

Dear Oak Park Team,

Oak Park has already invested in the full technology stack of **Service Cloud** and **Operations Cloud**, laying a strong foundation for efficient service delivery and operational excellence.

Your existing technology components included in **Service Cloud** are:

- OpenCities
- govDelivery
- EngagementHQ
- OpenForms

Your existing technology components included in **Operations Cloud** are:

- Legistar
- Open Platform Suite
- Meeting Efficiency Suite
- Government Transparency Suite

Note: by moving to Operations Cloud, Oak Park will receive a LiveCast encoder which will enhance, align and integrate with GovMeetings.

LiveCast does not replace **GovMeetings**, it is an **upgrade that adds robust streaming and engagement features** to the existing GovMeetings suite. LiveCast makes your solution future ready for hybrid and virtual meetings.

Feature	GovMeetings	LiveCast
Core Purpose	Agenda creation, approvals, minutes, legislative workflow	Advanced video streaming for hybrid/remote meetings
Video Capability	Basic streaming & recording	High-quality live/on-demand streaming + simulcast
Accessibility	Digital agendas & minutes	Closed captions, ADA-tested video player (available for add on \$\$)
Integration	Full meeting lifecycle	Adds video indexing, hyperlinked agendas



By transitioning from individual subscriptions to **Service Cloud** and **Operations Cloud**, Oak Park can unlock the full potential of your investment through **annually renewing service credits**, a **dedicated Government Experience Partner**, and **enhanced service levels**.

Additional Value of Service Cloud and Operations Cloud

Service Credits

- **Flexible Resource Allocation:** Use credits across all Granicus products for training, configuration, and workflow optimization without additional procurement steps.
- **Accelerated Time-to-Value:** Quickly implement enhancements and improvements to existing systems.
- **Cost Efficiency:** Avoid unexpected expenses by leveraging pre-purchased credits for strategic initiatives.
- **Annual Renewal:** Credits replenish each year, ensuring ongoing flexibility for continuous improvement and innovation without new budget approvals.

Government Experience Partner

- **Proactive, Strategic Partnership:** Your XP serves as your primary point of contact throughout the contract, working alongside your team to deliver ongoing success.
- **Quarterly Program Reviews:** Strategic reviews led by your XP to identify growth opportunities, optimize usage, and plan for upcoming priorities.
- **Insights and Recommendations:** Proactive findings and tailored recommendations to maximize platform usage and ROI.
- **Granicus Navigator:** Your XP ensures you're connected to the right teams for any need, acting as your internal advocate within Granicus.
- **Service Credit Guidance:** With deep knowledge of Oak Park's goals and priorities, your XP will recommend the most impactful ways to use service credits.
- **Cross-Product Expertise:** Your XP supports all Granicus products—not just Service Cloud or Operations Cloud—ensuring holistic guidance now and in the future.

Enhanced Service Levels

- **Priority Support:** Faster response and resolution times for critical issues:
 - L1: 1 Hour
 - L2: 2 Hours
 - L3: 5 Hours
 - L4: 12 Hours
- **Live Contact:** Direct resolution for customer care and support challenges, ensuring prompt and personalized attention.
- **Quarterly Technical Support Review:** Performance review on hosting uptime and open support cases.
- **24/7 Technical Support for Level 1 Tickets**



Strategic Impact

By transitioning fully to **Service Cloud** and **Operations Cloud**, Oak Park will maximize annual service credits, enhance operational efficiency, and strengthen community engagement. This move transforms the relationship with Granicus from reactive support to proactive, strategic partnership—ensuring long-term success and continuous improvement.

Sincerely,

Kim Steelman

Account Executive