



SALES & PARTNER PLAYBOOK

# GovCitizenHub

GovCitizenHub gives agencies one platform to publish, decide and audit public services, and citizens one place to apply, pay and track them.

Service catalog

Casework

Verifiable permits

Payments

Grievances

PREPARED BY

Burdenoff Consultancy Services Pvt. Ltd.

PRODUCT

[govcitizenhub.com](https://govcitizenhub.com)

BOOK A CALL

[calendly.com/vignesh-burdenoff/1-1](https://calendly.com/vignesh-burdenoff/1-1)



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# How to use this playbook

Read the opportunity signals and the one-question test first; they tell you in a minute whether a conversation is worth having. Use the personas and objections sections live, in the meeting, rather than reading them out. When something looks real, use the handoff checklist and send it to us the same day, because deal registration is what protects your commission.

IN A HURRY

Read sections 01–03 and 18. That is enough to recognise an opportunity and open a conversation.

BEFORE A MEETING

Add 06–08, 10 and 16 — who buys, what they buy, what it costs, and what they will push back on.

HANDING OVER A LEAD

Sections 19–22 tell you exactly what to send, to whom, and what you earn for it.

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## 01 Product Overview

GOVCITIZENHUB.COM

GovCitizenHub brings the whole public-service journey into one platform. Agencies publish each service they offer in a searchable catalog with its eligibility, required documents, fee and expected turnaround stated up front; citizens apply through a guided form, pay inside the same request, and follow a transparent status timeline. Officers work each case in a single workspace, verify the submitted documents, request missing information and record an approval or rejection with reasons. An approval issues the permit, licence or certificate with a unique reference that anyone can check publicly. Grievances, payments, analytics and a tamper-evident audit trail sit on the same record, so the citizen view and the compliance view are the same truth seen from two sides.

### CATEGORY

Government and citizen operations platform, for public-sector agencies, municipalities and multi-agency digital-government programmes.

### WHERE IT STANDS TODAY

Pre-launch. The service catalog, no-code service builder, casework, verifiable issuance, payment ledger, grievance workflow, routing, analytics, audit, role-based access and the community-intelligence surfaces are built in the product today. AI triage and assist, live payment-gateway capture and the native mobile app are committed roadmap and are marked as such throughout this playbook. There are no reference deployments yet and no formal certifications.

### HOW CUSTOMERS GET IT

Delivered as multi-tenant software in the cloud, with each agency isolated inside its own workspace while identity, payments and standards stay shared across the programme. Dedicated tenancy, self-hosted and air-gapped deployments are available as Enterprise options. Onboarding is configuration rather than a build: an agency creates its workspace, defines its agencies and desks, and publishes its first services from the builder. Regional pricing is published across four bands, so an emerging-market agency is quoted at its own market price rather than a US list price.

Web console for citizens, officers, service owners and programme leads

Public service catalog and application forms

Public permit and certificate verification page, open to anyone with a reference

Officer casework workspace with documents, case notes and decisions

Service analytics and service-level dashboards

Community-intelligence surfaces: region profiles, budgets, projects, open data and consultations

In-console AI assistant, available in six interface languages

Agent tool surface for external AI agents, built and pending general release

Marketing and waitlist site at govcitizenhub.com

Documentation site, in progress

## 02 One-Line Pitch

### SAY EXACTLY THIS

*"GovCitizenHub gives agencies one platform to publish, decide and audit public services, and citizens one place to apply, pay and track them."*

### SHORTER, FOR A CHAT MESSAGE

One platform for public services: apply, pay, decide, issue, audit.

### THE CATEGORY SENTENCE

GovCitizenHub is a government and citizen operations platform for public-sector agencies that deliver services to residents and businesses.

## 03 30-Second Elevator Pitch

### SPOKEN, ROUGHLY 30 SECONDS

*"Most residents still cannot tell you which office owns the thing they need, and once they apply they hear nothing back. GovCitizenHub is a government and citizen operations platform. Agencies publish every service in one searchable catalog, configuring the form, the fee and the review steps without a developer. Citizens apply, pay and follow a status timeline. Officers decide the case in one workspace, and an approval issues a permit that any third party can check for authenticity in seconds. Every action is attributed and timestamped."*

### IF THEY ARE TECHNICAL

One data model carries a record from a published service through application, payment, case decision and issued document, so there are no sync jobs between a permitting product, a payments product and a case system. Access control is enforced at the API edge on every read and write, identity and tenancy are inherited from the platform underneath, and the product is API-first, so the console, future mobile clients and an agent tool surface all speak to the same governed interface.

### IF THEY ARE A BUSINESS BUYER

An agency can put a new licence, subsidy or renewal online in days rather than quarters, because publishing a service is configuration rather than a release. Turnaround, backlog and service-level compliance become numbers a programme lead can see, and any audit question about a decision made months ago is answered by a lookup rather than a search through email and spreadsheets.

## 04 Problem We Solve

These are the binds that make a public-service programme look for a platform. If a prospect nods at three of them, you have a conversation worth passing to us.

### Nobody knows which department owns the request

**Who feels it:** Residents and small businesses, and the front desk that fields their calls

**What it costs them:** People guess, travel to the wrong counter, start on the wrong portal, and abandon applications part-way. Staff spend their day redirecting rather than deciding.

**How GovCitizenHub answers it:** Every service an agency publishes lands in one searchable catalog, filterable by category, with eligibility, required documents, fee and turnaround stated before anyone commits time. Finding a service becomes a search rather than institutional knowledge.

### Launching a new service takes a release cycle

**Who feels it:** Department service owners and programme managers

**What it costs them:** A new subsidy or licence waits on a developer queue or a vendor change request, so policy that was announced in one quarter reaches citizens in another.

**How GovCitizenHub answers it:** Service owners compose the form fields and validation, the fee schedule, the eligibility rules and the review steps in an in-app builder, then publish through a governed lifecycle transition. The service starts accepting applications immediately, and amendments work the same way.

### Officers decide cases across email, spreadsheets and a legacy system

**Who feels it:** Case officers, reviewers and their supervisors

**What it costs them:** Documents are chased by email, decisions are recorded inconsistently, and nobody can reconstruct why an application was refused eight months ago without a week of archaeology.

**How GovCitizenHub answers it:** One workspace per case holds the submitted form, the attachments, the applicant history and the review checklist. Document verification, information requests and the decision with its structured reasons are all recorded as attributed, timestamped transitions on the same record.

### **Fees, receipts and reconciliation live apart from the request**

**Who feels it:** Finance teams, treasury desks and the citizens chasing proof of payment

**What it costs them:** Money is collected in one system and the case sits in another, so reconciliation is manual, refunds are hard to trace, and a citizen who needs a receipt for reimbursement has to ask for it.

**How GovCitizenHub answers it:** The fee is calculated from the service configuration and paid inside the same request. An itemised digital receipt is issued and stored against the citizen's account, refunds are recorded against the original payment, and the agency sees settled status without a reconciliation exercise.

### **Permits and certificates are verified by phone call or trust**

**Who feels it:** Issuing authorities, inspectors, banks, employers and landlords

**What it costs them:** Forged documents circulate, verifiers ring an office and hope somebody answers, and citizens hand over full personal paperwork just to prove a document is genuine.

**How GovCitizenHub answers it:** Issuance mints a unique reference on the server that the requester can never choose. Anyone can enter that reference on a public page and get a definitive answer, including revoked and expired states, without seeing any of the holder's personal data.

### **Reported civic problems disappear**

**Who feels it:** Residents reporting broken infrastructure, and the field teams meant to fix it

**What it costs them:** A complaint goes into an inbox and is never heard of again, duplicates pile up, and the agency has no honest picture of what is actually breaking where.

**How GovCitizenHub answers it:** Grievances are a first-class workflow on the same model as applications: reported with location and photo evidence, routed automatically by category and location, given a tracking reference, and moved through recorded transitions to a confirmed resolution.

### **Accountability only surfaces when something has already gone wrong**

**Who feels it:** Compliance officers, auditors and the leadership answering the inquiry

**What it costs them:** Audits and information requests turn into a scramble across systems, and the record of who did what is assembled after the fact rather than kept as it happened.

**How GovCitizenHub answers it:** Every submission, assignment, information request, decision, payment, issuance and configuration change is recorded as an attributed, timestamped, tamper-evident event. The citizen's status timeline and the compliance trail are the same underlying record.

## **05 Value Proposition**

Five things a partner can promise without stretching. Each one is grounded in behaviour that exists in the product today.

