



Coral Gables, Florida

Going Above and Beyond to Save Time, Money During Lien Searches for Coral Gables, FL



3

Business Day reduction in Lien Search process

430

Lien Search has been processed through the system since March 1, 2021

\$189K

collected in Lien Search Fees since portal launch

10 min

the length of time for each Lien Search
Reduced from 20 minutes previously

OVERVIEW

The Business Lien Search process for the Coral Gables City Clerk’s office was a cumbersome, multi-department task where cases often got lost in the shuffle. Coral Gables turned to longtime partner Granicus to develop an online solution that became an automated self-service portal, creating time and budget efficiencies for both customers and staff.

CHALLENGE

Collaborating with two different departments in two different buildings to handle business lien searches was a headache for both customers and staff. Forms, status calls, and emails put a burden on two departments that led to delays in processing and communication.

SOLUTION

The Coral Gables City Clerk turned to Granicus, a partner with the city for over a decade, to create a digital solution that would help give access to address lookups. But after working together to better understand Coral Gables’ needs, the team used govService to develop a self-service portal that exceeded expectations.

IMPACT

Centralized information, easy processing status checks, and convenient payment options have taken the pressure off both businesses and the City Clerk staff that would previously be dealing with calls. As a result, the portal has already reduced processing time by three business days in the few months that it has been online.

MUST HAVE SOLUTION

govService

“ We started off with an idea for a solution. But with the platform that Granicus helped us implement, what we ended up with was so much better!”

- Billy Urquia, City Clerk, Coral Gables, FL