

# SmartGov 3-Step Implementation



## Step 1

### Getting Started

#### Orientation Call

- Define roles and responsibilities
- Identify critical business goals
- Map out implementation process with milestones and time frames
- Review and train on how to complete initial data worksheets

#### Analyze & Configure Data

Initial data collection begins. During this time, you will have business process analysis calls to answer any questions and understand your workflows.

#### Data collection takes about 2-4 weeks and includes:

- Departments
- Users
- Permit types
- Documentation and workbooks
- Received data
- Configuration and training begin

## Step 2

### Product Training

#### Implementation Begins

- Schedule and attend 1:1
- Consultative sessions
- Configuration
- Training
- Validation
- Review online help content
- Final training post configuration
- Additional module training
- Public Portal training
- Navigation and workflow
- Role trainings

## Step 3

### You're Live

#### Congratulations!

- Coaching and support as you and your team learn the system and build your account
- Using your product daily
- Progress continues to be monitored by a client success representative
- Weekly check-in with your consultant for 30 days to ensure a successful launch
- Goals review

## Your Implementation and Success Team

### Project Manager

Your project coordinator who will work alongside you at a project management level to ensure milestones are met and your overall project is successful.

### Implementation Specialist

Your remote resource who will provide 1:1 guidance and support to ensure you and your team learn the product and set up your account properly while applying best practices.

### Legendary Support Team

Your one-call-away helper available to assist you with any question via phone, email or chat Monday through Friday.

### Client Success Representative

Your representative who partners with you to achieve your goals while driving toward your organization's overall mission.

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## Our Service Pledge to You



Phone calls answered within 3 rings



97% client satisfaction rate



Support emails answered within 1 hour



Always speak to a human

## 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.