### **One record for the whole journey**

A published service becomes an application, which carries its payments, its documents, its case notes, its decision and the document it issues. There is no export, no re-keying and no nightly sync between a permitting product and a payments product. Because the record is continuous, the citizen's timeline, the officer's queue and the auditor's trail are three views of the same rows.

**Evidence:** Agencies, services, applications, documents, case notes, permits, payments and grievances are related records in a single data model, not modules joined by integration.

### **A service can go live in days**

Publishing is configuration. A service owner describes the service, assembles the form fields and their validation, sets the fee and eligibility, lays out the review steps and publishes through a lifecycle transition. No release, no vendor change request, no systems integrator. Amending a live service follows the same governed path, so a change is recorded rather than applied quietly.

**Evidence:** The in-app field builder and service lifecycle transitions are shipped; richer live preview and advanced eligibility rules are still being deepened.

### Documents anyone can check, without exposing anyone

An approval generates the permit, licence or certificate from a template and stamps it with a reference minted on the server. Any third party can confirm authenticity on a public page with no account. The answer distinguishes valid, expired and revoked, so a document that is technically real but no longer in force cannot mislead a verifier, and an invented reference simply returns no match.

**Evidence:** Verification is an authenticity lookup scoped to the issuing workspace; a full cryptographic verifiable credential is on the roadmap and is described that way.

### Delivery becomes measurable

Volume, turnaround, backlog and service-level compliance are broken down by service, desk and region, computed from the operational records rather than copied into a reporting layer. A programme lead can see a queue diverging from its throughput before it becomes a headline, and can rebalance routing rules with evidence rather than instinct.

**Evidence:** Service-delivery and grievance rollups are computed live from casework records; scheduled watch loops that raise ageing cases as proposals are roadmap.

### Governance comes with the platform, not as a project

Multi-tenancy, role-based access, audit, billing, file storage, notifications, multilingual UI and accessibility are inherited from the platform GovCitizenHub is built on. Six seeded roles map directly to real agency jobs, from programme administrator down to a catalog viewer who must never see a citizen's case. Access is enforced at the API edge, so no individual feature can quietly skip it.

**Evidence:** Every query and mutation carries an access-control directive enforced before the request reaches the product, and roles are seeded into every workspace rather than hand-built.

## 06 Ideal Customer Profile

A municipality, department or digital-government programme that wants a full citizen-service journey online — catalog, application, payment, casework, issuance and grievances — without buying and stitching together three or four products.

| SEGMENT                                                                | TYPICAL SIZE                                           | WHY THEY BUY                                                                                                                                                                                                          |
|------------------------------------------------------------------------|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Small and mid-sized municipalities and local bodies</b>             | Roughly 20 to 500 staff, tens of published services    | They need a citizen portal, permitting, payments and civic-issue reporting, and are priced out of seven-figure incumbent programmes. Published tiers and regional bands make the budget conversation possible at all. |
| <b>State, provincial and central departments launching a programme</b> | Departments of 100 to several thousand staff           | A new subsidy, licence or renewal scheme has been announced and has to reach citizens quickly. Configuration rather than a build is the difference between weeks and quarters.                                        |
| <b>Multi-agency digital-government programmes</b>                      | Programme teams standing up 3 to 30 agencies           | Each agency gets isolated data and its own desks, while identity, payments, notifications and standards stay shared. The second and third agency cost far less to onboard than the first.                             |
| <b>Issuing authorities and regulators</b>                              | Any body that grants permits, licences or certificates | Where forged paper is a live problem, public authenticity checking is the sharpest single reason to move, and it is the capability none of the incumbents lead on.                                                    |
| <b>System integrators and digital-transformation consultancies</b>     | Firms delivering public-sector programmes              | They can win delivery, migration and integration work on a platform where the citizen journey ships pre-built, instead of building it from a low-code toolkit every time.                                             |
| <b>Development and donor-funded governance programmes</b>              | Programme offices working across emerging markets      | Multilingual and right-to-left support, per-country administrative hierarchies and regional pricing were designed in rather than retrofitted, which matters when the deployment is not in North America.              |

#### GEOGRAPHIES

India first, where digital-government missions, smartphone reach and multilingual requirements line up with what the product does best. Commonwealth markets next, where procurement rewards transparent pricing. Emerging markets after that, where the product's per-country hierarchies, right-to-left support and lower regional bands are a genuine fit. English-speaking developed markets are served, but incumbents are strongest there.

#### NOT A FIT — DO NOT CHASE

- Anyone shopping for a finance, budgeting or payroll system of record. This is the citizen-service layer and will sit alongside an existing finance suite, not replace it.
- Procurements that require FedRAMP, StateRAMP or a completed SOC 2 report at the point of signature. Those are on the roadmap and are not available today, so the deal cannot be won on that ground.
- Purely internal workflow or IT service management, with no citizen-facing service. A general workflow platform is a better fit than a public-service platform.
- Agencies that need card payments captured directly by the platform on day one. Fees, receipts and refunds are tracked today, with capture recorded against an external provider's reference; direct gateway capture is roadmap.
- Programmes whose entire value is deep inspection, plan review and code-enforcement field work. Specialist permitting suites are deeper there and will win on features.
- Buyers looking for a live reference site they can visit before committing. The product is pre-launch and there is nothing to show them.

## 07 Buyer Personas

Five people decide whether this goes anywhere. Each cares about a different half of the product, and the opening line that works on one will bore another.

### Digital-government or programme lead (CIO, Chief Digital Officer, e-government programme manager)

#### WHAT THEY WANT

Get more services online, agency by agency, without a new integration project each time, and be able to report progress with numbers.

#### WHAT FRUSTRATES THEM

Every department wants its own portal, each one arrives with its own identity, payment and audit story, and the integration bill grows faster than the service count.

**Open with:** How many separate portals does a resident in your area have to know about before they get one thing done?

**They will ask:** What does it take to bring the second and third agency on, once the first one is live?

### Department service owner

#### WHAT THEY WANT

Put a new licence, subsidy or renewal online quickly, and change it when the policy changes.

#### WHAT FRUSTRATES THEM

Every form change is a ticket to someone else, so the service that was announced in March is still not accepting applications in September.

**Open with:** If the rules for a service changed next week, who would you have to ask to change the form, and how long would they take?

**They will ask:** Can my own team really configure and publish this, or does it come back to IT in practice?

### Case officer and reviewer

#### WHAT THEY WANT

Work through the queue, verify what was submitted, and record a decision that will stand up if it is questioned.

#### WHAT FRUSTRATES THEM

The application is in one system, the attachments in an inbox, the applicant's history nowhere, and the checklist in someone's head.

**Open with:** When you open an application, how many places do you have to look before you can actually decide it?

**They will ask:** Does it slow me down, and what happens to my decision if the applicant appeals?

## Operations and programme manager

### WHAT THEY WANT

Keep turnaround inside the statutory target, spread work across desks, and see a backlog while it is still preventable.

### WHAT FRUSTRATES THEM

Service levels are reported after the breach, workload is balanced by whoever shouts loudest, and seasonal surges arrive as a surprise every year.

**Open with:** Which of your services is slipping its turnaround target this month, and how do you know?

**They will ask:** Can I see backlog and service-level compliance by desk, not just an overall average?

## Compliance, audit and security officer

### WHAT THEY WANT

Answer an audit or information request with a complete, attributed record, and be sure officers only see what they are entitled to.

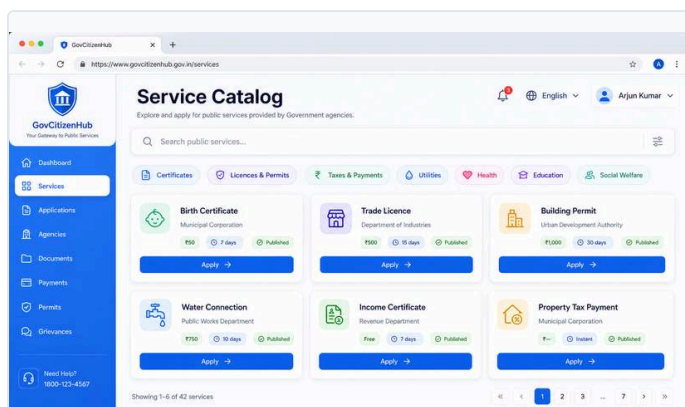
### WHAT FRUSTRATES THEM

Reconstructing a decision means chasing people and mailboxes, and access is granted broadly because fine-grained roles were never practical.

**Open with:** If someone asked today why a specific application was refused nine months ago, how long would the answer take?

**They will ask:** Where is citizen data held, who can reach it, and what certifications do you hold?

Fourteen situations the product is built for. Pick the two closest to the prospect's world and tell those; the rest are there so you are not caught out.



