City of West Allis & OpenGov

Citizen Services Suite

Government Only. Cloud Only.

Anywhere, any device. Nothing to install

Software that's easy to understand

Rapid enhancements driven by user feedback

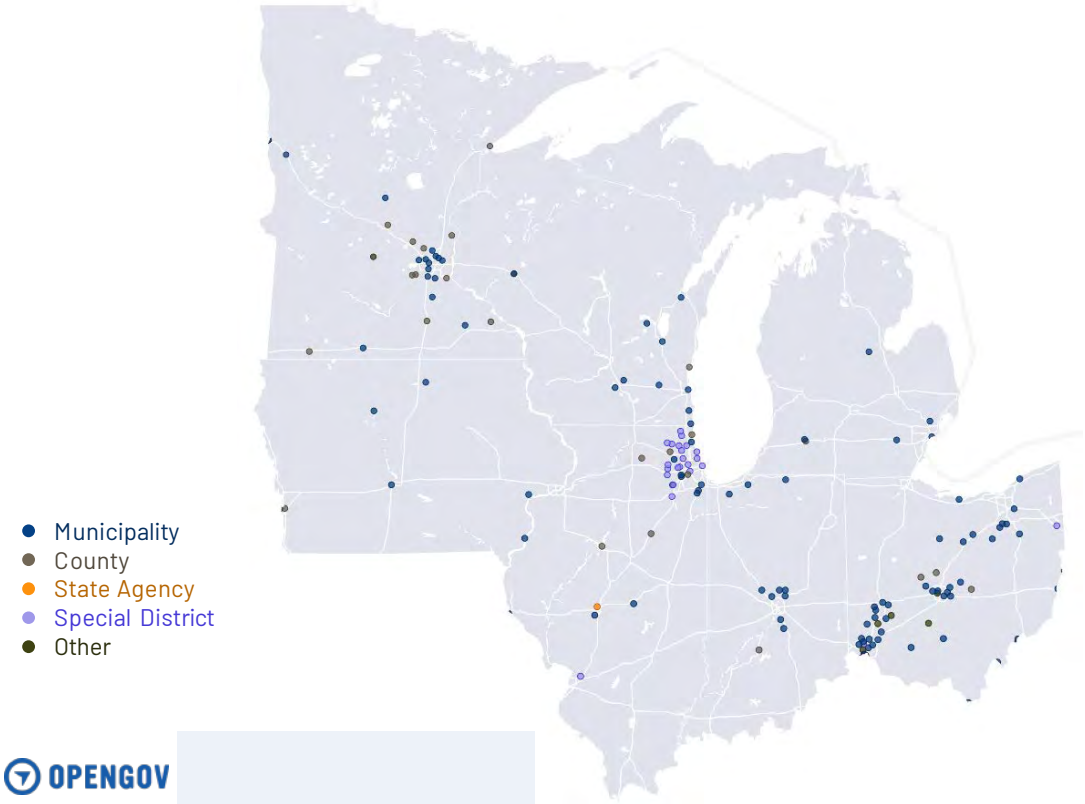
Fortified security and infrastructure

Increase productivity | Improve citizen experience | Build resilience

OPENGOV

Trusted by 1,000+ Governments

Customer Presence around the Midwest



OPENGOV

Sample of Wisconsin Customers

- City of Fond du Lac
- City of Sun Prairie
- City of Oconomowoc
- City of Eau Claire
- Village of Mt. Pleasant
- Eau Claire County
- Ozaukee County
- City of Milwaukee

OpenGov ERP Cloud

Budgeting & Planning

- Operating Budget
- Capital Planning
- Workforce Planning
- Online Budget Book

Procurement

- Solicitation Development
- Supplier Engagement
- Evaluations & Awards
- Contract Management

Financials

- Core Financials
- Utility Billing

Citizen Services

- Permitting and Licensing
- Code Enforcement
- Public Portal
- Workflow and eSignature

