

# McHenry County, IL & OpenGov

Powering More Effective and Accountable Government with OpenGov



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# OpenGov: McHenry County, IL

Cartegraph



## ASSET MANAGEMENT

Asset Inventory  
Work Orders  
Resource Management  
Strategic Asset Management



## PERMITTING & LICENSING

Forms & Workflows  
Public Portal  
Inspections  
Online Payments  
Document Designer  
In-depth Reporting



# Implementation Overview for McHenry County, IL

**Key Deliverables:** *SOW includes the complete implementation overview*

## McHenry County Service Area:

- **Division of Transportation (MDOT)**

**Record Types:** *Includes application form conversion, application workflow, user permissions, output document creation, required attachments (if applicable)*

- Highway Access Permit Application
- Facility Installation Application
- Utility Consent Permit Application

## Training:

- Administrator Training
- End-User Training Groups
- Additional Reporting Training

## Integrations and Migrations:

- Master Address Table (MAT) Integration
- ESRI ArcGIS Server Integration
- GIS Flag Integration
- Bluebeam integration
- Single Sign On (SSO) Integration
- Cartegraph Asset Management Integration
- Autofills

## OpenGov Partnership Includes:

- Unlimited Records for Division of Transportation
- Unlimited Users, Usage and Data for Permitting
- Mobile App
- Dedicated project team, training, implementation resources, customer success and support
- Online portal configuration and integrations
- Ongoing Support & Maintenance
- All Future Software Enhancements





# Stripe Payment Processor

- OpenGov's preferred payment provider
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- Direct integration - ***no added cost and faster implementation***
- Credit card or e-check payment is automatically deposited into bank account
- Applicant pays processing fees (2.99% per credit card transaction and \$2.25 per eCheck transaction)
- [Certified PCI Service Provider Level 1](#)
- Very user friendly for internal team and public
- Clear, in-depth reporting



# OpenGov Investment - McHenry County, IL

*\*Below Pricing includes Stripe payment processor*

Software Subscription <i>(Annual)</i>	\$29,035.00
Professional Services Implementation <i>(One Time)</i>	\$33,440.00

Year 1 Investment	
Total	\$62,475.00

**McHenry County Service Area:** Division of Transportation

***Rates Based on County Department Budget Size. Unlimited Users & Unlimited Amount of Data***

*Includes Training, Support, Integrations and Customer Success Manager. All Updates to Cloud Platform Included in Subscription.*

*Software Rates Increase 5% Annually*

# OpenGov Investment - McHenry County, IL

*\*Below Pricing does not include Allpaid integration*

Software Subscription <i>(Annual)</i>	
Year 1	\$29,035.00
Year 2	\$30,486.00
Year 3	\$32,011.00
Professional Services Implementation <i>(One Time)</i>	
Total	\$33,440.00
3 Year Investment	
Total Investment	\$124,972.00

**McHenry County Service Area:** Division of Transportation

***Rates Based on County Department Budget Size. Unlimited Users & Unlimited Amount of Data***

*Includes Training, Support, Integrations and Customer Success Manager. All Updates to Cloud Platform Included in Subscription.*

*Software Rates Increase 5% Annually*

# OpenGov Investment - McHenry County, IL

*\*Below Pricing includes Allpaid integration*

Software Subscription (Annual)	\$29,035.00
Professional Services Implementation (One Time)	\$33,440.00*
Allpaid Integration Implementation (One Time)	\$129,258.00

Year 1 Investment	
Total	\$192,055.00

**McHenry County Service Area:** Division of Transportation

**Rates Based on County Department Budget Size. Unlimited Users & Unlimited Amount of Data**  
*Includes Training, Support, Integrations and Customer Success Manager. All Updates to Cloud Platform Included in Subscription.*

*Software Rates Increase 5% Annually*

# OpenGov Investment - McHenry County, IL

*\*Below Pricing includes Allpaid integration*

Software Subscription (Annual)	
Year 1	\$29,035.00
Year 2	\$30,486.00
Year 3	\$32,011.00
Professional Services Implementation (One Time)	
	\$33,440.00*
Allpaid Integration Implementation (One Time)	
	\$129,258.00
3 Year Investment	
Total Investment	\$254,552.00

