



Service description

Public Sector Website & Content Management System (CMS)



Introduction to Granicus

Granicus is the leading provider of government experience solutions that directly touch your citizens and the government employees that work with them. Our solutions include two-way communications, tools for citizen engagement and understanding sentiment, digitised government services, and streamlined staff workflows and operations.

Delivering a compelling customer experience is central to achieving the government's core missions of increasing access to services, building trust and transparency, and promoting health and security. Public sector organisations can more easily deliver on the central mission and achieve larger outcomes by better understanding their community, creating seamless ways for citizens to access information and services, and streamlining operations. Granicus has a proven track record of delivering a broad range of experience solutions to governments at scale.



500

public sector
organisations in
the UK



7,000

public sector
organisations
worldwide



22B

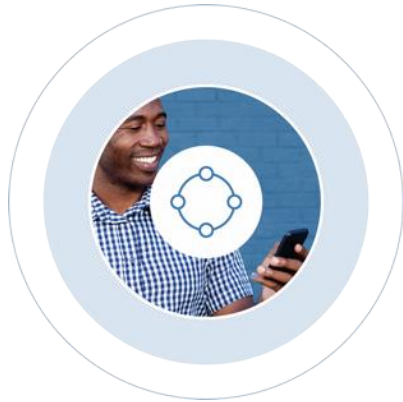
government
messages sent
annually



18M

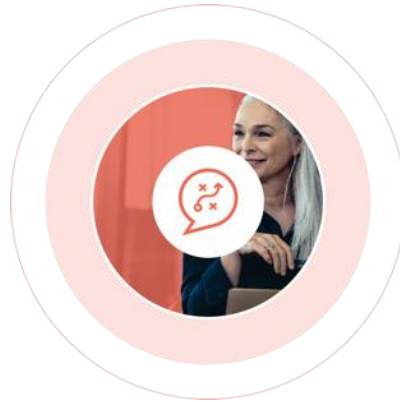
people are
subscribed to
the UK network

Our websites and Content Management System (CMS) combine three elements in our solutions to help deliver meaningful outcomes for our public sector customers:



Connected Technology

Technology designed for governments fosters seamless customer experiences, prioritizing citizens throughout the journey.



Experience Services

Trusted experience advisors empower governments to design, support, and deliver exceptional services that drive measurable social outcomes.



Data-Driven Insights

Better understand your community using insights from 30 Billion annual government interactions to serve your customers more effectively.

These three elements work in concert to ensure that you deliver integrated, efficient and accessible services, improve engagement, whilst driving trust and tangible outcomes within the communities you serve.

Why partner with Granicus

Most government software vendors provide technology that helps solve common user experience challenges. But great customer experience moves beyond individual user experiences and instead focuses on the full range of customer interactions a resident has as well as finding ways to modernise back-office operations.

Granicus follows a human-centred design approach to creating better experiences that leads to better outcomes. We know government and the challenges staff face despite desires to do things differently.

With the Government Websites & CMS, you can



Enable an inclusive government that delights residents by providing easy access to information and services 24/7.



Utilise an integrated digital ecosystem through deep integration with other Granicus solutions including forms and services.



Use actionable data insights to understand your community, personalise content, and build a long-term website content and development roadmap.



Develop and maintain relationships with your community by creating, launching, and optimising engaging content.



Create meaningful and equitable connections based on user preferences.



Support governance, accuracy and accountability in public information and publishing via role-based controls, workflow approvals and auditability.

Content Management System (CMS)

The CMS is flexible enough for both standard and advanced users, incorporating features uniquely designed to bring the best information and services to residents, businesses and organisations. Over 20 years of development and innovation influenced by user group input, advisory board insights, and client feedback makes the CMS more intuitive to your needs and drives our continuous research and development, so you can be confident you're building on tools that are trusted, proven, and continually evolving.



Dashboard Analytics, Tasks and Updates

Key site statistics, tasks and updates presenting key metrics in a way proven to be more effective for communicating data to key stakeholders.



Landing Pages

Quickly create pages with targeted content and imagery great for unexpected messaging requirements.



Page Layout Changes

Freedom of design, without technical limitations. Drag and drop widgets from one column or row to another, instantly changing the layout of your content without the need to involve a developer.



Navigation & Redirects

Easily create, edit and delete content for the navigation of the site. Manage redirects and the creation of short URLs for communications.



Real Time Feedback Page Editing

Don't waste time previewing each individual change; see them as they happen, without stepping out of the editor.



Workflow and Task Management

Set approval processes and schedule content to facilitate efficient workflows.



Asset Management

Store images, videos, podcasts and more in the Asset Library. Assign metadata and tags to make it easy to find and retrieve specific assets.



Image Resizing & Image Collections

Easily resize, crop and select a focal point from within the CMS. Alt text is added to images to improve accessibility and ranking within search engines.



Embed Widget

Enables a user to drop third-party code onto a page.

Key Service Features



Software as a Service (SaaS)

Your solution will constantly evolve to meet changing technological, compliance and security best practices and regulations. Our licensed model allows our developers to push core updates, enhancements, and updates to all clients, ensuring they are protected and have the latest technology.



Industry Experience

Your site will reflect our latest research and commitment to best practice. Granicus has delivered over 1,000 websites, all of which have contributed to the ongoing evolution of our CMS and websites.



Resource

Your project will be assigned a team of appropriate personnel including a Project Manager, Account Manager, Trainer, Designer, Developer, SEO Analyst and Tester.



Site Architecture

Your site will benefit from over 20 years of website architecture experience. This, combined with site architecture planning, advice on redirects, metadata and content advice, sets the site up to perform better.



Support

Our responsive and experienced support team will manage and resolve issues efficiently. User will be given access to our comprehensive knowledge base.



Training & Ongoing Education

Your team will be invited to training designed to equip them with the knowledge they need to fully leverage the capabilities of the solution. They will also be given access to our knowledge base and free educational webinars.



Compliance

We will follow best practice guidelines and ensure your site complies with legislation, including accessibility and data & privacy guidelines.

Key Solution Features



Hosting & Security

World-class hosting is included within the license fee, and all network/ hosting services are managed by Granicus with guaranteed 99.9% uptime of your website and CMS.

Site traffic is managed within clusters to ensure shared hosting is modified/ rearranged as site traffic increases to provide optimum performance.



