Reductions in overhead
- ✓ Expanded reach and engagement

Granicus Experience Group: Digital Agency and Consulting Services

Professional Services

Best Practice Sharing

24/7 Support

Government Grade Security

# Also Welcoming Bang the Table and OpenCities





# Purpose-Built for Government

## Enabling Multiple Departments in Engagement & Efficiency

206

### GRANICUS CLIENTS

across Florida, including Broward County, Miami-Dade County, Orange County, and St. Johns County

45

### OF THE 50

most populous U.S. cities use Granicus tools including New York, Chicago & Los Angeles

5,500

### ORGANIZATIONS

across the globe use Granicus' solutions every day to improve government

25%

### COST REDUCTION

of building a new service, spend on older public service delivery solutions, and time spent managing services.

52%

### AVERAGE AUDIENCE GROWTH

for Florida clients through the Subscriber Network

50%

### REDUCTION IN TIME SPENT

monitoring and managing short-term rental compliance

97%

### RETENTION RATE

with best-in-class customer care and support teams

99.95%

### UPTIME

Azure Cloud with FedRAMP infrastructure

1 Petabyte

### LEGISLATIVE FILES

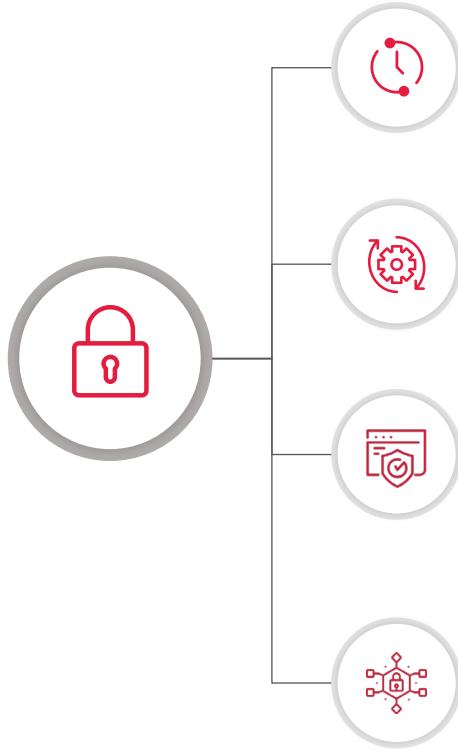
stored in secure and redundant data centers

# The Only Choice for Government

Secure, reliable, and purpose-built for government

## Culture of Security

Dedicated security experts, supported with best-in-class security measures, guide our platform development, support our customers, and ensure that your data remains safe and secure.



### 24/7/365 Resourcing

Security Operations Center with full-time, around-the-clock, 100% dedicated cybersecurity staff who identify, respond, and react to threats in real-time

### Secure Development Lifecycle

Security monitoring integrated into each phase of the development lifecycle; static code analysis to identify and correct flaws before any features are released

### Secure Controls

Compliance with the highest government (NIST) and international (ISO 27001) standards including protection such as rotating passwords, centralized logging, multi-factor authentication, and more

### Security Testing

Continuous vulnerability scanning on all assets; multiple penetration and assessment tests by our own internal security experts and experienced third party providers



Mandatory, Annual Security Training for All Staff



Customers including FEDRAMP and NIST



GDPR and CCPA Compliant



# You may be able to get funding for your civic engagement investments

Have questions about using American Rescue Plan or CAREs Act funding for improving civic engagement?

Contact us to learn more about the **Granicus Grant Support Program**







# We're here to help



Digitize permits, licenses, and more in weeks, not years

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Invest now to reduce costs later

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Meet and exceed citizen expectations

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Improve agility in an ever-changing environment



If you're ready to take the next step in civic engagement, contact us

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