

G-CLOUD 15 SERVICE DEFINITION

GovMetric Professional & Support Services

GovMetric CX | CaseTracker | Octavia | Nexa

Professional & Support Services for GovMetric software

GovMetric software products are designed to be highly flexible, and most customer requirements can be met using standard features and configuration options, supported through the onboarding and support service included with the subscription price.

Where a requirement cannot be met through standard software and support, GovMetric offers professional and support services to help organisations achieve their objectives and maximise their investment.

These services may include (but are not limited to):

- Integration support
- Configuration or localisation assistance
- Training and enablement
- Advisory and assurance services
- Bespoke development

Why GovMetric?

GovMetric builds software that solves real customer problems across public-sector automation, compliance and citizen experience.

We've worked in the sector for over two decades, helping our customers to manage citizen-facing, regulated processes as they come under increasing demand and scrutiny. Spanning citizen feedback, complaints management and compliance automation, our products work together to improve efficiency, reduce risk and deliver better citizen outcomes.



GovMetric CX

Citizen feedback
and experience
management



CaseTracker

Complaints and
correspondence
management



Octavia

AI-powered
complaint
handling



Nexa

Automated
document drafting
for compliance

What next?

If you're exploring ways to streamline feedback management, you can visit our website to:

- Find more case studies from public-sector organisations
- Watch video testimonials from customers
- Learn about emerging trends in AI and public sector automation and compliance.
- Find upcoming webinars and events

When you're ready, get in touch for a conversation about how we can help.

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