Content Delivery Network

The CDN will provide reliability and securing by delivering content from server closest to the website visitor to reduce latency and improve performance, while also providing resilience through automatic rerouting if a server fails.



Web Application Firewall

The WAF inspects and filters incoming traffic to block malicious activity such as SQL injection, cross-site scripting and other common exploits before they reach the origin server, helping maintain high availability and protect sensitive services and user data.



WCAG 2.2 AA Compliance

The site will be designed and built to WCAG 2.2 AA standards, providing an accessible, inclusive experience for all users.



Cookie Preference Tool

A cookie preference tool will allow users to choose which types of cookies your website(s) store, supporting transparency and control over personal data.



Penetration Testing

Regular penetration testing provides vital, insights by simulating real-world cyberattacks to assist in countering vulnerabilities and improving the ability to withstand a genuine attack.



SSL

An SSL certificate encrypts the data exchanged between a user's browser and a website, ensuring information is transferred securely. It also verifies the website's identity, helping build trust and protect users from security risks.

Local Government Bundles

Public Sector Website & Content Management System comes packaged in bundles to align with the needs of organizations of various sizes.

Each package has defined core functionality. However, where further capabilities are required, the platform supports the straightforward addition of optional modules to extend and enhance the solution.

The standard packages are:

	BAND 1	BAND 2	BAND 3	BAND 4	BAND 5
Content Management System	✓	✓	✓	✓	✓
Hosting	✓	✓	✓	✓	✓
CDN/WAF	✓	✓	✓	✓	✓
Standard Support	✓	✓	✓	✓	✓
Event Submission	✓	✓	✓	✓	✓
Training (Remote)	✓	✓	✓	✓	✓
WCAG 2.2 AA Compliance	✓	✓	✓	✓	✓
Forms & Service Integration Setup	✓	✓	✓	✓	✓
DMS Integration	✓	✓	✓	✓	✓
Cookie Preference Tool	✓	✓	✓	✓	✓
Penetration Testing	✓	✓	✓	✓	✓
Insights & Analytics	✓	✓	✓	✓	✓
Blog & News Articles	✓	✓	✓	✓	✓
CMS APIs	✓	✓	✓	✓	✓

FUNCTIONALITY	BAND 1	BAND 2	BAND 3	BAND 4	BAND 5
Product Submission		✓	✓	✓	✓
Dynamic Content & A/B Testing			✓	✓	✓
CRM			✓	✓	✓
Survey Builder				✓	✓
Map Publisher				✓	✓
Child sites				1	2
Multi sites					1
Language site					✓
Chatbot Integration					✓
Microsite Builder					✓
Advanced Analytics Dashboards					✓

Implementation Bundles

Granicus offers 4 levels of website implementation:

	QUICK START	STANDARD	PREMIUM	ENTERPRISE
Website Development	✓	✓	✓	✓
Project Management	✓	✓	✓	✓
Site Transition Plan & Redirects	S (<60 pages)	M (<120 pages)	XL (<240 pages)	XXL (<240+ pages)
Design Package	Local Gov Template	Standard	Standard	Enhanced
Content Migration	Sitemap Import	50 pages	100 pages	200 pages
Child Sites			1	2
Multi Site				1

Design

Granicus offers 3 levels of design:

- Local Gov Template (Quick Start)
- Standard Design (Template Design Customisation)
- Enhanced Design (Bespoke Design)

Local Gov Template (Quick Start)

Our Local Gov template offers a strategic, cost-effective and future-proof approach to delivering high-quality digital services. It combines the efficiency of pre-validated design with the flexibility to bolt on functionality in the future if required. Benefits include:

- **Compliance with government standards** - purpose-built to align with accessibility requirements, usability best practice, and all relevant legal obligations.
- **Faster delivery with lower cost and less complexity** - Because core components, layouts and patterns are already engineered, organisations can launch or refresh their site significantly faster. This minimises procurement overhead, shortens development cycles, and makes digital transformation more achievable within tight budgets.
- **Optimised user experience for common council journeys** - templates are informed by real resident behaviour. They support high-demand tasks such as paying bills, reporting issues, booking services and accessing support through clear, structured, intuitive pathways designed to reduce failure demand and improve satisfaction.
- **Built-in flexibility for local needs** – Our templates aren't rigid; they offer configurable modules and the ability to extend functionality. Features can be added without reinventing the wheel achieving both consistency and customisation where it matters.

Standard Design (Template Design Customisation)

Customisation of the Quick Start template including an additional landing page.

Bespoke Design

Simpleview's bespoke websites are purpose-built digital platforms designed around the specific goals, audiences and operational needs of each client. Rather than relying on templates, we develop customised solutions shaped through research, collaboration and user-centred design. Every site is crafted to be intuitive, accessible and easy to navigate, with a structure and visual language that reflect your brand and priorities. Our in-house specialists work closely with clients to ensure that the finished product not only looks exceptional but also performs reliably, integrates smoothly with required systems and supports long-term digital and commercial growth.

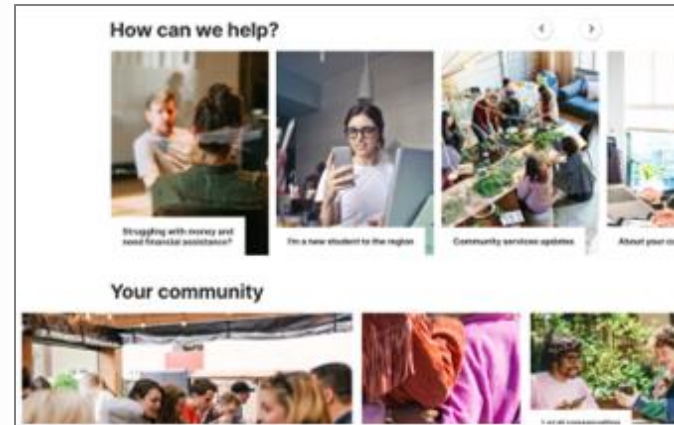
Design Process

Our process begins with a research and discovery phase, including a stakeholder workshop to establish objectives, priorities and user needs. Based on these insights, our design team develops initial concepts which are then reviewed internally to ensure they meet usability and accessibility standards. Once refined, the designs are shared for review and feedback. We incorporate any requested updates and, where needed, facilitate further rounds of feedback until the designs are ready for signoff.

