

SmartGov Simplified Service for Your Community

Provide a better experience for your citizens, businesses and staff by managing permitting, planning, licensing, inspections and code enforcement in one centralized system.



Customize your community and internal experience

Use custom forms and low-touch permit routing to simplify community engagement and lower training costs. Manage permit form requirements for citizens to reduce friction and improve permit routing and tracking so staff can quickly see tasks and approvals.your processes.

Increase citizen confidence and satisfaction

Build a stronger connection with your community while saving time and money by allowing citizens to complete applications and check real-time status updates online 24/7. This way, citizens can work with you anywhere, anytime.

Drive development, growth and revenue

With optimized processes for functions like permitting and licensing, you'll capitalize on development opportunities faster, ensure revenue is collected quicker and provide an optimized experience for the business and development community. You and your department will maintain a positive reputation and continue to attract new development

Maximize efficiencies

Back-end process automation combined with an intuitive public portal provides an end-to-end solution that eliminates guesswork and dependence on paper, while enabling faster revenue generation for your jurisdiction.

Gain critical portability

Conduct on-site inspections and code enforcement from anywhere with a system that can be used on virtually any mobile device. Print notices and receive tasks from the field to reduce unnecessary trips to the office.



User-friendly, manageable and efficient, Granicus' software has allowed us to successfully implement streamlined and efficient permit processing at a time when resources (staff, time and funding) are strained and customer satisfaction is a priority."

Nikki Hollatz, Environmental Health,
Skamania County, WA

Product Packaging

Your choices with a Granicus SmartGov annual subscription

	Enterprise	Core
Permitting & Planning	✓	✓
Code Enforcement	✓	✓
Licensing	✓	✓
Citizen Portal	✓	✓
Mobile App	✓	✓
Inspections	✓	✓

SmartGov Core:

Select one in the highlighted areas.

Technical Requirements

We suggest the latest version of all browsers for the best experience. Please consult with your IT department to ensure that all browsers are up to date and capable of supporting the SmartGov solution.

Internet Browser *(latest version recommended)*

- Google Chrome
- Microsoft Edge
- Mozilla Firefox
- Opera
- Safari (Mac OS)

Integrations

- Esri GIS Integration
- Merchant Payment Providers
- Financial Systems
- Active Directory
- Bluebeam
- Laserfiche
- State-level Contractor Databases
- Exago

Product Features

Permitting & Planning	Centralize permit and project data
	Monitor contractor license, property and contact information
	Automate and customize permitting review and approval process
	Define an unlimited number of permit and project types
	Tag properties into categories like historical sites
	Collaborate internally between departments or externally with clients
	Calculate fees automatically, including late NSF penalties
	Attach notes, scanned images and electronic files to a permit or project
	Manage special zoning and conditional requirements for planning applications
	Assign inspections based on geographical area, violation type or inspector workload
	Integrate with existing GIS systems
Public Portal	Customize and streamline permit application line items and required fields
	Submit permit applications, including digital documents, digital plans, fee payments and inspection requests
	View the status of permits, inspections and violations
	Print reports and required forms > Access fee information
	View daily and pending inspection schedules, as well as year-to-date metrics
	View and respond to digital plan markup and comments
	Review real-time plan check comments and inspection results

Code Enforcement	Automate enforcement, from complaint submittal to resolution
	Centrally track and manage unlimited case types, code violation activity and deadlines
	Assign inspections based on geographical area, violation type or inspector workload
	Track investigations, hearings and legal actions
	Manage and assign public complaints
	Automatically calculate violation fines
	Attach notes, scanned images and electronic files to a case
	View case resolution and create a permanent case history
	Integrate with existing GIS systems
Inspections	Unify automated workflows, task lists, scheduling and note-taking into a single platform
	Define inspection types and requirements
	Create checklists of actions for each inspection type
	Assign inspection types and checklists to every project, permit, case or license
	Schedule inspections based on geography, type or inspection
	Track every inspection as part of a permanent digital record
	Sort, query and access records easily, from anywhere at any time
Mobile	Inspections and code enforcement tools in the field via any laptop, tablet or smartphone
	Access assigned tasks, property information and contractor or owner data from anywhere
	Document updates or code issues and communicate them with coworkers and clients in real time
	Print any letters, certificates or reports from your mobile device

Business Licensing	Manage licensing from new applications to renewals and expirations, including timelines, fees and inspections
	Assign inspections based on geographical area, violation type or inspector workload
	Issue business licenses
	Automatically send renewal notifications to business owners prior to business license expiration
	Generate notice letters for applicants
	Enable online application submittal and fee payment
	Allow for expirations or blocking of permit and inspection requests for parcels with a hold
	Enable users to view business license history
Map Integrations	Enable visualization of any number of GIS layers alongside permits, projects, inspections and code enforcement cases with an ArcGIS integration
	Five Esri GIS layers included: parcel boundaries, sewer or water lines, school districts, floodplain boundaries and zoning districts. Additional GIS layers are optional
	GIS layers can be displayed in conjunction with the standard base maps included as part of the core feature set > Display inspection search results and enforcement actions as a point on a map
	Navigate existing cases and initiate new cases starting from a maptime
Online Payments	Define fee types and rates
	Assess fees and invoice for payment
	Receive payments and issue refunds
	View transaction history and generate financial reports
	Integrate with payment processors and financial management systems
	Manage security and accessibility to allow for payments 24/7

Reporting	Access library of formatted reports, form letters and related output documents for managing the lifecycle of permits, licenses and enforcement cases
	Ad hoc reporting in a variety of formats, generated with userdefined parameters and available on scheduled intervals or in real time
	On-screen queries using integrated search tool

Implementation and Support

We provide our best service so you can do your best work.

Legendary Support Team Included	All Granicus clients have unlimited access to our Legendary Support Team
	Reach support via phone, email or chat for immediate answers time
Implementation Support Included	One-on-one implementation consultation with your client engagement team member
	Orientation call to establish objectives and answer questions
	Project collaboration tool for implementation management
	Unlimited access to our Granicus Learning Management System

About Granicus

Granicus is the global leader in customer engagement and experience technologies and services for the public sector. By simplifying interactions and communicating critical information, Granicus brings governments closer to the people they serve—driving meaningful change for communities around the globe.