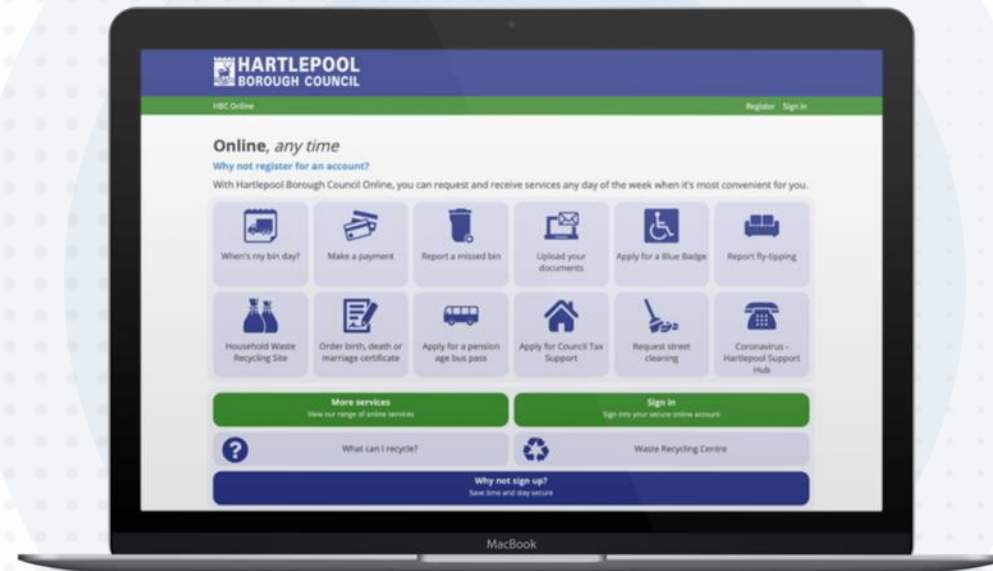


Service description

Service Request Management (govService)



“The council is committed to improving how we interact with our residents; we want to make sure they have a great experience every time they contact us and are kept well informed when they are receiving our services. The Granicus platform has given us the ability to provide a much better service and to make big efficiencies in our back-office functions and is a fundamental part of the council’s transformation over the coming years.”

Julie Odams

Assistant Director of Communications & Customers, Derbyshire County Council

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

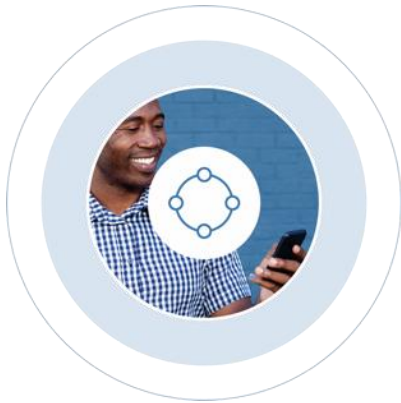
government
messages sent
annually



18M

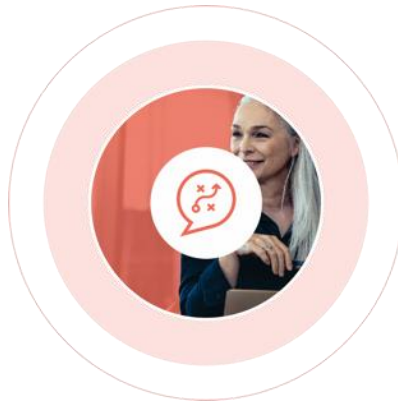
people are
subscribed to
the UK network

Our Government Experience Cloud combines 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 30B 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.

Granicus govService

Granicus govService enables digital services for residents and staff alike. Public sector organisations can move services online and create a single view into resident requests using one connected system with easy-to-use, intelligent online forms, workflow, integration, and customer relationship features that manage and track the requests important to your community.

govService is a web-based solution built for the public sector that can help government agencies modernise and innovate to reach more residents online and improve outcomes long-term. govService can be used by all levels of government, as well as education, health, public safety, transportation, utilities, and non-profit organisations.

With govService, you can:



Provide online services to improve outcomes

Give residents a modern, efficient digital services experience that allows them to submit and track requests easily from any device.



Reduce organisational and IT costs long-term

Spend less time managing technology and less money on vendors and consultants thanks to a low-code solution that can be deployed in days, not months.



Modernise services

Streamline integrations and staff workflows to bring all requests into a single digital stream no matter how the request is submitted.



Build trust in government

Provide better customer service by improving transparency, timeliness, and accuracy.