Following your approval, the designer hands over the final designs and all associated assets to the development team. Once the site has been built, the designer undertakes a final review to confirm that the live implementation aligns fully with the approved designs and meets the expected quality and accessibility standards. This ensures a smooth, consistent transition from concept to delivery.

Designs will be:

- Tailored to your organisation
- Onbrand
- Mobile-first but not mobile only
- Responsive & cross-browser compatible
- Conform to latest UI/UX trends
- Compliant with industry best practices
- Complaint with accessibility regulation



Types of Website

Main Website - The initial site from which you can connect other sub sites.

Child Site - These sub-sites inherit functionality from the main site and sit within the same CMS. They run off a sub-domain of the main site e.g. www.yourdomain.gov.uk/sub-site-name.

Multi Site - The developer takes a copy of another of your sites and recreates it in the CMS.

Language Site - A main site or sub-site can be replicated to create the basis for a foreign-language website. The developer will then configure the site to a specific language resulting in a fully multilingual website. Granicus does not provide translation services.

Microsite - Using the Microsite Builder your team can create new mini sites, great for campaigns and specific themes. These sit in the same CMS as the main site.

Note: Child, Multi, Replication, Language and Micro sites inherit the design and functionality of the site they are copied from. However, the design and functionality can be updated at additional cost.

Functionality

Blog & News Articles

Your team will have complete flexibility to create rich, engaging posts with support for embedded content. Each post can be enhanced with SEO-friendly metadata to improve visibility and ensure your content is structured effectively for search engines.

Comment moderation is fully supported, allowing you to review and approve submissions before they appear on the site. The system also enables guest posts, incorporating an approval workflow to ensure all posts meet your standards before publishing.

Dynamic Content

Dynamic content allows your website to adapt in real time, presenting users with the most relevant version of a page based on who they are and how they interact with your site. You can create multiple variations of key content pages and display them according to specific criteria. This ensures each person sees content aligned with their requirements and intent.

A/B Testing

Granicus' A/B testing approach helps organisations make confident, evidence-based decisions about their digital experience. Allowing you design tests to compare different versions of pages, components or user journeys to understand which variations resonate most effectively with users. This removes guesswork, allowing teams to refine design, content and functionality using clear data and a controlled testing framework. The result is a more informed, user-centred approach to continuous improvement across your website.

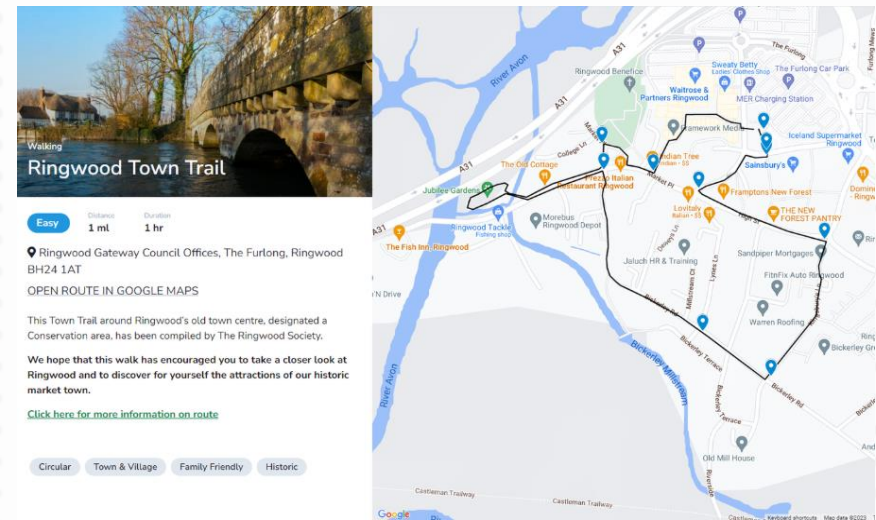
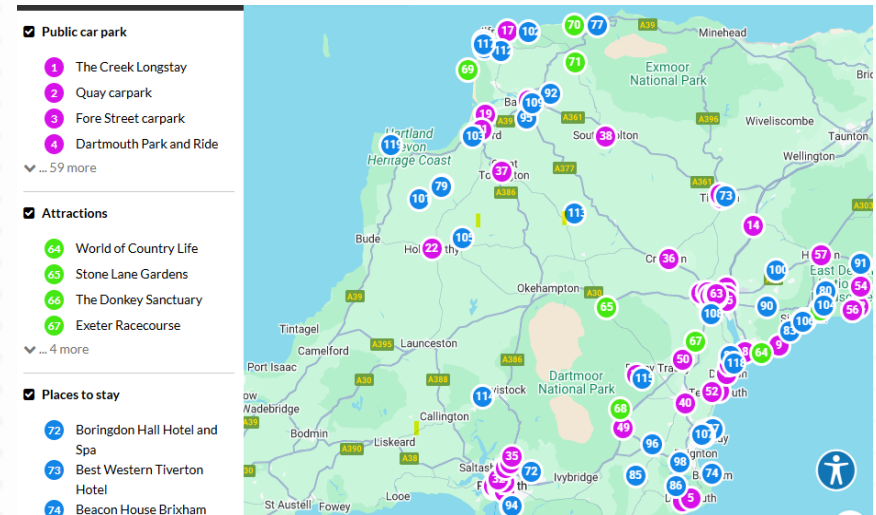
Map Publisher

A fully integrated, user friendly solution for curating maps that draw directly from your listings data, ensuring all points of interest, categories and attributes are consistently maintained and automatically updated without duplication of effort. Visitors can explore the map through intuitive filters, detailed pop-ups and clear visual markers, helping them quickly identify the businesses and events most relevant to their needs.

Trails

Trails offer a flexible way to blend content, business listings and mapping into engaging experiences that inspire residents and visitors with route-based itineraries. They can encourage exploration of lesser-known areas, support local economies and promote healthier, more active lifestyles.

Routes can be created from scratch or imported, and can include photos, descriptions, difficulty, distance, duration, ascent, seasonal tips and detailed maps, along with parking details and points of interest such as attractions, shops and eateries. Users can download routes for use in Google Maps.



