

SmartGov

SmartGov™ is a configurable, cloud-based licensing and permitting solution for local and state jurisdictions that promotes revenue growth, citizen confidence and cost savings in one easy-to-use platform.



How does it work?

Manage permits, business licenses, inspections, code enforcement, planning and reporting with customizable plan review, permit routing flows and forms that enhance operational efficiency, reduce labor costs and engages your community on the web or mobile platforms.

Maximize efficiencies


SmartGov integrates with vendors who support a Hosted Payment Page (HPP). An HPP integration offers checkout/ payments forms that are SAQ-A compliant and allows SmartGov to pass all the payment data to the HPP for final processing. Once completed, the receipt information is passed back over to SmartGov to be stored appropriately and securely.

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.

Improve safety

Make requests and applications easy to submit and maintain more reasonable response times to ensure citizens follow through with proper permitting procedures and work is done safely. With automated code enforcement, compliance is enforced more quickly and accurately, minimizing violations and increasing public safety.

 The ability for increased collaboration and accountability across departments has allowed for staff to process permits more efficiently with a smaller number of staff than in previous years, leading to increased efficiency in the use of taxpayer dollars.”

- Jerome Keene
Senior Planner, City of Delano, CA

Customize your community and internal experience

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.

Implementation and Support

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

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

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.