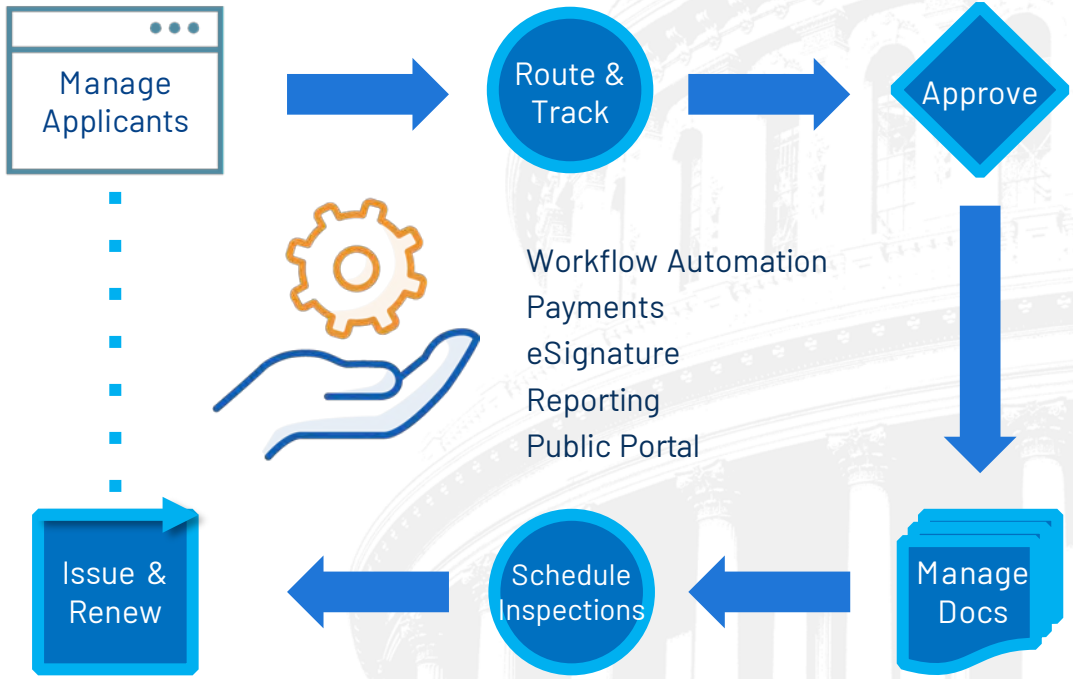
Reporting & Transparency Platform

Dashboards | Analysis | Transparency | Performance Measures | Citizen Engagement

Appendix

Citizen Services

Manage every permitting and licensing workflow



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Citizen Services

One Cloud Suite to Power Every Permitting and Licensing Workflow

Planning and Zoning	Building Permits	Virtual Inspections	Code Enforcement	Pet Licenses
Business Licenses	Outdoor Dining	Short-Term Rentals	Cannabis Licensing	Special Events
Health Permits	Public Works	Fire and Safety	Police	Grant Management