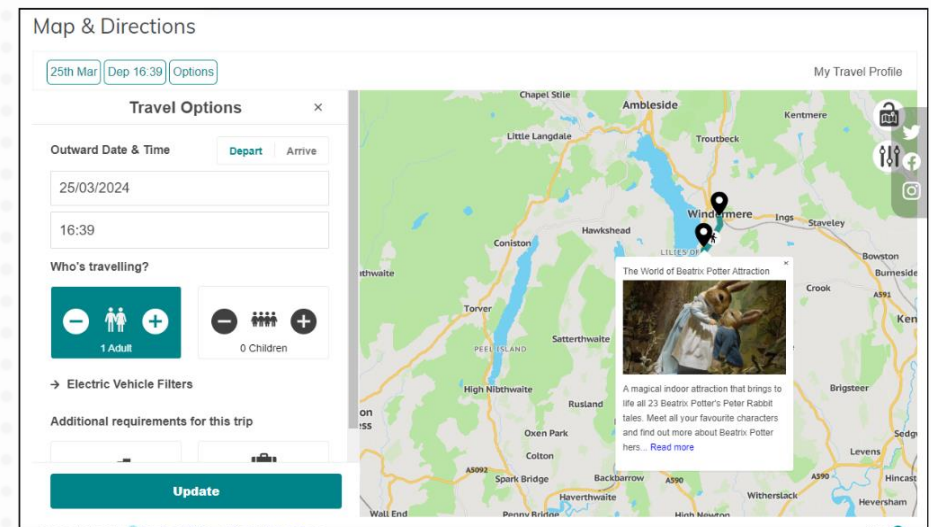
You.Smart.Thing

This map-based travel assistant enhances the user experience & reduces the disproportionate carbon footprint created by travel.

'You. Smart. Thing.' adds additional personalisation options to your site, enabling users to see travel options based on data that they supply, e.g. departure location, arrival location, date, time, who's travelling (adults, children, pets), electric vehicle filters, accessibility requirements and more.

Each travel option displays detailed steps, travel time, CO2, calories, etc., empowering the visitor to choose a mode of transport that best meets their needs and/or is the most environmentally friendly option.

The data collected from visitors can be used for travel demand management, to improve accessibility, to promote active travel, to measure transit-based CO2 emissions, and for highly targeted marketing.



AudioEye

Our partnership with AudioEye further enhances usability features on websites by empowering users with the tools to customise their journey through your site so they can view the contact and interact with the site in a way that meets their needs.

Cookie Preference Tool

The cookie preference tool allows users to choose which types of cookies your website(s) may store on their device, supporting transparency and control over personal data.

CrowdRiff

Our partnership with CrowdRiff provides powerful UGC capabilities.

Image Recognition

Curate your assets like a pro
with social photo image
recognition.

Hashtag Sourcing

Group together hashtags to see every photo tagged with them in one stream.

Device Engagement

Customise your UGC calls to action to drive traffic to your site.

Rights Management

Easily reach out to content creators to request rights to use their UGC.

Gallery Insights

Use analytics data to determine your best performing UGC galleries.

Intelligent Search

Use quality filtering and smart curation to find just what you're looking for.

Public Uploader

Run contests and collaborate with photographers on photo or video contests.



Digital Asset Management System (DAM)

Designed to simplify your asset storage and delivery for a great user experience. Discover seamless integration, AI-powered distribution and management of images and video, as well as effortless transformations and edits. The DAM streamlines digital asset management saving you time and effort.

Intelligent automation (AI)

Leverage AI for tasks such as auto-tagging, dynamic collections, and advanced search, allowing you to manage beyond a tag. Implement AI transformations to streamline editing and prep assets for use.

Fully integrated with the CMS

The DAM is fully integrated with the Simpleview CMS.

Responsive media

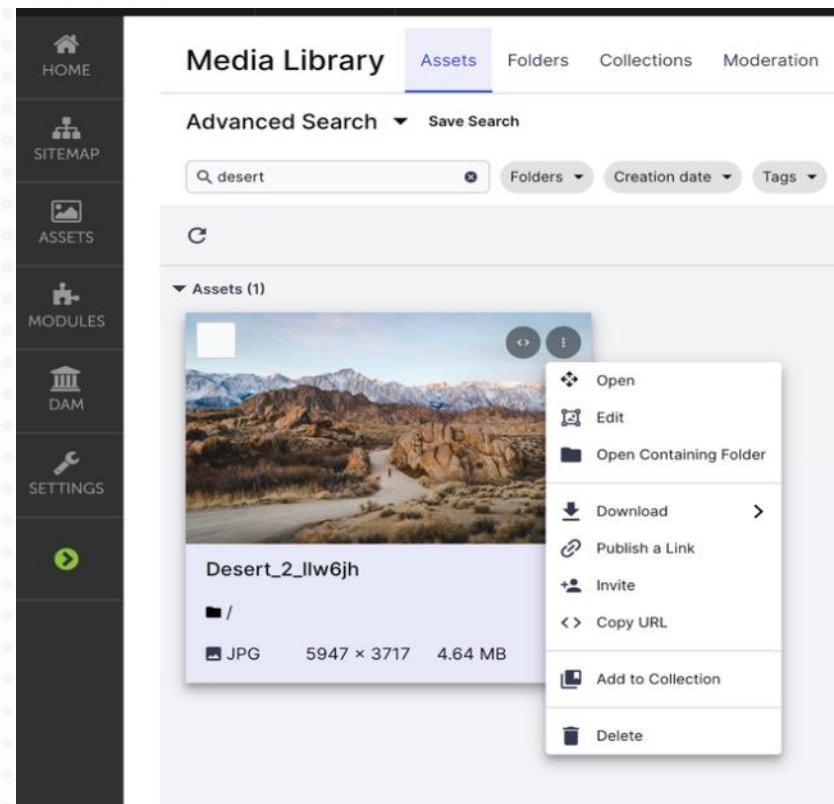
DAM images and videos are auto-responsive and dynamically adjust to each viewing screen, ensuring a consistent presentation.

Operations made simple, edits made easy

Enhanced editing powered by AI allows you to edit, upload assets in bulk, and manage data for assets simultaneously with no external software needed. Set copyright and expiration dates for automatic asset takedown, create collections and share links to assets for upcoming campaigns, and easily tag items for usage rights.

