



# County of Hawai'i, Hawai'i

How a County Empowers Staff to Boost Website Performance With govAccess

2.5m

Page Views

7

Subsites

20+

Departments

5x

More Page Views

## OVERVIEW

Working with Granicus, the County launched a citizen-centric design process, using resident survey results to inform a web design that clearly features the top services and information users seek.

## SOLUTION

In addition to data-driven website design, the County also cites Granicus' govAccess CMS as a reason for their choice.

## RESULTS

In the first nine months of going live, the govAccess site saw nearly as many page views as it did in the prior year on the old website. Each department can now manage their content and create online forms.

## MUST HAVE SOLUTION

govAccess

“ Granicus has kept us on track, through the Kīlauea eruption, Hurricane Lane, and now COVID-19. We've been able to provide a different service model, one that provides more services, more transparency, and better access.”