OPENGOV

Better Citizen Services

Public Has Access Online, 24/7

Citizen Services Portal 24/7

Government Data Online 24/7

Citizen Feedback 24/7

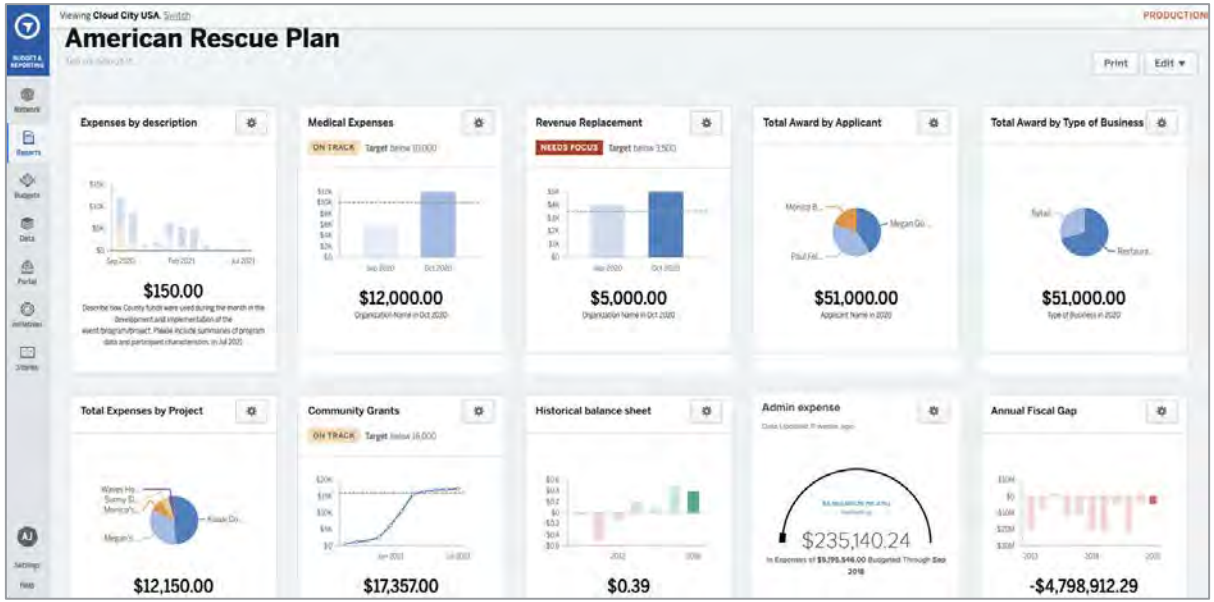
Government Employees Have Access 24/7

Data and Work Available 24/7

All You Need is Internet

All Data Securely Backed Up

Performance Dashboards – Get the Whole Picture



Integrated Reporting & Transparency helps you:

Align staff, electeds, public

Monitor performance

Communicate initiatives

Improve decision-making

OPENGOV

Premium Support

	Service Levels	
Benefits	**Standard**	**Premium**
Unlimited Number of Support Cases per Year*	✔	✔
Unlimited Access to OpenGov Resource Center	✔	✔
Unlimited Online access to the Support Request Portal	✔	✔
Access to Live Chat 8:00 AM to 5:00 PM US Local Time	-	✔
Access to Phone/Text Support - Financial Customers Only	-	✔
Post Deployment Services for Configuration, Training, and Consultations	$185/Hour	**36 Hours annually**
Faster Response Times	-	✔

Why OpenGov

Anywhere, Any Device
Nothing to install – only a browser required

Intuitive User Interfaces
Eliminate the nuances and complexities that only "power users" can understand

Fast and Configurable
Get up-and-running quickly providing value when you need it

Cloud-First
Focused on one great experience, not managing different versions of software

Continuous Enhancement
Rapid innovation driven by customer feedback

World-class security and infrastructure
Built on leading cloud infrastructure (like AWS) to ensure resiliency

100% Hassle-Free
Always up-to-date with no effort from your government

Future-Proof
Most software will be re-architected for the cloud – setting the stage for future headache

Mission-Driven Government Expertise

300+ Years of Combined Government Experience

CEO

ZAC BOOKMAN
Former Special Advisor for Rule of Law and Governance with the International Security Assistance Forces

Application Support Lead, Financials

Charity Holman
Former Deputy City Secretary at City of Westworth Village, Texas

VP Government Finance Solutions

MIKE MCCANN
Former Assistant Finance Director at City of Monterey, California

Implementation Analyst

ROBERTO RUIZ
Former Senior Budget Analyst at Teacher Retirement System of Texas

Product Lead, Financials

KENT HUDSON
Former Assistant City Manager at City of Vernon, Texas

Director, Solutions Engineering - Budgeting

SCOTT COBLE
Former Technology and Process Manager, OMB, at Montgomery County, Maryland

Integrations Engineer

JAMIE CASTELLANOS
Former Application Analyst at City of Berkeley, California

Technical Account Manager

JENNIFER NORDIN
Former Budget and Performance Analyst at Montgomery County, Maryland

Director, Professional Services

ALMIS UDRYS
Former Assistant Chief Operating Officer at San Diego, California

Senior Implementation Analyst

ARIANA TUCKEY
Former Supervisory Budget Analyst at the FBI

Solutions Engineer

MICAH INTERMILL
Former Budget Director at Minneapolis, Minnesota

Manager, Solution Architecture

MARK WELCH
Former Administrative Services Director at City of Ashland, Oregon

Lead Implementation Analyst

SETH CUMMINS
Former Financial Analyst at City of Milpitas

Senior Manager, Solutions Engineering - Financials

MONICA COOK
Former HHS Researcher at the Public Policy Institute of California (PPIC)

Kernersville, North Carolina

Citizen Services with OpenGov

Simplify and Automate Permit Approvals

Dan Leedham
Chief Innovation Officer
City of Hudson, OH

“The software has been so easy to configure in comparison with our legacy system, which was very cumbersome. With the dragand-drop design it’s so easy to make workflows.”

OPENGOV

Deliver Online, Self-Service Options for Constituents

Molly Herwehe
Events Coordinator
Breckenridge, CO

"We always try to find ways to make our team more efficient and to make the permitting process more seamless. OpenGov has made processing permits truly days, if not weeks, quicker."

Easily Renew Licenses

Jamie Hellen
Deputy Town Administrator
Town of Franklin, MA

"When someone says, 'oh shoot I need to license my dog and today's the deadline,' we want that service to be a Google search away. We want to be a one stop shop for people's questions and services."