Simplified, smart asset management

Relate assets to each other for easy segmentation, sourcing, and image-tying to press releases, campaigns, website pages, and personas.



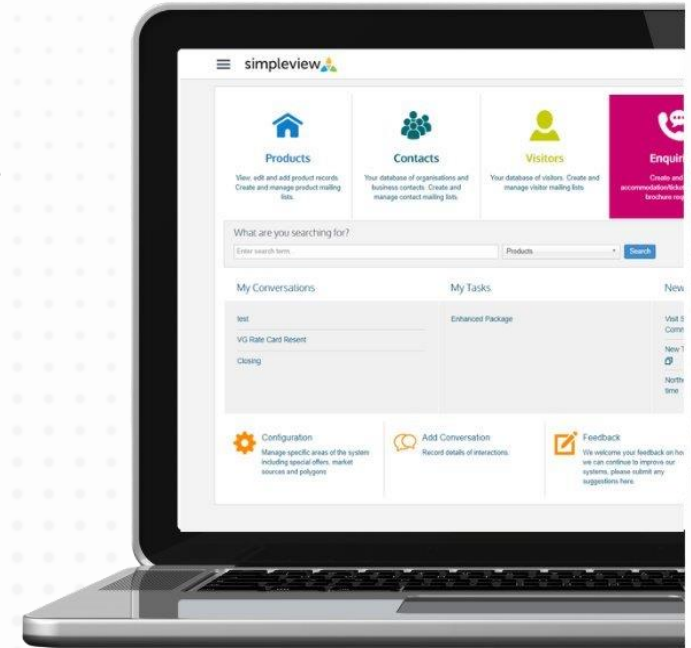
Destination Management System (DMS)

Business and Event Listing Management

This module affords the data managers unprecedented control, not only over the collection and maintenance of the data but also the many and varied means by which this data is published to the outside world.

Product types include:

- Accommodation
- Attractions
- Events
- Eating Out
- Activities
- Shopping
- Transport
- Education & Training
- Conferences & Weddings
- General & Tourist Information
- Towns and Villages
- Business & Travel Trade



It is possible to store rich data for each type of product, including:

- Name
- Description
- Contact Information
- Mapping
- Directions
- Categories (e.g. festivals, Christmas)
- Images
- Opening times and dates
- Availability and pricing
- Booking links
- Facilities
- What's Nearby
- Awards
- Listing level (basic, detailed or enhanced listing)
- Marketing channels (publishing options, e.g. sections of the site, app etc.)

CRM

Our integrated management module gives you a powerful, centralised way to oversee all website visitor and business contact records. It enables teams to work efficiently, communicate effectively and remain fully compliant.

Effortless search and segmentation

Quickly filter, group and segment your database to build tailored mailing lists. This ensures you can deliver highly targeted B2C and B2B communications that resonate with specific audiences.

Transparent communication history

Bulk log mailouts and notifications against each contact record, giving you a clear audit trail of who received what, and when.

Collaborative activity tracking

Record conversations, add notes and assign actions or follow-up tasks to yourself or colleagues, supporting seamless handovers and joined-up working.

Secure, compliant data management

All information is managed within a secure, GDPR-compliant CRM environment, giving you confidence that data is protected and handled responsibly.

Provider Extranet

Our DMS solution includes a provider extranet to enable businesses to take ownership of their data. Designated partner contacts can access their accounts via a secure online portal.

Depending on the permissions, member/partner contacts can access a variety of functions including descriptions, facilities, contact details, opening times, room/unit details, media, special offers and reports.

Reporting & Insights

Intuitive and practical reports provide insights into digital performance. Insights supply the intelligence to help your team fine tune activity and provide detailed reports to stakeholders.

Website statistics

Sites are seamlessly integrated with Google Analytics, allowing clients to harness the power of having powerful insights and website performance stats at their fingertips.

The CMS displays a website dashboard, giving users an 'at a glance' health check, showing performance data that allows CMS users to quickly spot emerging trends or changes to page performance.



DMS Additional Modules

Data Validation

Gives organisations the ability to set rules for specific websites to ensure that business and event listings meet specific standards.

CRM Import Tool

Easily import records and the associated compliance data into the DMS.

Event Submission and Approval

This online data collection form for events allows event organisers to submit events to your approval queue for approval or rejection. Once approved the event will appear on the website.

Data Thistle Integration

This integration allows clients to pull event data, collected by Data Thistle, into the DMS. It works in conjunction with the event form and approval queue. This integration will require the client to purchase a feed directly from Data Thistle.

CultureHost

This integration allows clients to pull event data, collected by CultureHost, into the DMS. It works in conjunction with the event form and approval queue. This integration will require the client to purchase a feed directly from CultureHost.

Product Submission and Approval Module

Online data collection forms allow businesses to submit their business data for inclusion on your site. Submissions go to an approval queue for review and editing before approval.

Survey Builder

Easily build surveys and competitions for publishing to your website. Results are stored GDPR-compliantly and can be reported on.

DMS Web Services

Granicus provides a web service API of the product data held within the DMS. This allows third-party developers to build a website(s) with product records, searches, search results and online booking all powered by the DMS. Our RESTful API has numerous technical benefits including performance, scalability and simplicity.

All the product types and associated metadata stored in the DMS can be requested via the RESTful API, including but not limited to:

- Product Types
- Accommodation
- Attractions
- Activities
- Conference Venues and Weddings
- Eating Out
- Events
- Retail
- Towns and Villages

Site Transition Plan & Redirects

An SEO strategist will meticulously map the URLs from your old site to the relevant URLs on the new site to help with the re-indexing of pages.

Our optimisation specialists will work closely with your team to shape a site plan and navigation that clearly and concisely presents the services that your organisation offers. We begin with a strong foundation of research into content, keywords, audience demographics and psychographics to understand how people search and what information they expect to find. This insight helps us identify any gaps and highlight new content that may be valuable to create.

From there, we will begin developing a clear, user friendly sitemap and navigation, mapping where each piece of content will sit, and the corresponding URL structure. We follow established best practice to ensure the final sitemap supports strong search visibility and provides intuitive pathways for your visitors, resulting in a site that is both discoverable and easy to use.