#### RESIDENT OR SMALL-BUSINESS OWNER

### Find the right service and apply the same evening

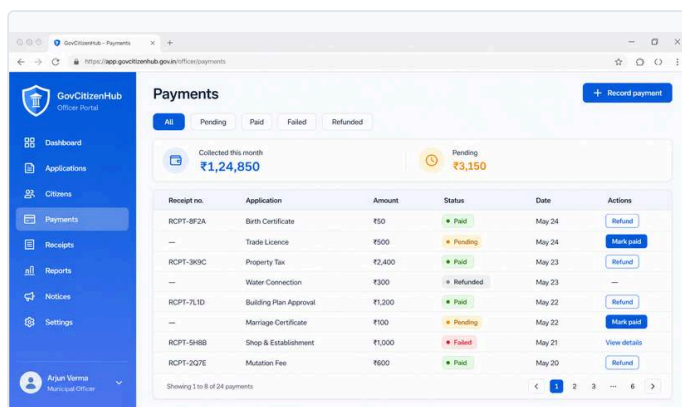
#### THE SITUATION

Renewing a trade licence means working out which office owns it, visiting a counter in working hours, and filling in details already held elsewhere in government.

#### WHAT HAPPENS WITH GOVCITIZENHUB

The resident searches one catalog, filters to licences and permits, and opens the exact service with its eligibility, documents, fee and turnaround shown up front. A guided, self-validating form takes them through it, documents are attached securely, progress is saved so an interrupted application survives, and submission issues a reference number and routes the request into the owning agency's queue.

An application filed correctly the first time, from a phone, without a counter visit.



#### RESIDENT, BUSINESS OR CONTRACTOR

### Pay the fee inside the request and keep the receipt

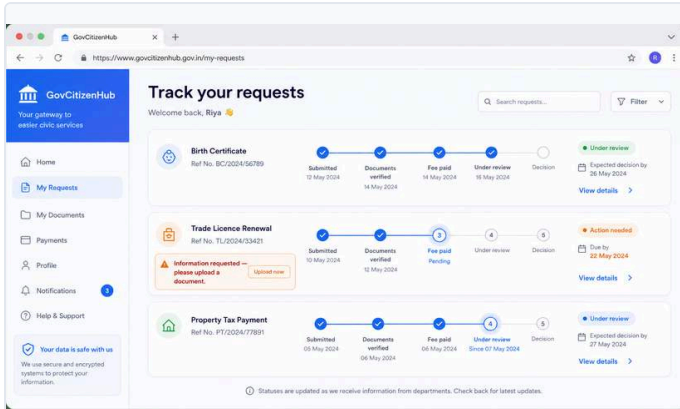
#### THE SITUATION

Fees are paid in a treasury queue or on a separate payment site, and the receipt is a slip that has to be kept and produced later.

#### WHAT HAPPENS WITH GOVCITIZENHUB

The fee is calculated from the service configuration rather than re-keyed, paid inside the same request, and an itemised digital receipt is issued immediately and stored against the citizen's account. The full transaction history stays tied to the request, refunds are recorded against the original payment, and the agency sees settled status without a manual reconciliation.

Money and case stay on one record, and proof of payment is always retrievable.



## RESIDENT WAITING ON A DECISION

### Follow a request instead of ringing to ask

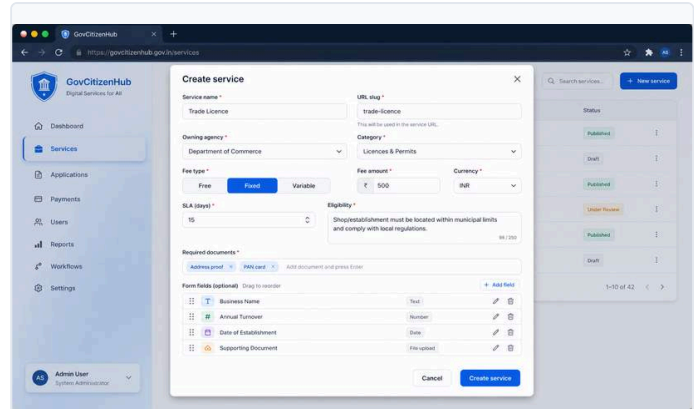
#### THE SITUATION

After submission there is silence. The only way to learn anything is to call, and the person answering cannot see the case either.

#### WHAT HAPPENS WITH GOVCITIZENHUB

Every request carries a visible status timeline: received, under review, information requested, approved or rejected. Milestone notifications reach the citizen when something needs them, and when an officer asks for a missing document the citizen answers inside the same request rather than by email. Decisions arrive with their recorded reasons.

Fewer status calls, and an outcome the citizen can understand rather than just accept.



## DEPARTMENT SERVICE OWNER

### Publish a new public service without a developer

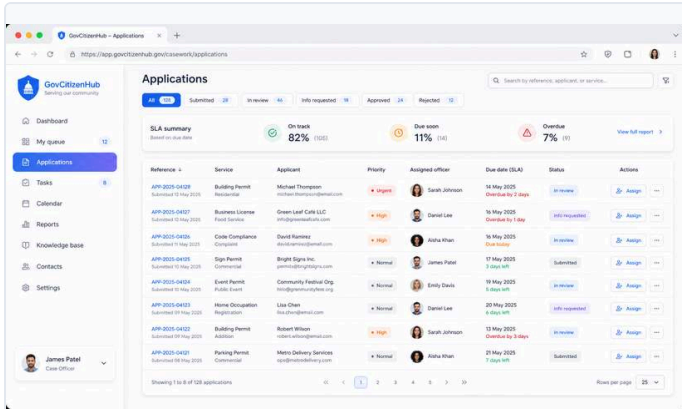
#### THE SITUATION

A new subsidy scheme has been announced and the online application depends on a vendor change request that is quoted in months.

#### WHAT HAPPENS WITH GOVCITIZENHUB

The service owner describes the service, assembles form fields with validation, sets the fee schedule and eligibility, lays out the review steps, and publishes through a governed lifecycle transition. The service appears in the catalog and starts accepting applications straight away, and later amendments follow the same recorded path.

A live service in days, and a change history that shows who altered what.



## OPERATIONS LEAD

### Send each submission to the right desk automatically

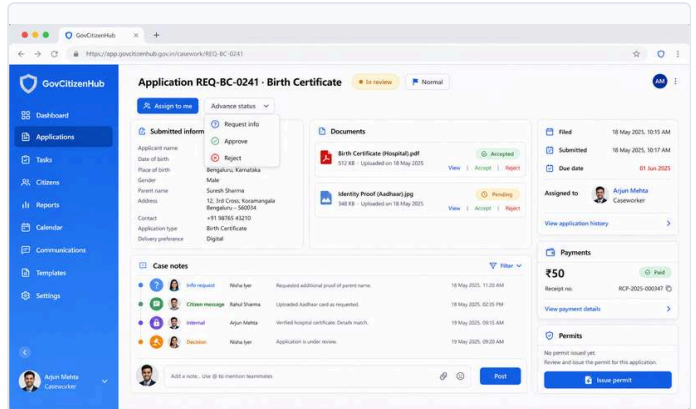
#### THE SITUATION

Incoming work is triaged by hand each morning, allocation depends on who is in, and cases sit unnoticed while somebody is on leave.

#### WHAT HAPPENS WITH GOVCITIZENHUB

Routing rules assign submissions by attribute and load, evaluated in order until the first full match takes the case. Service-level targets and overdue indicators keep the queue honest, and reassignment and delegation are ordinary operations rather than workarounds. Fuller escalation automation is on the roadmap.

Work lands with the right desk without a morning triage meeting.



## CASE OFFICER OR REVIEWER

### Decide a case in one workspace

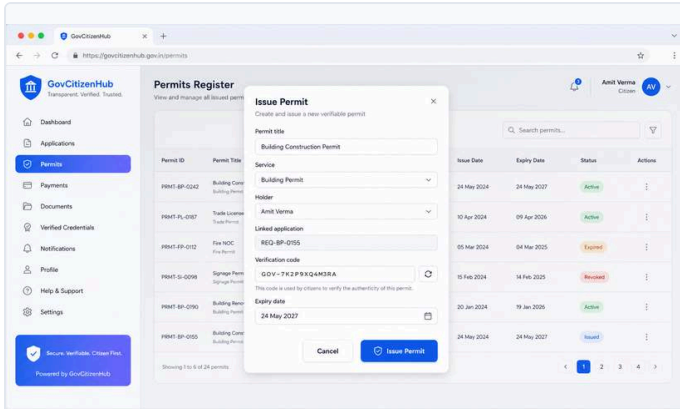
#### THE SITUATION

Deciding an application means opening a form in one system, hunting attachments in a mailbox, and recording the outcome somewhere a supervisor may never find.