**McHenry County Service Area:** Division of Transportation

**Rates Based on County Department Budget Size. Unlimited Users & Unlimited Amount of Data**

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*Software Rates Increase 5% Annually*



BUILT FOR GOVERNMENT

# Deployment Support & Success with OpenGov



# Increase productivity | Improve citizen experience | Build resilience



## 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

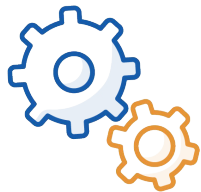


## Future-Proof

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

# OpenGov Customer Engagement Model

Responsive Partnership – Throughout your Journey



## Professional Services

Best-practice implementations from experienced partners



## Award-Winning Support

Responsive support personnel with 180+ years of combined government and support experience



## Customer Success

Ensuring your long-term success with OpenGov



## OpenGov University

On-demand onboarding and continuous learning

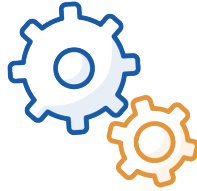
# Professional Services

## Structured Approach for Success



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Focus on Short-term  
and Long-term goals,  
not just replicating  
processes



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Validate  
understanding and  
process across  
government teams



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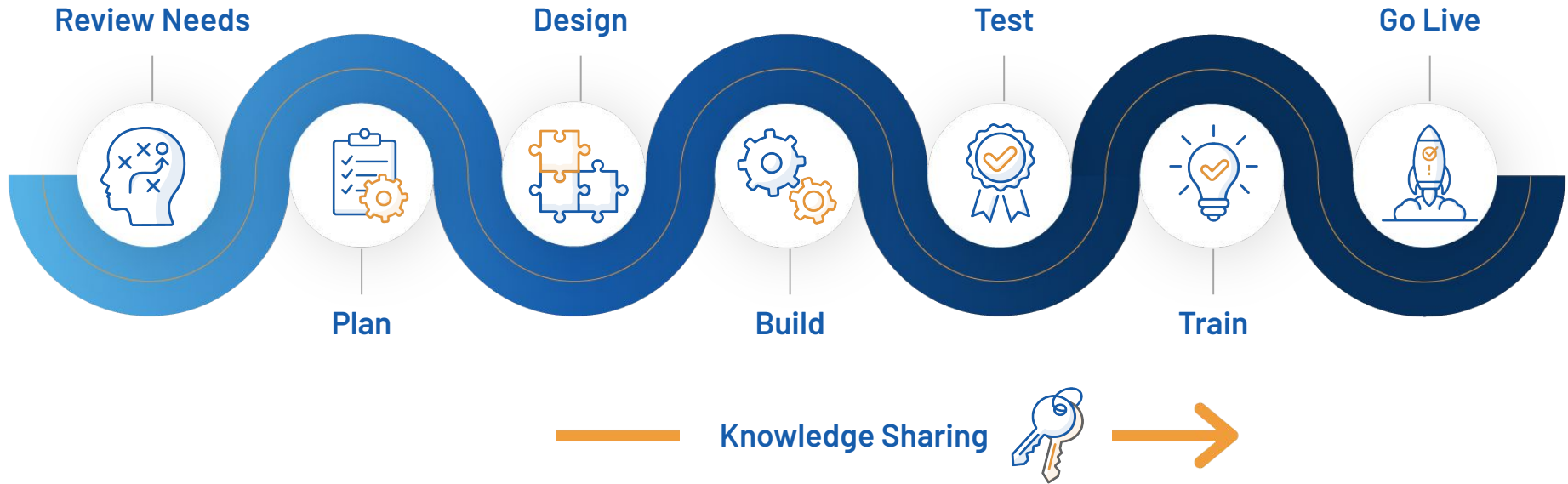
Balance change  
management with  
culture, goals and  
vision