Click Rate Optimisation (CRO)

Focus on enhancing user experience and engagement through targeted Conversion Rate Optimisation (CRO) testing. As evolving search behaviours and the rise of LLM-powered search tools influence traditional organic traffic patterns, it becomes increasingly important for DMOs to ensure that the visitors who do reach their site are supported to take meaningful actions. This programme provides structured testing based on real user behaviour, helping teams understand how different design, content and interface choices influence engagement.

INITIALISATION	
Kickoff meeting to: • Understand context & goals • Confirm deliverables & timeline • Identify client points of contact for approvals and analysis delivery • Discuss initial CRO ideas	Once every 12 months, within 30 days of contract close
Reporting Template Creation	✓
Google Analytics Implementation - Initial	✓
Google Tag Manager Implementation and Setup - Initial	✓
Growthbook Setup	✓
TEST PROGRAM	
CRO test	Up to 1 per quarter
Test Report	Up to 1 per test
Status Call with analyst to review test recommendations and results	Up to 2 per quarter as requested

Training

Simpleview training sessions are outcome-focused and will be tailored to meet client requirements. The training is broken down into manageable sessions, scheduled in the project plan and delivered at a time pertinent to the stage of the project. The available training includes:

- DMS Training
- CMS Training
- MailMinder (email marketing)
- Web Services API – DMS Familiarisation

Demo & Live Environments

We maintain live and training environments so users can train in a non-live environment.

Knowledge Base & Ongoing Education

Clients have unlimited access to our knowledge base (documentation and videos) webinars, insights. Simpleview provides ongoing education and training on the best uses of the latest technologies and sales and marketing strategies.

Data & Content Services

Data and content services offered by Simpleview include imports, content migration and content creation.

Data Imports

Simpleview can provide data imports for:

- Product (business and event) data
- Contact data
- Organisation data
- Visitor data

Content Migration

Our team can migrate content from an existing website to a new website. We will devise a content migration plan with your team and transfer the content.

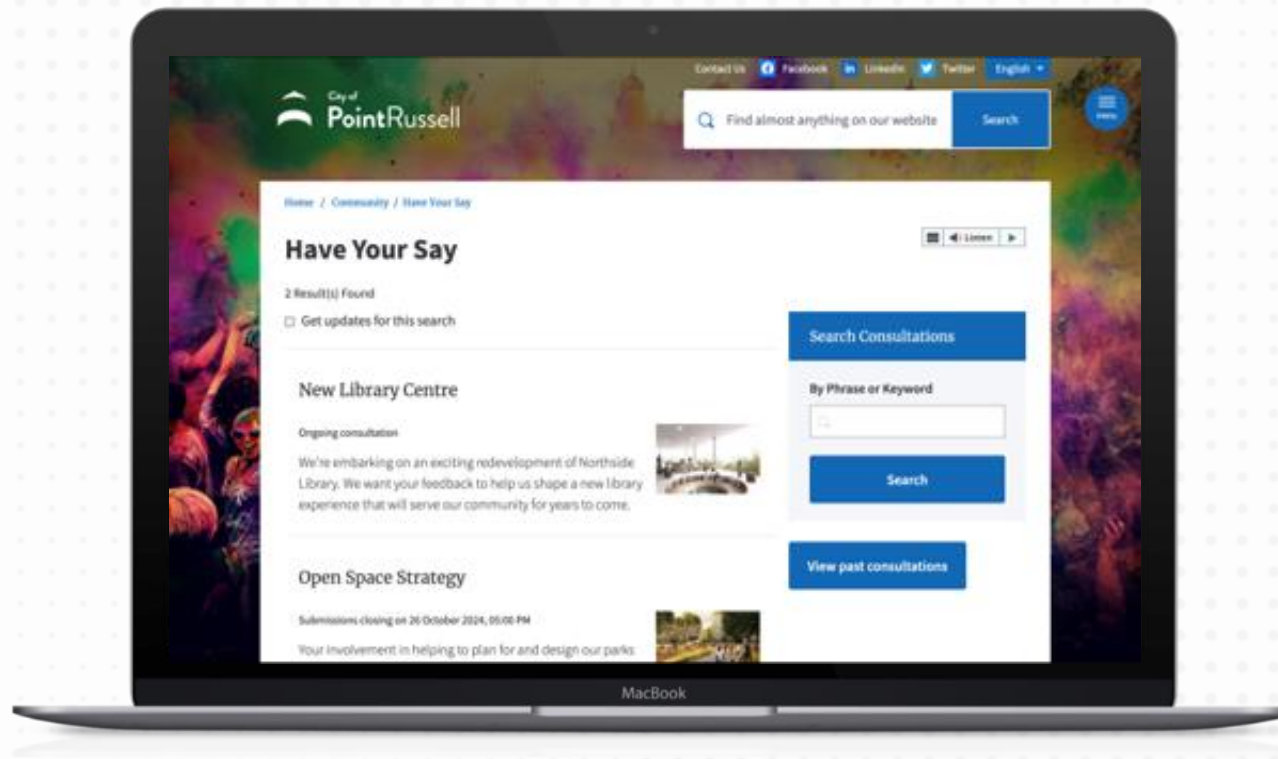
Content Creation

Our skilled copywriting team can create new website content and review and update existing content.

Sentiment & Feedback

Sentiment & Feedback fosters inclusive conversations in secure, interactive digital spaces, catering to diverse needs without sacrificing speed or accessibility. With it you can empower your audience to participate from anywhere and equip your team with data to power decision making.