#### WHAT HAPPENS WITH GOVCITIZENHUB

The officer opens the case and sees the form, the attachments, the applicant's history and the review checklist together. Each document is verified against requirements with the outcome recorded, an information request can be raised inside the case with the applicant replying in the same thread, and the approval or rejection is captured with structured reasons. Every step is a recorded transition.

A defensible decision, made in one place, with the reasoning attached to it.



## ISSUING AUTHORITY

### Turn an approval into an issued permit

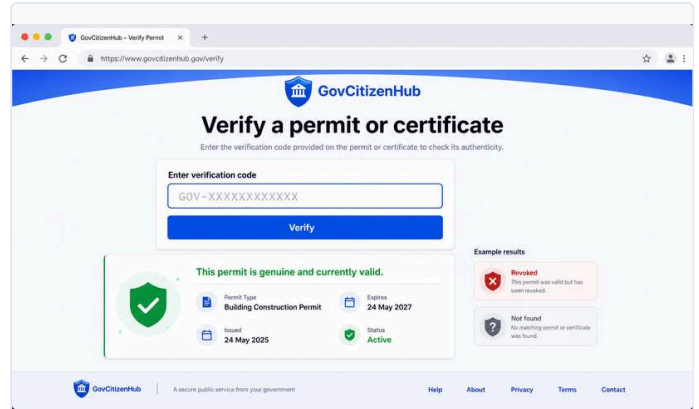
#### THE SITUATION

Approval and issuance are separate acts, so details are re-keyed onto a certificate template and the citizen is asked to collect it in person.

#### WHAT HAPPENS WITH GOVCITIZENHUB

On approval the permit, licence or certificate is generated from a template on the same record, stamped with a unique reference minted on the server, and delivered to the citizen's account. The permit then moves through its own lifecycle of issued, active, expired or revoked, and can be revoked with the change recorded when circumstances change.

No re-keying, no collection visit, and a document whose current state is always known.



## EMPLOYER, BANK, INSPECTOR OR LANDLORD

### Let anyone confirm a document is genuine

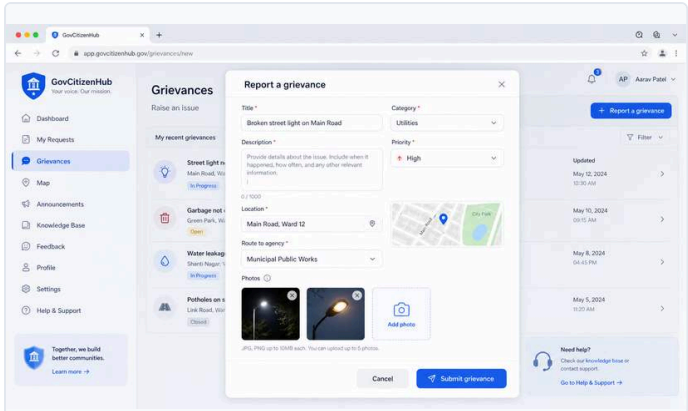
#### THE SITUATION

Confirming that a contractor's licence or a certificate is real means a phone call to an office, an email into a queue, or simply trusting the paper.

#### WHAT HAPPENS WITH GOVCITIZENHUB

Every issued document carries a printed verification reference. Anyone opens the public verification page, enters the reference, and gets a definitive answer with no account and no relationship with the agency. The check distinguishes valid, expired and revoked, returns no match for an invented reference, and reveals nothing about the holder's application or personal data.

Forgery stops paying, and verification takes seconds instead of a working day.



RESIDENT AND THE FIELD TEAM THAT FIXES IT

## Report a civic problem and watch it close

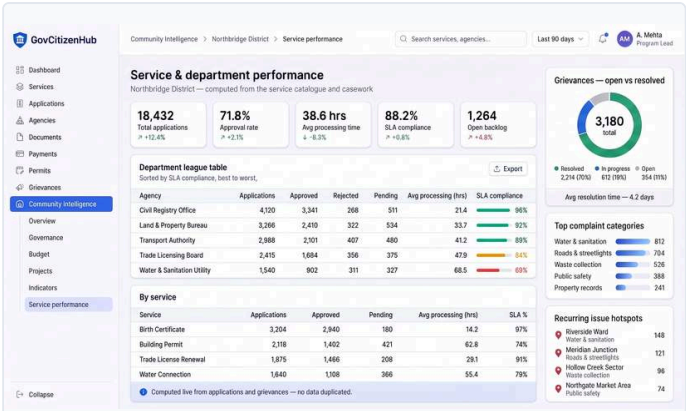
THE SITUATION

A broken street light or blocked drain is reported to a general inbox or a phone line, and nothing visible happens afterwards.

WHAT HAPPENS WITH GOVCITIZENHUB

The citizen logs the issue with location and a photo, it is routed automatically to the responsible team by category and location, and a tracking reference is issued. Field teams move it through recorded transitions, the citizen is notified as work is scheduled and closed, and duplicate reports for the same issue can be linked so the agency sees the real picture.

Civic issues become tracked work with an owner rather than complaints that vanish.



PROGRAMME MANAGER

## See which service is slipping before it breaches

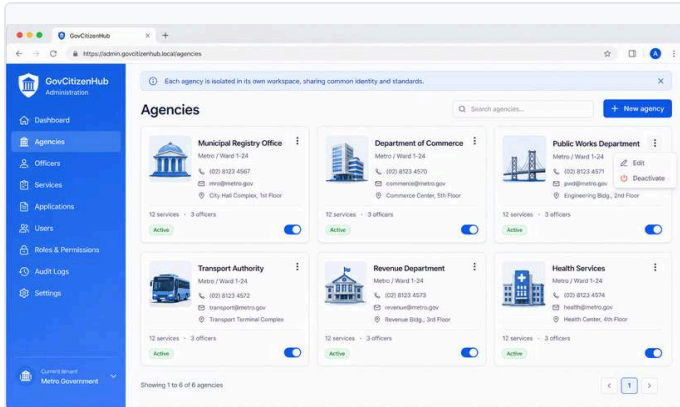
THE SITUATION

Service levels are known only from monthly reports assembled by hand, by which point the breach has already happened.

WHAT HAPPENS WITH GOVCITIZENHUB

Dashboards show application volume, time to decision, pending counts and service-level compliance, sliced by service, desk and region, computed live from the casework records rather than copied into a reporting system. Trends make seasonal surges visible in advance, so staffing and routing rules can be adjusted with evidence.

Backlog is spotted while it is still a staffing decision rather than a headline.



## PLATFORM ADMINISTRATOR OF A MULTI-AGENCY PROGRAMME

### Run many agencies on shared foundations

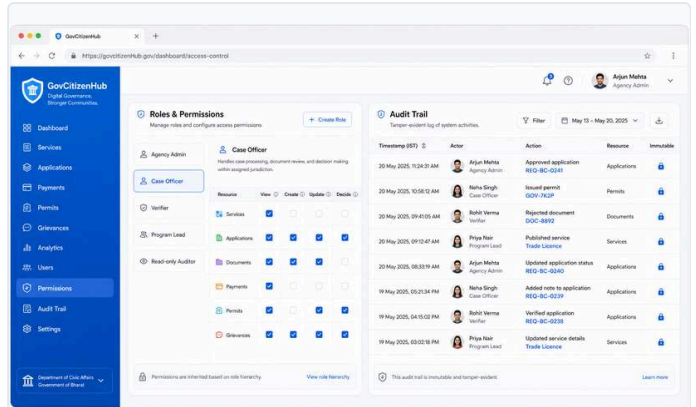
#### THE SITUATION

Each new department arrives wanting its own portal, and each brings a fresh identity, payment and audit integration with it.

#### WHAT HAPPENS WITH GOVCITIZENHUB

Every agency owns its services, desks and data inside its own boundary, while identity, payments, notifications and standards are shared across the programme. Central administrators see cross-agency health without crossing data boundaries, and the administrative hierarchy is configured in the country's own terminology rather than a foreign one.

The third agency costs a fraction of the first, and none of them can see each other's cases.



