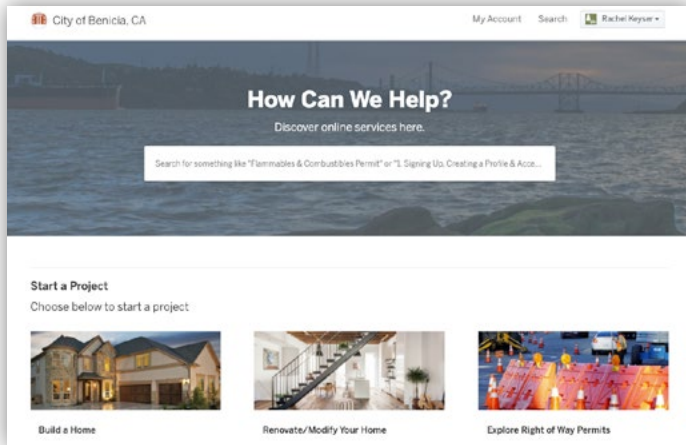


OpenGov Citizen Services

One Cloud Solution to Power Every Permitting and Licensing Workflow



Simplify Constituent Submissions, Streamline Application Processing

OpenGov Citizen Services modernizes your constituent services, while simultaneously delivering powerful workflow automation tools to help your departments collaborate efficiently throughout the approvals process. This unparalleled vision into how your team operates allows you to process more applications and complete inspections faster (and more easily) than ever before.



5x Faster
Permit Processing



up to 80%
Decrease in Walk-Ins



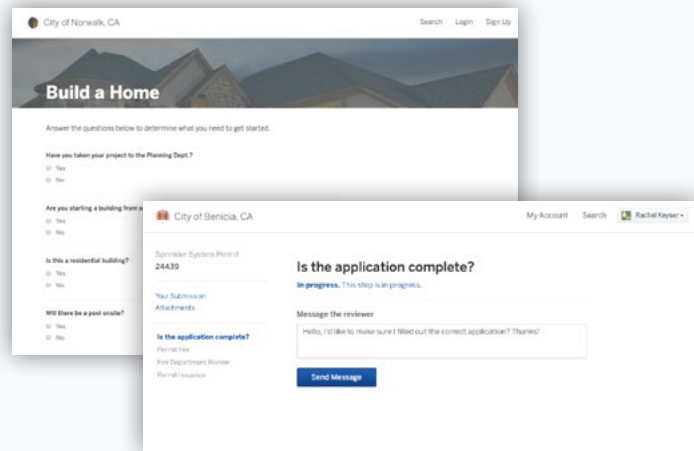
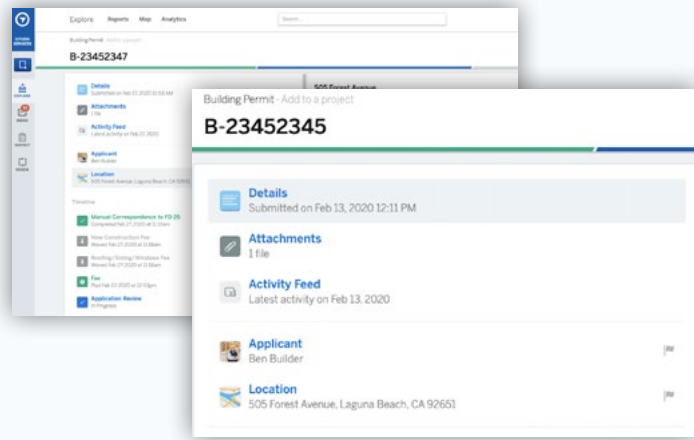
4.6 Star Customer
Support Rating

Key Benefits

- Simplify Permit Approval Processes
- Monitor Departmental KPIs
- Deliver Online Self-Service for Constituents
- Regulate Emerging Industries
- Offer Mobile Inspections Capabilities
- Schedule Inspections Online
- Easily Renew Licenses
- Automate Code Enforcement
- Promote Economic Development

“Once we started using OpenGov, we realized it was like we had been working by candlelight and now we have electricity.”

Teresa Graham,
Building & Zoning,
Town of Smithfield, RI



Simple, Automated Workflows

Automatic Internal Routing

Permit and license applications are automatically routed through digital, predetermined workflows according to project type, application information, and team workload.

Improved Inspections

Use intelligent routing to optimize inspectors' daily routes. Using a mobile device, inspectors can conduct inspections, take photos, and attach notes to applications in real-time, keeping projects on track and reducing delays.

Modern Constituent Service

Online Public Portals

Constituents go online to apply for licenses and permits, where smart project surveys and application wizards guide applicants step-by-step through the submission process.

In-App Communication

Approvers can message applicants directly to ask for clarification or missing information. Later, permits can be issued digitally, with set reminders for future renewal deadlines.

Why OpenGov?

- **The only modern cloud ERP for local government.** OpenGov offers transformative solutions for budgeting, financial management, and citizen services with the market-leading reporting and transparency platform -- allowing customers to re-allocate up to 1% of their budgets for more strategic outcomes and save thousands of hours on manual and paper-based processes.
- **A trusted and dedicated partner.** More than 1,000 governments nationwide partner with OpenGov to drive more effective and accountable operations and strengthen public trust. Built exclusively for state and local government, OpenGov's software, services, and expertise are backed by over 300 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.

