Powering More Effective and Accountable Government

Cloud Budgeting, Financials, Citizen Services, and Procurement for 21st Century Public Administration

OPENGOV

Powering More Effective and Accountable Government Government Only. Cloud Only.

Anywhere, any device. Nothing to install

Software that's easy to understand

Rapid enhancements driven by user feedback

Fortified security and infrastructure

Increase productivity | Improve citizen experience | Build resilience

OPENGOV

Powering More Effective and Accountable Government

Built for Government

- Government only
- Cloud based
- 300+ years of government experience on staff

Battle-Tested

- 1,000+ customers
- 5,000+ implementations
- Best-in-class security and performance with AWS

City of
Florissant, Missouri

City of
Lawrence, Kansas

City of
Topeka, Kansas

City of
Minneapolis, Minnesota

City of
Boulder, Colorado

City of
Lincoln, Nebraska

County of
Lubbock, Texas

OPENGOV

OpenGov ERP Cloud

Budgeting & Planning

Operating Budget
Capital Planning
Workforce Planning
Online Budget Book

Procurement

Solicitation Development
Supplier Engagement
Evaluations & Awards
Contract Management

Financials

Core Financials
Payroll & HR (UKG)
Utility Billing

Citizen Services

Permitting and Licensing
Code Enforcement
Public Portal
Workflow and eSignature

Reporting & Transparency Platform

Dashboards   Analysis   Transparency   Performance Measures   Citizen Engagement

OPENGOV

City of Columbia, MO

Areas of Focus

OpenGov **is built ground-up** based on Government Accounting Best Practices sourced from our many customers and GFOA.

Historical Data is shared via our Reporting and Transparency analysis tool, resulting in no need for extensive time consuming data conversions.

1 Streamlined, Priority Budgeting
Tying in each and every area of the budgeting process, our integrated system eliminates double entry, excel sheets, and duplicate systems of record.

2 High Quality & Timely Reporting
Our integrated system communicates with your Munis Accounting System nightly, giving your staff up-to-date information the moment they log in.

3 Community Engagement
Our system enables your staff and the electeds to tie narrative with financial and performance metrics and share with the public in an ADA & GFOA compliant manner

OPENGOV

Budgeting & Planning

Industry-leading collaborative budgeting

Controlled collaboration

Intuitive user experience

Proposal management

Interactive reporting

Enterprise-wide performance

Budget Staff

Department Heads

Approvers (CMs, FDs)

Electeds

Citizens

Committees

Plan

Budget

Report

Engage

OPENGOV

Plan Accurately for Workforce Needs

"Partnering on multi-year workforce planning was a great experience. The OpenGov engineering team catered to us to build a game-changing capability because they saw the benefit to their other customers."

Jonathan Nih
Budget Officer
City of Irvine, CA

Demonstration
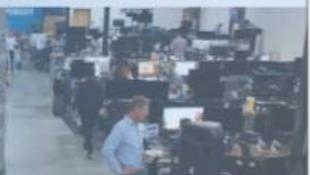
Appendix

Built to Drive Value

Quantifiable Results from your Investment

50% less time

spent on budget development

80% less time

spent on reporting

20% fewer

information requests (FOIA)

>1% of budget

freed for strategic initiatives

Integrations Unleash the Power of your Data

Fresh Data for Strategic Decisions

Nightly Transfers Keeps Data Fresh for better decision making

Automated Data Integrations

Reduce human error with automatic data transfers

Partnership with Data Access

To be successful, we need access to your data systems

Partnership with Data Quality

Up-to-date worksheets that drive reports, dashboards, and public-facing portals

OPENGOV Confidential, Do not share

Mission-Driven Government Expertise

300+ Years of Combined Government Experience

CEO

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

Application Support Lead,
Financials

Charity Holman
Former Deputy City
Secretary at City of
Westworth Village,
Texas

VP Government Finance Solutions

MIKE MCCANN
Former Assistant Finance
Director at City of
Monterey, California

Implementation Analyst

ROBERTO RUIZ
Former Senior Budget
Analyst at Teacher
Retirement System of
Texas

Product Lead, Financials

KENT HUDSON
Former Assistant City
Manager at City of
Vernon, Texas

Director, Solutions
Engineering - Budgeting

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

Integrations Engineer

JAMIE CASTELLANOS
Former Application
Analyst at City of
Berkeley, California

Senior Project Manager

Aaron Dobbins
Former Sergeant -
Criminal
Investigations/Cyber
Crimes, Office of the
Attorney General of Texas

Technical Account Manager

JENNIFER NORDIN
Former Budget and
Performance Analyst at
Montgomery County,
Maryland

Director, Professional Services

ALMIS UDRYS
Former Assistant Chief
Operating Officer at
San Diego, California

Solutions Engineer

Gerrod Franklin
Former Business Analyst
with the City of Fishers, IN

Solutions Engineer

MICAH INTERMILL
Former Budget Director at
Minneapolis, Minnesota

Senior Implementation Analyst

ARIANA TUCKEY
Former Supervisory
Budget Analyst at the FBI

Lead Implementation Analyst

SETH CUMMINS
Former Financial Analyst
at City of Milpitas

Senior Manager, Solutions
Engineering - Financials

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

Manager, Solution Architecture

MARK WELCH
Former Administrative
Services Director at City
of Ashland, Oregon

◯ OPENGOV

How to Engage OpenGov Support

Web

support.opengov.com

Ask for support on specific problems and reference "how to" documentation 24/7

Chat

support.opengov.com

Find answers to your questions in real time, powered by automated tools and technical support experts

Email

support@opengov.com

Kickoff getting support for your questions and challenges directly from your email inbox

Phone

(650) 336-7167

Talk through your questions with one of our technical support experts 4:00 AM PT to 7:00 PM PT, Mon-Fri

Support First Response SLAs

Premium Support Significantly Improves First Response Times

Severity Level	Standard Support	Premium Support
Urgent	One (1) Business Hour	One (1) Calendar Hour
High	One (1) Business Day	Two (2) Business Hours
Normal	Four (4) Business Days	Eight (8) Business Hours
Low	Eight (8) Business Days	Two (2) Business Days

OpenGov Customer Engagement Model

Responsive Support – Throughout your Journey

Professional Services

Best-practice implementations from experienced partners

Award-Winning Support

Responsive support personnel with 150+ years of combined government and support experience

Customer Success

Ensuring your long-term value realization

OpenGov University

Continuous learning through fresh, online and instructor-led training

2022 Stevie® Awards for Sales & Customer Service

Customer Success

Your Advocate within OpenGov

Point of Contact

We schedule regular communications to build a strong partnership

Product Updates

Point of contact to learn about new solutions and roadmap developments

Value Realization

Source for best practices, technical support, and training resources
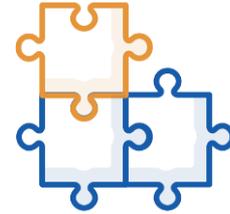
Future Services

Advise when Professional Services might help you realize additional value

OPENGOV   Confidential, Do not share

Built for Security

24/7 Safeguards and Continuous Improvement

People

Security is prioritized in our culture with regular company-wide training to prevent against ransomware attacks

Process

Aligned to best-practice security standards around physical, environmental, and organizational security

Technology

Run on the leading cloud service provider, Amazon Web Services with bank-level security and data encryption

Continuous Improvement

Constantly fine-tuning our tools and practices to evolve with the rapidly changing risk landscape