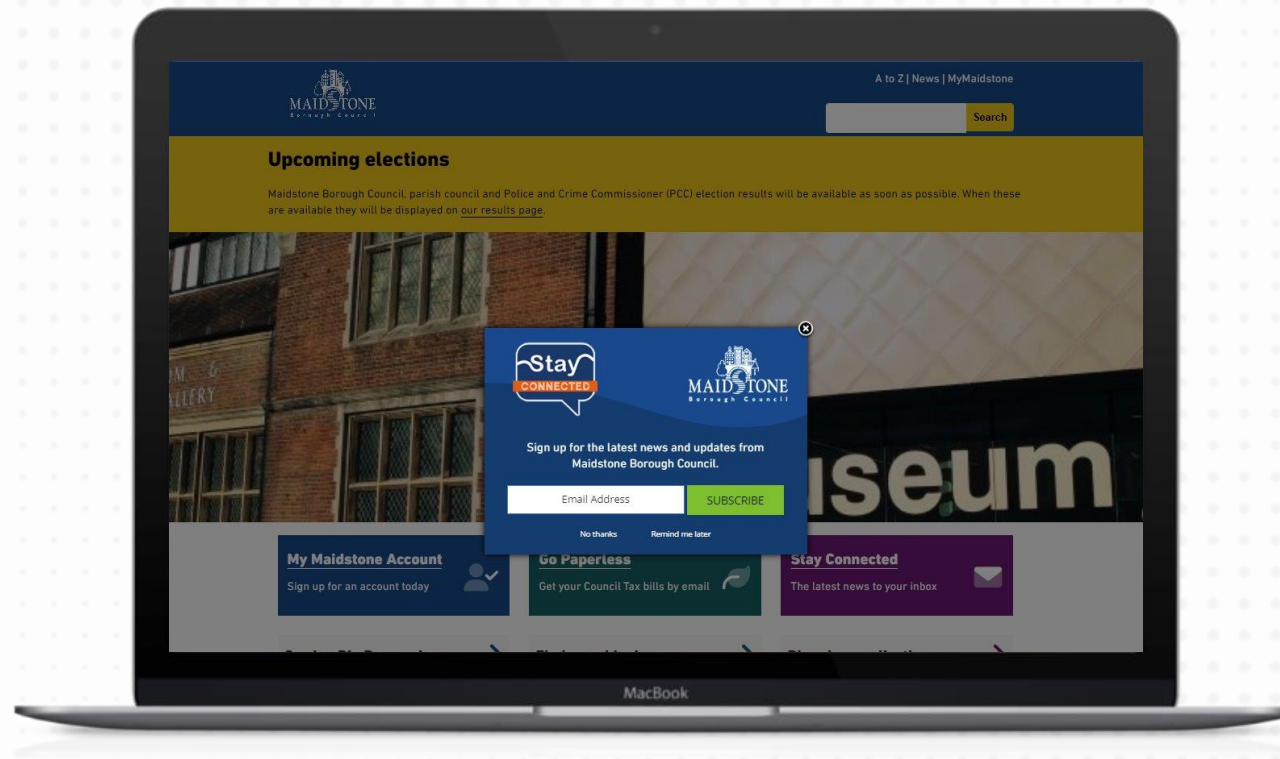
Please see our G-Cloud listing [Sentiment & Feedback \(EngagementHQ\) - Online community engagement software](#) for further details and pricing options.



Communications

Granicus Communications is a secure SaaS marketing platform built exclusively for public sector organisations and is designed to promote usage of online services, enhance public awareness, and increase the contributions and engagement of communities.

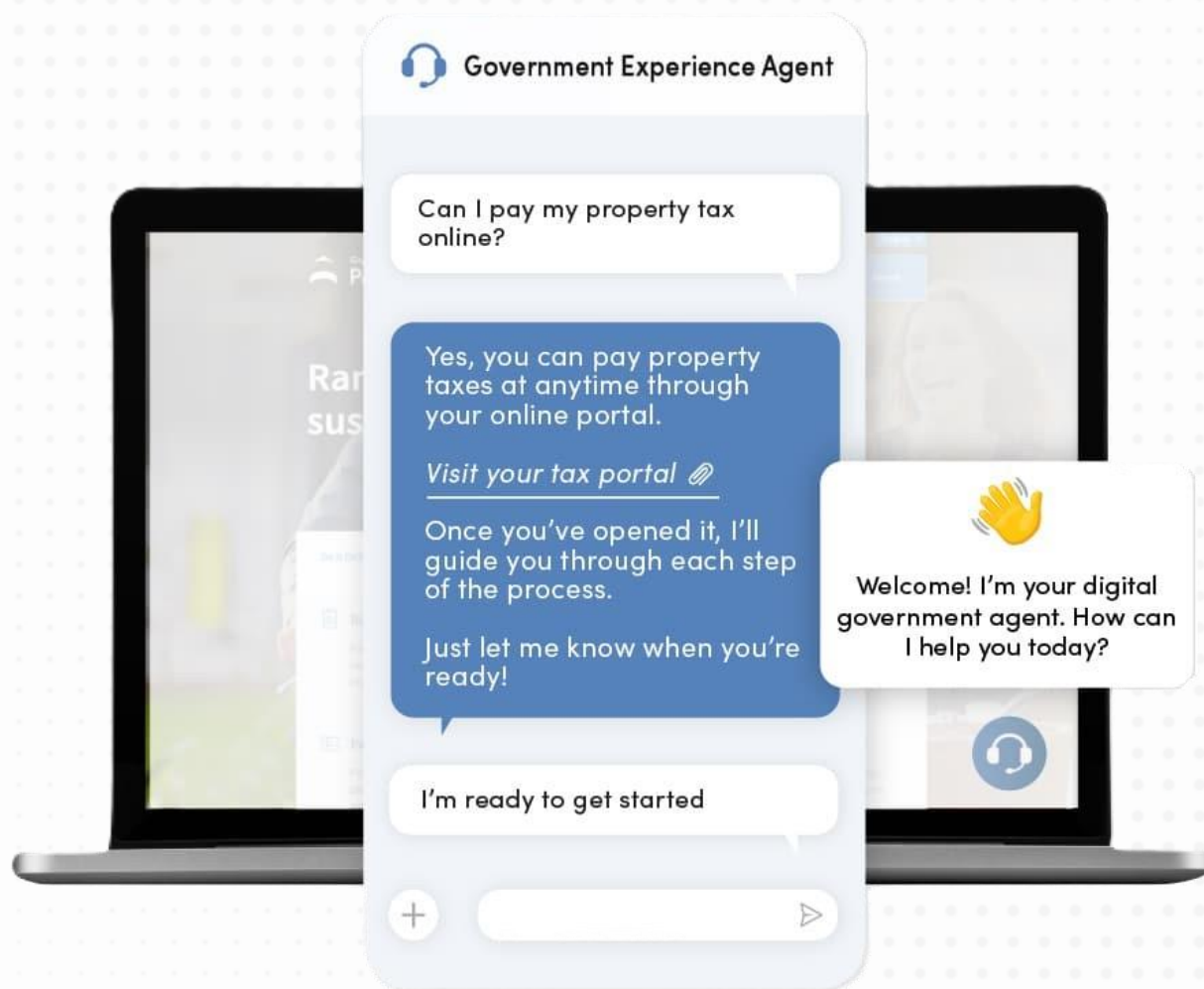
Please see our G-Cloud listing [Granicus Communications \(govDelivery\) - Digital Communications Platform](#) for further details and pricing options.