Transform digitally

Effectively prioritise and complete online requests thanks to more detailed and more accurate submissions.

govService modules and capabilities

MODULE	WHAT IT IS	WHAT IT DOES
Customer Portal	Transactional self-service portal for residents (i.e., government customers).	A self-service portal that puts customers (e.g. residents) in control of their interactions with a single log-in for all services. Residents can access information, submit service requests, share supporting documents, track service status, and make online payments. Drives self-service and reduces costs by creating an individualised one-stop shop where residents can access services online 24 hours a day, seven days a week.
Staff Portal	Internal workflow and self-service portal for staff.	Enterprise-wide portal for staff to review and complete service requests, so resident requests are routed, and information is shared between departments as needed to complete a request in a timely manner.
Customer Service Hub	Integrated contact management solution.	An online hub that provides a 360-degree view of the resident across departments and agencies, and easily handles digital, in-person, and phone requests. Helps staff and support agents interact with residents online and keep records of those interactions, as well as share that information inter-departmentally.
Service Designer	Online forms and intelligent workflow design tool.	A dynamic, low-code design tool that gives staff control of workflows and customer-facing forms, so you can easily create, publish, and manage online forms that are important to residents and staff within your community. Service Designer is a low-code solution that makes digital transformation easy, especially for customers with limited resources and/or staff that are not technical.
Real-time Reporting	Reporting and analytics to help you quickly understand what is happening in your community.	Tools to help you understand what is happening at a granular level within the digital services your organisation provides to improve service outcomes long-term. Using reporting and analytics, quickly optimise workflows, effectively allocate resources to areas where demand dictates, and identify and resolve process bottlenecks.
Integration Manager	Tool to connect with various applications to create a complete system of record for resident interactions.	Leverage integration management tools to connect to virtually any internal or external life of business system, such as ESRI, SharePoint, Whitespace, Idox/Uniform, Flare, Bartec, Capita, Northgate , and many many more.

govService add-on solutions

govService solutions offer customers a range of optional, comprehensive, add-on applications to provide end-to-end capabilities for your community. These applications have been developed in partnership with our government customers to provide turnkey solutions that can be rapidly configured and deployed, so you do not have to build your own solutions.



MyAccounts

MyAccounts gives you and your service team direct access to various secondary accounts like Council Tax, Benefits, Rent, Business Rates, and Landlord accounts. Compatible with systems like Capita, Civica, and Northgate, it supports multiple account types.



Kiosk

Automates face-to-face contact by offering a range of self-service features within mediated contact environments, such as receptions, one-stop shops, and libraries. Kiosk capabilities are provided through tablet devices.



Customer service queuing

Provides a virtual receptionist, allowing customers to queue for service experts on arrival at a reception point or one-stop shop. Residents simply need to enter their details and select the relevant service using a tablet device.



Offline forms

Access to forms and workflows when field workers experience limited network coverage due to service blackspots and need offline support. Offline Forms allows users to synchronise devices when they have an internet connection, such as at home, in the office, etc.



Councillor portal

Provides a secure, dedicated portal that enables councillors to raise and track requests on behalf of residents, as well as access information. The portal is mobile responsive, allowing councillors access when on the move in the community, as well as when in constituency offices using desktop devices.



Blue badge

Pre-built end-to-end case management application which streamlines the application, renewal, cancellation, and appeals processes; reduces administration costs; standardises and automates eligibility assessments; and improves the customer experience.



Contact us

Comprehensive pre-built solution for receiving feedback across both self-service and mediated channels, such as comments, compliments, and complaints. Feedback types are customisable.



Freedom of Information

Enhance compliance by digitising FOI and EIR request processes, covering intake, consultations, review, redaction, correspondence, document management, and fee calculations/payment, ensuring efficiency and security.



Single sign on (SSO)

Enables seamless authentication between portals and govService through Single Sign-On (SSO), eliminating the need for users or customers to enter additional authentication details. SSO is typically implemented using SAML or OAuth.



System polling solution (SPS)

SPS provides crucial integration features, allowing scheduled system status updates (e.g., every 15 minutes). It seamlessly detects changes and progresses requests within govService's defined processes.



Calendar booking

Enables you to add live bookings into forms. The feature integrates directly with common calendar providers such as Microsoft (MS) Exchange and Google, allowing availability to be queried and presented back for selection in real-time.



Shared services portal (SSP)

Enables you to securely extend govService out to third-party organisations such as partners, contractors, and other public bodies.