## COMPLIANCE OFFICER OR SECURITY ADMINISTRATOR

### Answer an audit question with a lookup

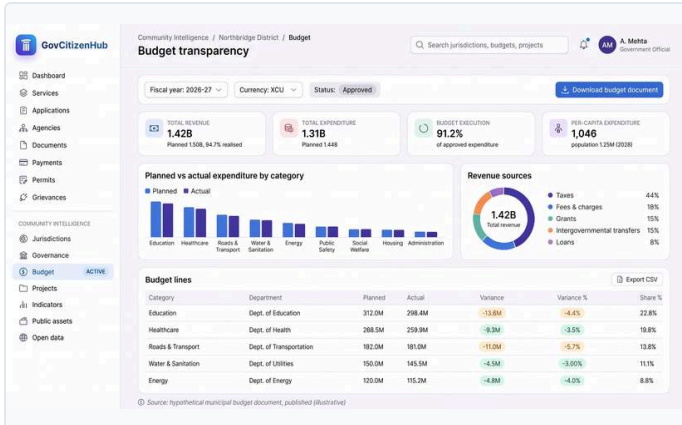
#### THE SITUATION

An inquiry asks why a specific application was decided the way it was, and reconstructing the answer means chasing people who may have left.

#### WHAT HAPPENS WITH GOVCITIZENHUB

Every submission, assignment, information request, decision, payment, issuance and configuration change is recorded as an attributed, timestamped, tamper-evident event, filterable by actor, action or date. Roles are scoped by resource and action, so an analyst can see the catalog and routing configuration while never seeing a citizen's case, payment or grievance.

Audits become a query, and least privilege is the default rather than an aspiration.



FINANCE AND TRANSPARENCY TEAM, JOURNALISTS, RESIDENTS

## Publish a budget as data rather than a scanned document

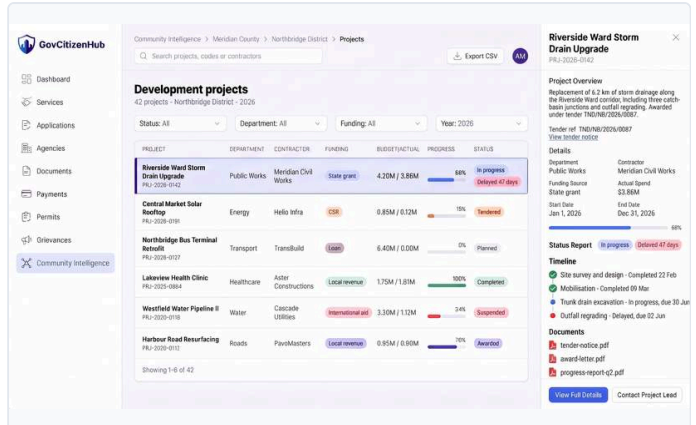
### THE SITUATION

The published budget is a scanned file on a departmental site, in a format nobody can compare with last year's.

### WHAT HAPPENS WITH GOVCITIZENHUB

Revenue lines carry their source and expenditure lines their head and department, each recording what was planned and what was actually spent, so variance, execution rate and per-capita spend are derived rather than asserted. Per-capita uses the population captured when the budget was published, and each budget carries its own fiscal-year label and currency.

A question about whether the money went where it was approved has an answer on the page.



RESIDENT, JOURNALIST OR OVERSIGHT TEAM

## Track public projects, including how late they are

### THE SITUATION

A project was due last year, and no official page will say plainly that it is overdue.

### WHAT HAPPENS WITH GOVCITIZENHUB

Each project records its department, contractor, funding source, tender reference, budget against actual cost, milestones and progress. The days-late figure is computed when the page is read, from the planned and actual dates, so it cannot go stale or be edited away, and milestones carry their own overdue markers so a checkpoint that passed months ago cannot hide inside an in-progress status.

Delay becomes a fact on the record rather than something to be explained away.

## 09 Product Capabilities

What the product actually does, grouped the way a buyer thinks about it. Anything not marked shipped is honest roadmap; do not sell it as present.

### Citizen experience

The front door: finding a service, applying, paying and knowing where the request is.

#### Unified service catalog

Every published service in one searchable, filterable catalog across nine categories, with eligibility, required documents, fee and turnaround stated before a citizen starts.

#### Guided, self-validating applications

Multi-step forms configured per service, validating as the citizen goes, with secure document upload and save-and-resume from any device.

#### Transparent status timeline

Received, under review, information requested, decided — visible to the citizen, with milestone notifications and in-request replies to information requests.

#### Document wallet

Citizens keep their government documents in one place by category, see verification status, and attach them to new applications rather than re-scanning the same proofs.

#### Multilingual and accessible interface

Interface translation including right-to-left layouts, keyboard shortcuts and command palette, screen-reader semantics and high-contrast themes, inherited from the platform.

#### Native mobile app planned

Applying, paying, tracking and reporting grievances on the go, plus officer approvals, packaged for iOS and Android.

### Agency publishing and routing

How a service gets online, and how the work that arrives finds the right desk.

#### No-code service builder in progress

Agency staff compose form fields and validation, the fee schedule, eligibility and the review workflow in the app. The initial builder is live; richer live preview and advanced eligibility rules are being deepened.

#### Governed service lifecycle

A service is drafted, published, paused and retired through recorded transitions, so a change to a live service is accountable rather than silent.

#### Rule-based routing

Rules assign each submission by attribute and load, evaluated in ascending order with the first full match taking the case.

#### Service-level targets and overdue indicators

Each service carries an expected turnaround, and cases past their step are visibly overdue in the queue.

#### Automated escalation and delegation planned

Overdue cases escalating on schedule and delegation during leave or surge, as first-class automated operations rather than manual reassignment.

## Casework and issuance

The officer's half of the product: reviewing what arrived, deciding it, and issuing what follows.

### Unified case workspace

Form, attachments, applicant history and the service's review checklist in one view, with assignment and case priority.

### Document verification

Each submitted document is checked against the service's requirements, with the review outcome recorded per document.

### Information requests and case notes

Requests are raised inside the case and answered in the same thread; notes are typed so a clarification is distinguishable from a decision rationale.

### Auditable decisions

Approvals and rejections are recorded with structured reasons through validated lifecycle transitions, each one timestamped and attributed.

### Template-based issuance

An approval generates the permit, licence or certificate on the same record and delivers it to the citizen's account, with its own issued, active, expired and revoked lifecycle.

### Public authenticity check

A server-minted reference the requester can never choose, resolvable by anyone on a public page, scoped to the issuing workspace and revealing no personal data.

### Cryptographic verifiable credentials planned

Signed, standards-based credentials on top of today's reference lookup, for parties that want to verify offline.

## Payments and grievances

The two loops that make a public service feel real: paying for it, and getting something fixed.

### In-request fee ledger

Fees, taxes, renewals and fines are calculated from the service configuration and tracked on the request itself, so the money trail stays with the case.

### Itemised receipts and refunds

A receipt is issued and stored against the citizen's account on payment, and refunds are recorded against the original payment rather than as a new entry.

### Direct payment-gateway capture in progress

Today a payment is marked settled against an external provider's reference. Taking card and local rails directly inside the flow is the next increment.

### Grievance reporting with evidence

Civic issues reported with location and photo, routed automatically by category and location, given a tracking reference and moved through recorded resolution stages.

### Duplicate linking

Repeat reports of the same issue can be linked, so an agency sees the true count rather than noise.

### **Oversight, audit and access**

What leadership, compliance and security get without commissioning a project for it.

#### **Service analytics**

Volume, turnaround, backlog and service-level compliance by service, desk and region, computed live from casework records rather than a copied reporting store.

#### **Tamper-evident audit trail**

Every action and configuration change recorded as an attributed, timestamped event, filterable by actor, action or date and exportable for an auditor.

#### **Seeded role catalog**

Six roles that match real agency jobs — programme administrator, operations lead, service owner, case officer, citizen services desk and catalog viewer — seeded into every workspace.

#### **Access enforced at the edge**

Every read and write carries an access-control directive enforced before the request reaches the product, so no individual feature can skip it.

#### **Multi-agency isolation**

Each agency's services, desks and citizen records stay within its own boundary while identity, payments and standards are shared across the programme.

#### **Approval gates and compliance evidence export**

planned

Second-person approval on sensitive operations, retention configuration and streaming of the audit record into a security monitoring system.

### **Community intelligence and transparency**

The public record of a place: who governs it, what the budget did, what is being built, and how it compares.

#### **Permanent region profiles**

Each administrative region carries its place in the hierarchy, its officials and their terms, and their commitments tracked from promise to delivered, stalled or abandoned, with a source and verification grade on every fact.

#### **Structured budgets**

Revenue by source and expenditure by head, planned against actual, with variance, execution rate and per-capita spend derived from the lines and each budget in its own currency and fiscal calendar.

#### **Development project tracking**

Contractor, funding source, tender reference, budget against actual cost, milestones and a days-late figure computed at read time so it cannot be quietly reset.