Government Experience Agent (GXA)

Our Government Experience Agent (GXA) is available to complement your CMS implementation with AI powered chat bot and agentic functionality.

Please see our G-Cloud listing [Government Experience Agent \(GXA\) - The AI-powered digital agent for smarter government experiences](#) for further details and pricing options.



Eventsforce

Manage all industry partner events, seminars, tradeshow participation and sales missions. It allows for online registration and secure payment via our Eventsforce integration.

Please see our G-Cloud listing [Event Management Tech Platform](#) for further details and pricing options.



Advanced Analytics

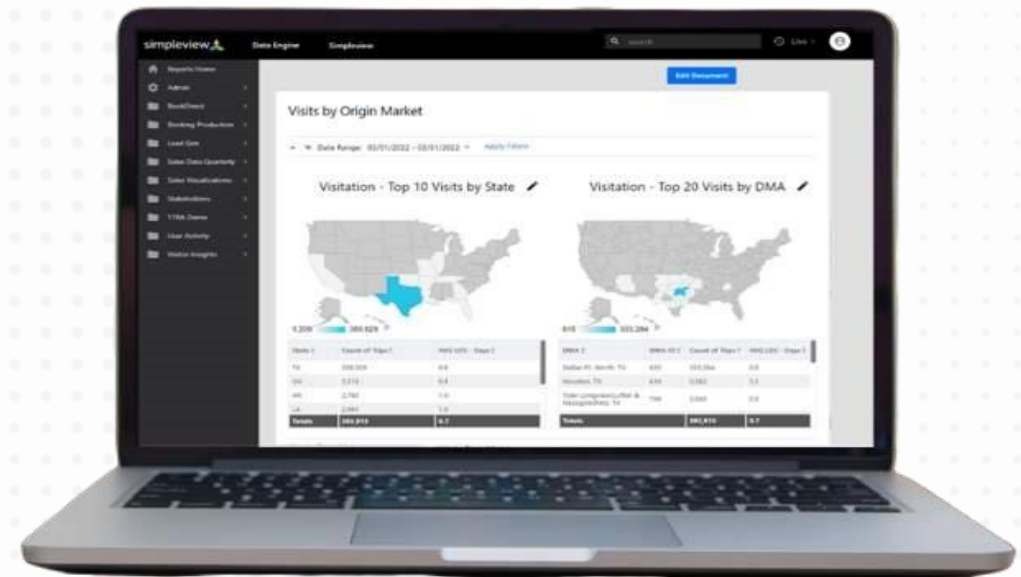
Simpleview's advanced analytics capabilities are anchored by the Simpleview Data Engine, a purpose-built business intelligence suite and data warehouse. It provides a single source of truth by collecting, standardising and cleaning data from multiple sources across the internet, giving teams access to daily updates and the most accurate, destination-specific insights available.

This centralisation ensures that organisations can work confidently with reliable, unified datasets, reducing manual effort and significantly improving reporting accuracy.

A key strength of the Data Engine lies in its powerful reporting and visualisation tools. Clients gain direct access to robust, pre-built reports curated by industry experts, alongside the flexibility to incorporate their own unique data. Teams can quickly generate dashboards for internal and external stakeholders, enabling them to spot trends, track performance and communicate insights with clarity.

The platform's permission controls further allow organisations to manage who sees what, supporting secure, transparent data sharing across departments and partner networks.

Simpleview's analytics ecosystem also supports advanced forecasting and decision-making, helping organisations move from data collection to actionable strategy. These insights empower teams to prioritise resources where they can drive the strongest impact, improving both productivity and performance.



Services

Onboarding

Our team will arrange meetings to welcome users, guide them through the setup, demo the system and provide setup documentation and access to resources. Onboarding activities include:

- **Welcome** meeting - introductions, high-level review of the project, next steps.
- **Project process review** - outlining the steps involved in the project.
- **Setup/configuration meeting and documentation** - this will determine how the system should be configured and outline setup actions for the client.
- **Training** - provided throughout at significant stages of the project.
- **Documentation and help resources** - comprehensive documentation and help resources, such as knowledge bases, FAQs, and videos.
- **Account & project management** - the account manager and project manager will check in regularly to ensure the project is progressing to the client's satisfaction.
- **Support** - once a project is live there will be a detailed handover to the support team. The client will be introduced to the support team and advised on raising tickets.
- **Feedback** - we encourage users to provide feedback on their onboarding experience throughout the process to see if there are any areas in which we can provide additional support.

Granicus will ensure that users have a smooth and effective onboarding experience setting them up for success in using the solution to its fullest potential.

Services

Account Management

Each client is assigned a dedicated Account Manager who oversees the entire project and provides ongoing assistance, advice and consultancy. The account manager will be supported by a full team of professionals e.g. project managers, developers, testers, support and trainers.

Clients are welcome to contact their Account Manager as often as needed and there will also be regular monthly meetings scheduled.

Project Management

Each project is assigned a project manager who will coordinate the entire project, scheduling meetings, assigning tasks and resources and ensuring that the project is delivered on time and to budget.

Support

Our experienced, support team is available Monday to Friday from 8 am to 6 pm. Outside these hours, the solution is covered by 24-hour monitoring, and any alerts or calls will be investigated as a priority.

Support requests can be raised via:

- The Support Portal
- Email
- Telephone



Do more with Granicus

Ready to take the next step?

Granicus offers organisations a unified, industry-focused partner that brings people, processes and technology together to help them work more efficiently, strengthen stakeholder relationships and deliver better digital experience. By providing an integrated ecosystem Granicus supports smoother collaboration, clearer insights and more consistent organisational performance.

Contact us:



Email: uksalesteam@granicus.com



Phone: +44 800 048 7518



Website: granicus.uk/contact-us/



LinkedIn: linkedin.com/company/granicus-europe/