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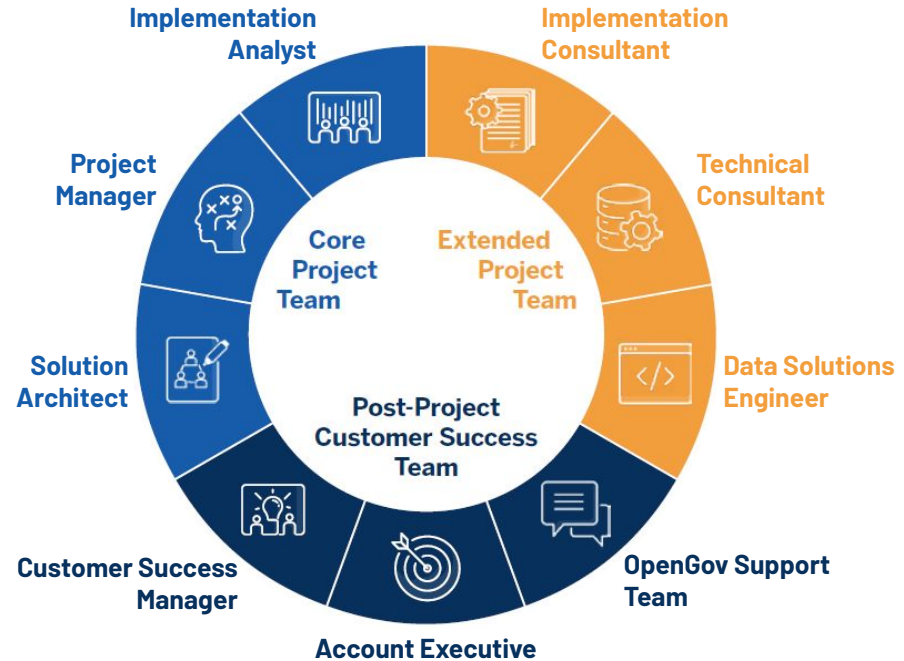
Expediting  
time-to-value by  
tailoring to your  
unique needs

# Professional Services Implementation



# A Team of Experts in Your Corner

- Over 500+ Years of Government Experience
- 8 Stevie Awards for Customer Service Excellence
- Tried and True - Thousands of Successful Implementations



"All of the staff at OpenGov are helpful and pleasant. I throw a lot of questions out there and every staff member is willing to help me work through every issue no matter how big or small."

**City of Desert Hot Springs, CA**

# Why OpenGov? Customer Success

Your Advocate within OpenGov



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## Point of Contact

We schedule regular communications to build a strong partnership



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## Product Updates

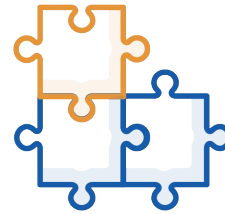
Point of contact to learn about new solutions and roadmap developments



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## Value Realization

Source for best practices and training resources



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## Future Services

Advise when Professional Services might help you realize additional value

# How to Engage OpenGov Support



## Web

<http://support.opengov.com>

Ask for support on specific problems and reference “how to” documentation  
24 x 7



## Chat

<http://support.opengov.com>

Find answers to your questions in real time, powered by automated tools and technical support experts



## Email

[support@.opengov.com](mailto:support@.opengov.com)

Kickoff getting support for your questions and challenges directly from your email inbox



## Phone

(650) 336-7167

Talk through your questions with one of our technical support experts  
4:00 AM PT to 7:00 PM PT,  
Mon-Fri



# Why OpenGov? The Resource Center

Visit [support.opengov.com](https://support.opengov.com)

## Resources

Access to informative articles, announcements, webinars, and release notes.