#### **Peer benchmarking**

Rank a region against its siblings, its children, its parent average, its national tier or a named peer set, direction-aware, with rank withheld entirely when the peer set is too small to mean anything.

#### **Open data catalog**

Datasets published with licence, version, coverage period, update frequency and row count, and publication blocked unless the data is actually reachable.

#### **Consultations and participatory budgeting**

Surveys, polls, hearings and budget allocations that must balance to the declared pot, one response per participant, published as aggregates only and suppressed below a minimum number of respondents.

#### **Public-record corrections**

Anyone can propose a field-level correction with evidence attached; an official accepts, rejects or marks it under review, and applying the change stays an attributable edit rather than a silent rewrite.

## AI and automation

Deliberately assistive. The product's rule is that a model proposes and a named officer decides.

### In-console assistant

A context-aware assistant on every console screen in six interface languages. It is given the route and the record identifier already visible in the address bar, and never application form data, document contents or grievance text.

### Evidence-carrying insights

Composite scores, peer ranks, anomalies and risk flags derived by published rules, printed with the exact figures they came from, withheld entirely when coverage is too thin to be honest.

### Agent tool surface in progress

A typed tool surface that lets an external AI agent operate the domain through the same gateway that guards the console, inheriting exactly the operator's permissions. Built; not yet released for general installation, and destructive operations remain operator-supervised.

### AI triage and assist planned

Auto-classification of incoming requests, missing-document detection, desk suggestions and drafted routine responses, each arriving as a reviewable proposal card an officer accepts, edits or rejects.

### Semantic service discovery planned

A citizen describes the problem in their own words and language and is matched to candidate services with a plain reason for each match, as a suggestion never an automatic filing.

### Scheduled backlog watch loop planned

A cadence that examines ageing cases, diverging queues and services trending towards breach, and raises each as a proposal with the case list attached. It observes and proposes; it never acts.

## 10 Pricing & Plans

Pricing is published rather than quoted, and is based on the size of the service operation — published services and monthly citizen applications — not on how many officers log in. Five tiers run from a free tier through three flat monthly plans to Enterprise, which is contracted per service per month on an annual basis. Every tier carries the full citizen and officer feature set; what changes between tiers is capacity, governance, support and service-level commitment. Four regional bands mean an agency is priced against its own market rather than a US list price.

| PLAN              | PRICE                                                                                                                                                                      | WHO IT IS FOR                                                       | WHAT IS INCLUDED                                                                                                                                                                                                                                                                                                                       |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Free</b>       | <b>\$0</b><br>Free forever, no payment method required                                                                                                                     | Evaluators, micro-agencies and a single officer proving the idea    | 1 live published service; 50 citizen applications per month; 2 officer seats; 1 workspace; 30-day analytics retention, 7-day audit retention; Community support plus one ticket per month                                                                                                                                              |
| <b>Starter</b>    | <b>\$99/mo or \$79/mo annual</b><br>Band A price; Band D example ₹3,999/mo or ₹3,199/mo annual                                                                             | Small municipalities and local bodies up to around 50 people        | 3 live published services; 500 citizen applications per month; 5 officer seats; 25 GB shared storage; 90-day analytics retention, 30-day audit retention; Email support under 48 hours                                                                                                                                                 |
| <b>Growth</b>     | <b>\$399/mo or \$319/mo annual</b><br>Band A price; Band D example ₹14,999/mo or ₹11,999/mo annual                                                                         | Growing agencies and departments up to around 250 people            | 15 live published services; 5,000 citizen applications per month; 15 officer seats, 3 workspaces; 100 GB shared storage; 365-day analytics retention, 180-day audit retention; Priority support under 24 hours, 99.5% service-level target                                                                                             |
| <b>Business</b>   | <b>\$999/mo or \$799/mo annual</b><br>Band A price; Band D example ₹39,999/mo or ₹31,999/mo annual                                                                         | Established agencies up to around 1,000 people                      | Unlimited live published services under fair use; 50,000 citizen applications per month; 50 officer seats, 10 workspaces; 1 TB shared storage pool; 730-day analytics retention, 365-day audit retention; Priority support under 8 hours, 99.9% service-level target                                                                   |
| <b>Enterprise</b> | <b>From \$12/service/mo list; \$9/service/mo annual at 250+</b><br>Annual contract; regional floors from \$8 (Band B), \$6 (Band C) and \$4 (Band D) per service per month | Large agency networks, multi-entity programmes and regulated bodies | Custom service, application and seat volumes; Multi-agency tenancy, unlimited workspaces; Production single sign-on and directory provisioning included; Dedicated tenancy, self-hosted or air-gapped deployment available; Custom analytics and audit retention; Dedicated support with a defined service-level agreement from 99.95% |

### Add-ons

| ADD-ON                                                    | PRICE          |
|-----------------------------------------------------------|----------------|
| Extra live services                                       | \$29–\$99      |
| Extra applications (5k / 50k per month)                   | \$29–\$99      |
| Extra storage (50 GB / 250 GB / 1 TB)                     | \$15–\$129     |
| Extra integrations (25 / 100)                             | \$29–\$79      |
| AI Pro (additional daily AI operations)                   | \$79           |
| Advanced analytics (730-day retention, custom dashboards) | \$99           |
| Dedicated tenancy, Standard                               | \$120,000/year |
| Self-hosted, Standard                                     | \$90,000/year  |

#### WHAT TO TELL A PROSPECT ABOUT PRICE

- Regional bands A to D are published rather than negotiated: Band A covers the US, EU, UK, Japan, Korea, Australia, Canada and Singapore; Band D covers India, Bangladesh, Pakistan, Nigeria, Kenya and Egypt.
- Upgrades take effect immediately and are prorated; downgrades take effect at the end of the current period.
- There is no silent overage billing — usage warns at 80% of a quota and blocks at 100%.
- AI features run on the customer's own AI provider key, so model usage cost stays with the agency and is not resold.
- Prices exclude GST, VAT, withholding and other local statutory charges; a 30-day money-back guarantee applies to a first purchase of Starter, Growth or Business.
- Public-sector procurement, data residency, security review and purchase-order terms route through an Enterprise quote.

## 11 Competitive Landscape

Seven real alternatives a public-sector buyer will name. Concede the first column honestly — every one of these vendors has something we do not, and a partner who pretends otherwise loses the room.

| ALTERNATIVE               | WHAT IT IS                                                                                                                                                                                       | WHERE THEY ARE STRONG                                                                                                                                                                                                                    | WHERE WE WIN                                                                                                                                                                                                                                                                 |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Granicus</b>           | A government experience suite covering citizen engagement, communications, digital forms, service requests and meeting management, sold widely into US, UK and Commonwealth government.          | A long track record in citizen communications and outreach, a large public-sector footprint, federal authorisation, and far stronger email, text and survey engagement channels than we have.                                            | Back-office depth. Casework, assignment, case notes and validated decision transitions are the core here, not an add-on, and issuance carries a public authenticity check they do not offer. Pricing is published rather than starting from a five-figure per-licence quote. |
| <b>Tyler Technologies</b> | One of the largest public-sector software companies, with permitting, licensing, code enforcement, citizen portals, courts, finance and public safety products across thousands of locations.    | Decades of domain depth in permitting, inspection and geographic workflows, an enormous installed base, established payment operations and module-level federal authorisation. In a deep permitting evaluation they will out-feature us. | The journey is one record rather than several product lines that have to be integrated. Grievance handling is native rather than reached through code enforcement, verification is public, and the product is built for multilingual and non-US jurisdictions.               |
| <b>Accela</b>             | A configurable civic platform for permits, licences, inspections, code enforcement and environmental health, with a public portal and an offline-capable field inspector app.                    | The closest competitor on configurable record-type casework, with a mature field inspection app, deep plan review, a large integrator network and thirty years of government tuning.                                                     | Configuration is genuinely done by agency staff rather than by a trained implementer, service requests are a first-class workflow rather than a peripheral module, and issuance is publicly verifiable. Time to a live service is days rather than an onboarding programme.  |
| <b>OpenGov</b>            | A cloud-native public service platform strongest in finance: budgeting, financial management, procurement and utility billing, with permitting, licensing and service-request modules alongside. | Finance, budgeting and procurement heritage we do not attempt to match, integrated reconciliation into their own finance system, and a large base of local-government customers in the US.                                               | The citizen journey is owned end to end rather than layered onto a finance product, issuance is verifiable, and multilingual and regionally priced delivery reaches jurisdictions outside North America.                                                                     |