Custom domain

Enables a personalised domain name to be applied to your govService Customer Portal, providing end users with a more integrated user experience.



New!

Websites and CMS

Build and manage public-facing or internal websites using a modern, government-focused content management system (CMS).



Additional portals

Granicus offers licenses for additional portals beyond our existing range (Customer, Case Management, SSP, and Councillor). These may include secondary customer portals for distinct branding needs or portals tailored to new user types.



Payment integration

Allows govService to connect to your third-party payment gateway, enabling credit and debit card payments to be taken online.



Mygov.Scot (Scotland Only)

Enables citizens to authenticate and log in to govService using their mygov.scot account, provided by the Scottish Improvement Service, helping residents access a range of service across local and national government.



Telephony integration

Allows govService to integrate with your corporate telephony solution. Click-to-Dial enables agents to call customers directly from their Service Hub record.



New!

Government Experience Agent (GXA)

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

Granicus support services

> **Granicus customer success consultants**

Every govService customer gets a dedicated Customer Success Consultant (CSC); a dedicated subject matter experts driven by their passion for the programmes and services that government agencies deliver. CSCs are available to provide customers with strategic consultation to ensure you maximise investments in Granicus solutions and services. CSCs connect with customers periodically to review their current usage of Granicus products and solutions and to make recommendations for the adoption of useful features and functionality. CSCs may also make recommendations for the general maintenance of account health and hygiene, resulting in actions to be performed by the customer users.

> **Granicus technical services bundles**

Granicus offers optional support with our technical services bundle. These bundles build on our standard support, helping to accelerate your programme with additional technical resources, and include:

- > • A named technical consultant.
- Annual platform reviews on your use of govService to address specific pain points, identify areas for potential improvement, and ensure best practices have been implemented with all services.
- Monthly or quarterly advisory calls with your named technical consultant to discuss platform matters (release content, migration to new functionality, quick “how to” advice, triage support issues).
- Bundled consultancy days to provide accelerated engagement and project deployments.



Implementation Services

Granicus offers optional packages aimed at rapidly identifying high-priority services, moving them online, and training staff. Our implementation services can help you deploy digital services more quickly. For example, get an audit of services selected to be digitised, receive training on key govService solution components, conduct workshops to ensure you “grow-as-you-go,” and convert paper forms to online digital services with help from Granicus.



Service Levels

The govService platform is a hosted SaaS solution with an uptime SLA of 99.95%. Granicus provides complete help desk support for administrators and customers of Granicus Solutions. Standard support is available 9:00 a.m. – 5.30 p.m. GMT, Monday-Friday (excluding UK public holidays). Emergency support is available 24x7.



Training

We offer an extensive range of training courses designed to help you make the most of govService. Custom courses are also available if a standard course offering doesn't quite fit or you are interested in focusing on a specific area (minimum duration is half-day).



Technical

govService is hosted with our partner and leading global cloud provider, Amazon (AWS) in their EEA EC2 environments.

Security

Granicus is ISO27001:2013 accredited. We maintain a complete set of robust protocols and principles to ensure security and availability.



General Data Protection Regulation (GDPR)

Granicus ensures its solutions and services complies with GDPR. Contact Granicus if you have questions about specific requirements or technical questions.



Granicus Experience Group (GXG)

GXG is Granicus' dedicated digital agency, committed to transforming citizen experience and driving meaningful digital engagement. We combine human-centred strategies, actionable data insights, and hands-on consultancy to help organizations unlock the full potential of their technology. Our tailored solutions deliver measurable impact—empowering public services to create better experiences and stronger connections with the communities they serve.

At GXG, our mission is to help public services become truly citizen-centric. Whether supporting a carer, engaging with a concerned resident, assisting a local business, guiding the planning process, or helping a parent or student, we enable you to create better experiences and maximize the value of your Granicus technology. Our guiding principle is simple: ensure people get what they need, when they need it—quickly, respectfully, and with lasting impact.

Our human centred approach to digital transformation focuses on solving problems and providing solutions that help our customers to create better experiences for their customers, foster prosperous communities and increase employee morale.

Over a decade of helping government build better citizen experiences.



Do more with Granicus

Ready to take the next step?

Granicus solutions and services are meant to work together to provide an end-to-end platform that helps you modernise services, improve trust, and increase resident satisfaction. Contact Granicus team today to learn how our solutions and services help you create government experiences that work for all.

Contact us:



uksalesteam@granicus.com



+44 800 048 7518



granicus.uk/contact-us/



linkedin.com/company/granicus-europe/