## My Activities

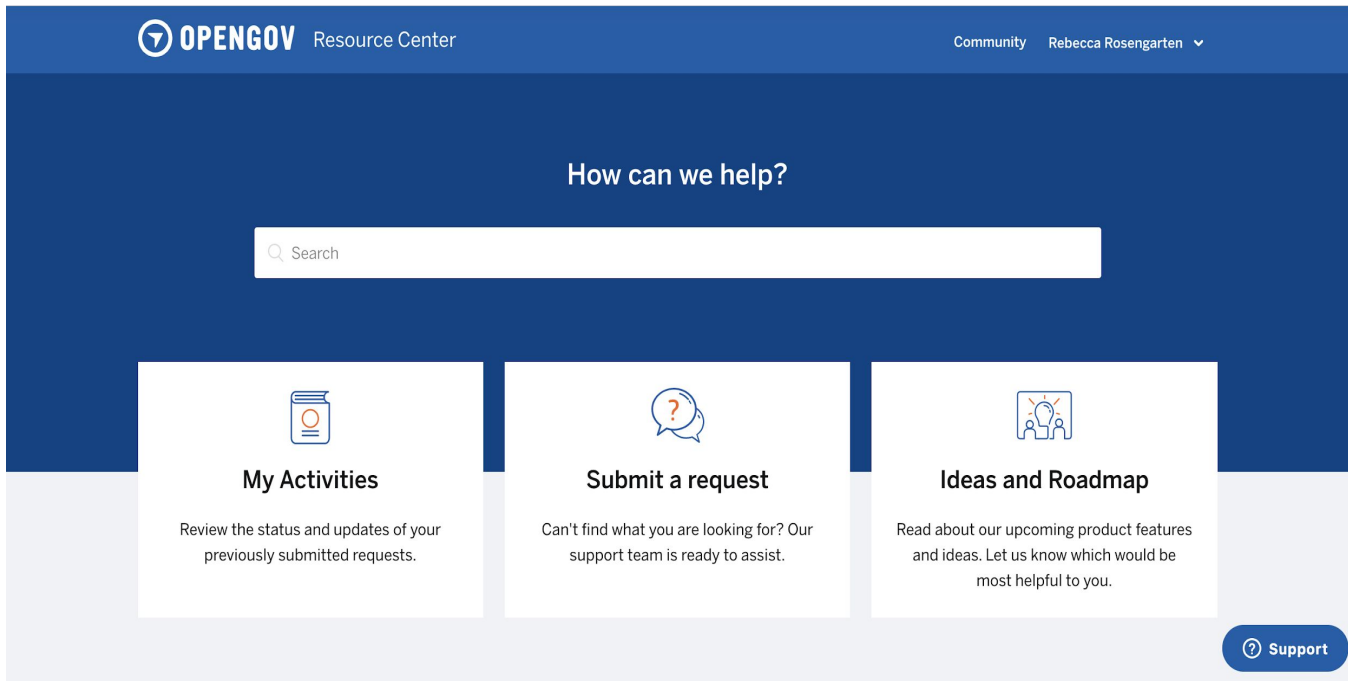
Track your tickets and/or your organization's tickets.

## Submit a Request

File a support ticket if you need help or have a question

## Ideas and Roadmap

Submit product ideas and check out new features that we're building!



# Partnering with OpenGov



## Value

No coding required

Streamline and consolidate  
processes

You own your data

Expert deliverability

Satisfaction guarantee



## Service

Award winning customer service

Customized and accelerated  
migration

Dedicated Success Manager

Free online training & support

OpenGov University

Extensive resource library



## Trust

Quality compliance standards

Uptime is high priority

SOC 2 and SOC 3 Compliant

Single Sign On (SSO)

Role-Based Access Control (RBAC)

U.S. based data centers



# Built for Security

24/7 Safeguards and Continuous Improvement



People

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**Security is prioritized in our culture** with regular company-wide training to prevent against ransomware attacks



Process

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**Aligned to best-practice security standards** around physical, environmental, and organizational security



Technology

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**Run on the leading cloud service provider, Amazon Web Services** with bank-level security and data encryption



Continuous Improvement

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**Constantly fine-tuning** our tools and practices to evolve with the rapidly changing risk landscape

# Security and Reliability with OpenGov

Secure, Reliant Mission-Critical Software in Partnership with AWS, Azure



## Predictable and Safe

- Available around-the-clock
- Multiple Availability Zones leveraging highly redundant networking
- Robust Disaster Recovery Plan

## Secure from Attackers

- Advanced data protection using AES-256 standard and TLS protocols to encrypt data "at rest" and "in-transit"
- AWS-delivered physical, environmental, and network security

## 100% Hassle-Free

- Updates deployed every two weeks with no customer intervention, at off-business hours
- New features deployed with sensitivity to seasonal government work

## Unparalleled Support

- Highly responsive, expert support professionals in the event of unforeseen issues
- Unlimited support cases, access to resource center, support portal
- Optional premium support for higher-touch needs



# Thanks!

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