| ALTERNATIVE                     | WHAT IT IS                                                                                                                                                                                                | WHERE THEY ARE STRONG                                                                                                                                                                                          | WHERE WE WIN                                                                                                                                                                                                                                     |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Salesforce Public Sector</b> | A horizontal enterprise platform with public-sector accelerators for licensing, permitting, benefits and grants, backed by strong AI, analytics and the largest partner ecosystem in enterprise software. | Procurement safety, brand, top-tier certifications including federal high authorisation, powerful AI agents, and an ecosystem that can build anything. If the agency already runs on it, that gravity is real. | The citizen journey ships built rather than configured over twelve to twenty-four months, there is a native fee and receipt ledger rather than an integration, and pricing is not per user, which is what prices small and mid-sized bodies out. |
| <b>ServiceNow</b>               | A workflow platform with a very large government footprint in IT service management, extended to constituent services, case management and field service.                                                 | Enterprise workflow engineering, federal high authorisation and defence-level accreditation, a huge installed base inside government IT, and mature platform operations.                                       | This is a purpose-built public-service journey rather than workflows configured to look like one. Catalog, application, payment, issuance and grievance come as a domain model, and there is no native payment rail on their side.               |
| <b>Appian</b>                   | A low-code process automation platform used by government to build case-management and citizen-facing applications, with strong process orchestration and automation.                                     | Process orchestration, automation and the freedom to model any workflow an agency can describe, plus a mature government delivery practice around it.                                                          | Nothing has to be built first. The catalog, forms, casework, payments and issuance already exist as a product, publishing is genuinely no-code for agency staff, and pricing is published rather than per user plus add-on modules.              |

#### THE POSITIONING LINE TO HOLD

Unified, not integrated: one record carries a service from catalog entry to application, payment, decision and verifiable certificate, with no handoff between products.

## 12 Why Us / Differentiators

If the prospect only remembers one column of this playbook, make it this one. These are the claims that hold up under scrutiny.

### One record, catalog to issued certificate

The service, the application, its payments, its documents, its case notes, its decision, the document it issues and any related grievance are related records in one model. Competitors deliver those as separate modules or acquired products, which is where re-keying, reconciliation exercises and audit blind spots come from.

### Public authenticity checking, minted on the server

The verification reference is generated by the platform and can never be chosen by whoever requests issuance. Anyone can resolve it publicly, the answer distinguishes valid, expired and revoked, and it exposes nothing about the holder. None of the seven reviewed competitors offers this as a first-class capability.

### Publishing a service is configuration, not a project

Agency staff assemble the form, the fee, the eligibility and the review steps themselves and publish through a lifecycle transition. Where an incumbent needs a trained implementer or an integrator partner, the change here is made by the person who owns the service, and the change is recorded.

### Grievances are a first-class workflow

Reporting a broken street light shares its model, routing, notifications and audit with a formal licence application. Most competitors treat service requests as a peripheral module or a separate ticketing system, which is why civic issues so often fall out of the record entirely.

### Published pricing across four regional bands

Tiers and prices are on the page, including a free tier and bands that reach India, South and Southeast Asia, Africa and Latin America. Incumbent pricing is almost universally quote-based, which is a procurement barrier long before it is a budget one.

### Honesty is built into the derived numbers

A composite score is withheld when too few indicators were actually measured, a peer rank is not published when the peer set is too small, and grievance hotspots and consultation results are suppressed below a minimum count so an individual cannot be identified. Refusing to publish a weak number is a design decision, not a gap.

### The AI boundary is a rule, not a preference

A proposal can never itself change case state, the assistant is never handed application data, document contents or grievance text, and an agent inherits exactly the permissions of the operator who authorised it. In public services, a citizen is entitled to a named human who made the decision, and the design protects that.

## 13 Customer Proof & Credibility

There are no customers to point at, so credibility has to come from three other places: the depth of what is actually built, the governance posture the product inherits, and the willingness to state plainly what is not there yet. Use the product itself as the evidence and let the prospect test it.

#### DEPTH OF WHAT IS BUILT

Catalog, no-code service builder, guided applications, casework with document verification and validated decision transitions, template issuance with public verification, a fee ledger with receipts and refunds, grievances, routing, analytics and audit are all in the product today, not slideware.

#### ACCESS CONTROL ENFORCED AT THE EDGE

Every read and write carries an access-control directive enforced before it reaches the product, so a feature cannot be shipped with the check forgotten. Six roles matching real agency jobs are seeded into every workspace rather than assembled by hand.

#### ATTRIBUTED, TAMPER-EVIDENT RECORD

Submissions, assignments, information requests, decisions, payments, issuance and configuration changes are all recorded as timestamped, attributed events. The citizen's timeline and the compliance trail are the same rows.

#### SECURITY POSTURE ON PAPER

Encryption in transit and at rest, mandatory multi-factor authentication for internal and administrative access, per-environment secret storage, tenant isolation, encrypted automated backups with a 30-day rolling window, and a documented incident-response process. A data processing addendum and a security exhibit are available for review.

#### PRIVACY DESIGNED IN, NOT ADDED

The assistant is never given application form data, document contents or grievance text; verification reveals validity and nothing more; and public aggregates are suppressed below thresholds that would identify an individual respondent or reporter.

#### CERTIFICATION ROADMAP, STATED HONESTLY

No certification is claimed today. Data-protection readiness for India and the UK and EU is the launch baseline, with a first security attestation report targeted after launch and an international information-security certification behind it. Government empanelment follows the go-to-market.

**Be straight about this.** GovCitizenHub is pre-launch and in waitlist mode ahead of a 2026 launch. There are no reference customers, no live agency deployments, no usage figures and no completed certifications — no SOC 2 report, no ISO 27001, no federal authorisation. Several capabilities a buyer may assume are present are honest roadmap: AI triage and assist, direct payment-gateway capture, full escalation automation, the native mobile app and compliance evidence streaming. What a prospect should weigh instead is the depth of what is genuinely built, the governance and privacy posture, the transparency of the pricing, and the terms available to an early agency that is willing to be among the first. If a procurement requires a completed certification or a live reference at signature, say so early and walk away rather than losing your credibility on it.

## 14 Demo Information

You are not expected to demo this. Your job is to get the right people into a 30-minute session with us. If you want to show something in the meeting, the website's use-case walkthroughs and the comparison pages are public and safe to open on a laptop.

### HOW TO GET A DEMO

Demos are run by us. Ask for a session and we will arrange access to a guided environment with sample services and cases; there is no self-serve trial while the product is pre-launch. Book directly at <https://calendly.com/vignesh-burdenoff/1-1> or send the prospect's details to [vignesh@burdenoff.com](mailto:vignesh@burdenoff.com).

**Runs about** 30 minutes for the standard walkthrough; 60 minutes when a security or compliance reviewer joins.

### WHERE TO LOOK

- **Product site** — <https://govcitizenhub.com>
- **Use-case walkthroughs** — <https://govcitizenhub.com/use-cases>
- **Comparisons against named alternatives** — <https://govcitizenhub.com/vs>
- **Security overview** — <https://govcitizenhub.com/security>
- **Book a 30-minute call** — <https://calendly.com/vignesh-burdenoff/1-1>

### The walkthrough, in order

- 1 The citizen catalog, filtered to one category**  
This is what a resident sees. Eligibility, documents, fee and turnaround are all stated before they start, so the first attempt is far more likely to succeed.
- 2 A guided application being filled and submitted**  
The form validates as they go, documents attach securely, and progress is saved. On submission they get a reference and the case lands in the owning agency's queue.
- 3 The service builder behind that same service**  
This is the important part for your team. The form, the fee, the eligibility and the review steps were configured here, by a service owner, and published without a release.
- 4 The officer casework workspace on the submitted case**  
One place: form, attachments, applicant history, checklist. Verify each document, raise an information request if something is missing, and record the decision with reasons.
- 5 Issuance and then the public verification page**  
Approval issued the certificate with a reference minted here. Now watch me check it as a complete stranger, with no login, and see that it tells me valid, expired or revoked and nothing about the holder.
- 6 The grievance desk and a routed civic report**  
Not everything is an application. This is the same model, with location and photo evidence, routed automatically and tracked to a confirmed resolution.
- 7 Service analytics by service and desk**  
Volume, turnaround, backlog and service-level compliance, computed from the actual cases rather than a monthly report someone assembles.
- 8 The audit trail filtered to that one case**  
Every step you have just watched is here, attributed and timestamped. This is what an audit question looks like when the answer is a lookup.

## 15 Sales Talking Points

Eight lines that do real work in a meeting. Each one is short enough to say and specific enough that the prospect asks a follow-up question.

