



Customer Advisory Board Charter

Mission

Every day, Granicus helps organizations at all levels of government lead the way on civic engagement, driving better outcomes for the people their organizations serve. We rely on insights from our customers to drive our innovations and keep us at the cutting edge of empowering a modern digital government.

As a member of our Customer Advisory Board, you will play a vital role in helping Granicus continue to shape the future of the government technology industry. Your experience and insight will help Granicus better understand how market trends are impacting government agencies and how our team can alleviate roadblocks to improve the user - and citizen - experience through impactful technological innovations and enterprise strategy.

If you would like to contact us regarding comments or questions related to the Granicus Customer Advisory Board (CAB), please email cab@granicus.com.

Objectives

The Customer Advisory Board is tasked with the following objectives:

- Evaluate current state of products, sharing candid feedback on product or service gaps and strengths
- Preview and help prioritize product roadmap strategy and timeline
- Share industry trends and drivers impacting your organization

Granicus will be sharing private enterprise and product strategy details in these sessions and ask that due to the sensitivity of this information, all Customer Advisory Board materials and discussions are kept confidential. Please note that delivery dates of any enhancements shared are subject to change at any time.

Membership

BENEFITS

As a member of the Granicus Customer Advisory Board, you will enjoy the following benefits:

- The opportunity to influence our strategic roadmap
- The ability to influence our prioritization of future innovations
- Early access to new features and first invites to beta groups

ESTIMATED TIME AND COMMITMENT

Customer Advisory Board members are expected to serve in their role for one year. This will require attendance at a maximum of two virtual, half day meetings in 2019 and one virtual, half day meeting in 2020. Members are expected to spend a self-determined and reasonable amount of time in preparing for each session to ensure discussions are productive. Additional tasks could include: responding to surveys, providing feedback on the meetings via email or conference call, clarifying specific feedback via email or conference call, etc.

MEMBERSHIP ESTIMATED COSTS

In accordance with government regulations, costs for member travel and lodge accommodations are absorbed by the customer.