**One record carries the whole journey, so nothing is re-keyed between systems.**

It reframes the evaluation. Most alternatives are a set of modules, and every module boundary is where data gets re-entered and audits lose the thread.

**Publishing a service is configuration, so a new scheme goes live in days.**

Time to live is the pain a service owner feels personally. It converts an abstract platform conversation into a date they care about.

**Any third party can check a permit's authenticity in seconds, and see nothing else.**

It is the single capability none of the incumbents lead on, and it lands hardest anywhere forged documents or verification phone calls are a live cost.

**Grievances are a first-class workflow, not a bolted-on ticketing system.**

Local bodies feel this daily and assume they will need a second product for it. Hearing that it is the same record changes the shape of the deal.

**Every action is attributed and timestamped, so an audit becomes a lookup.**

Compliance officers are usually the quiet blocker. Giving them something concrete early stops the deal stalling in a security review later.

**Prices are published, including a free tier and four regional bands.**

It removes a procurement barrier before it exists, and it is the reason a small municipality will take the meeting at all.

**AI proposes and a named officer decides — that boundary is enforced, not promised.**

Public-sector buyers are rightly nervous about algorithmic decisions on citizens. Leading with the limit builds more trust than leading with the capability.

**The hierarchy, the language and the currency are the country's own, not a foreign default.**

Anyone who has been shown a US-shaped product knows immediately what this means, and it is a fast way to earn credibility outside North America.

The hard ones, in the words prospects actually use. Answer the maturity objections first and directly — trying to slide past them is what loses deals at this stage.

**"You have no government customers. Why would we be your first?"**

That is true and we will not dress it up. What you get for it is direct access to the people building the product, influence over the roadmap while it is still shapeable, and commercial terms an established vendor cannot match. What you should not accept is risk you cannot see — so ask for the security exhibit, the data processing addendum and a scoped first service rather than a whole programme.

**PROOF** · The product is pre-launch and in waitlist mode; every capability in this playbook is marked shipped, in progress or planned, and the roadmap statuses are published on the site.

**"Are you certified? Our procurement requires an attestation."**

No certification is held today. Data-protection readiness for India and the UK and EU is the launch baseline, a first security attestation report is targeted after launch, and an international information-security certification sits behind it. If your procurement requires a completed report at signature, we are not a fit yet and you should say so now rather than three months in.

**PROOF** · The certification roadmap names each target with owners and sequencing, and the security exhibit lists exactly which items are in place and which are roadmap.

**"Why not just extend the incumbent we already run?"**

If the incumbent already covers the whole journey for the services in question, extend it. The reason agencies look elsewhere is that the journey is spread across products, so the same citizen detail is entered more than once and no single system can answer what happened to a request. Ask the incumbent to show one record carrying catalog, application, payment, decision and issued document, and see what comes back.

**PROOF** · Every reviewed competitor delivers these as separate modules, product lines or integrations; that is stated in our published comparisons rather than hidden.

**"We could build this ourselves, or with our systems integrator."**

You could, and a low-code toolkit will get you a form and a queue quickly. What takes the years is the rest: role-based access on every operation, tenant isolation, a tamper-evident audit trail, multilingual and accessible interfaces, receipts and refunds, verification, and keeping all of it correct as policy changes. Building it means owning it forever, including the accessibility audit and the security patching.

**PROOF** · Governance, identity, billing, files, notifications, translation and accessibility are inherited platform services here rather than product-specific code.

**"This looks expensive once we add every department."**

Compare the published number against what you are actually paying. Pricing is by service volume and applications, not per officer seat, so a department does not cost more because twelve people log in instead of three. Regional bands mean you are priced against your own market, and the free tier lets you prove one service before any money moves.

**PROOF** · Tiers, regional bands and add-on prices are published; the free tier carries one live service and 50 applications a month with no payment method required.

**"If we put everything on you, what happens when we want out?"**

Your data stays yours and stays exportable — the audit trail, case records and open datasets all export, and bulk export runs through a shared platform service rather than a bespoke one-off. Enterprise agreements can add dedicated tenancy or self-hosting so the deployment sits where you want it. The honest lock-in is the same as any platform: configured services and history would have to be rebuilt elsewhere.

**PROOF** · Audit-ready exports, dataset export and dedicated or self-hosted deployment options are all part of the product and the Enterprise offering.

**"Citizen data is sensitive. How do we know it is safe with you?"**

Data is encrypted in transit and at rest, access is enforced at the API edge on every operation rather than inside individual features, each agency is isolated in its own boundary, and administrative access requires multi-factor authentication with scoped, time-limited elevation. Backups are automated and encrypted. Ask for the security exhibit and the data processing addendum and give them to your reviewer.

**PROOF** · The security exhibit documents identity, encryption, isolation, logging, vulnerability management, backup targets and incident response, and names the subprocessors.

### "Will AI be making decisions about citizens?"

No, and the boundary is enforced rather than promised. Today's assistant explains and retrieves, and it is never given application form data, document contents or grievance text. The triage layer that is coming produces proposal cards an officer accepts, edits or rejects; a proposal cannot itself change the state of a case. A citizen is entitled to a named human who made the decision, and the design protects that.

**PROOF** · The context sent to the assistant is limited to the route and the record identifier already visible in the address bar, and the no-personal-data rule is written into the code that gathers it.

### "You are a small company. What happens if you go away?"

Fair question, and the mitigations are contractual rather than rhetorical: exportable data in open formats, a self-hosted or dedicated deployment option on Enterprise, and source-escrow style terms that can be discussed in the agreement. Start with one service and one department. If we are still the right answer in six months you expand, and if we are not, you have lost a pilot rather than a programme.

**PROOF** · The product is one of a portfolio built on shared platform services rather than a single-product venture, and Enterprise deployment options include self-hosting.

### "Who supports our officers when something goes wrong at 9am on a Monday?"

Support is tiered with the plan: email response on the entry plan, priority response under 24 and then 8 hours as you move up, and a dedicated arrangement with a defined service-level agreement on Enterprise. In-product help and ticketing are built in, so an officer raises an issue from the screen they are stuck on rather than finding an address.

**PROOF** · Support tiers and service-level targets of 99.5%, 99.9% and 99.95% are published against the plans rather than negotiated case by case.

### "Our staff are not technical and our citizens are not all online."

That is the design brief, not an obstacle. The builder is for non-technical service owners, the citizen interface is multilingual with right-to-left support, keyboard and screen-reader accessible, and works on a shared phone with save-and-resume. Counter staff can also work on a citizen's behalf, so the digital channel adds capacity rather than excluding anyone.

**PROOF** · Translation, accessibility and per-country administrative terminology are platform foundations, and the console ships in six interface languages.

### "Can we start small without committing the whole department?"

Yes, and it is the approach we recommend. Publish one real service, run it for a cycle, and measure first-attempt success, turnaround and how many status calls stop arriving. Free and Starter exist for exactly that. Expanding to the next service or the next agency is configuration, not a second implementation.

**PROOF** · The free tier requires no payment method and carries a live service; onboarding another agency reuses the same identity, payment and audit foundations.

## 17 Discovery / Qualification Questions

Ten questions in the order you would actually ask them. Listen for the answer behind the answer — the fourth and the ninth separate real opportunities from polite interest.

| ASK THIS                                                                                               | LISTEN FOR                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| How many different websites or offices does a resident have to deal with to get one thing done?        | A number above two, or a pause. Fragmentation they can count is the opening the whole product is built around.                                        |
| Which services are still paper or counter-only, and why those ones?                                    | Whether the blocker is budget, a vendor change request or a developer queue. A vendor or developer bottleneck points straight at the no-code builder. |
| If policy changed next week and a form had to change with it, who does that and how long does it take? | Weeks or months, or a name outside the department. Anyone who answers in days already has a workable platform and is a weaker prospect.               |
| When an officer opens an application, how many places do they have to look before they can decide it?  | Email plus a shared drive plus a legacy system. This is the casework pain and it is felt by the people who will use the product every day.            |
| How does someone verify that a permit or certificate you issued is genuine?                            | A phone call, a letter, or a stamp. Fraud or verification friction is the sharpest single reason to move on this product.                             |

## ASK THIS

## LISTEN FOR

**Where do reported civic issues go today, and how does the reporter learn what happened?**

An inbox with no tracking. It tells you whether grievances are in scope, which materially changes the size of the opportunity.

**How do you know today which service is missing its turnaround target?**

A monthly report assembled by hand, or nothing. Absence of live measurement is what makes the analytics conversation land.

**If someone asked why a specific application was refused nine months ago, how long would the answer take?**

Days, or a wince. Compliance officers often turn out to be the real internal champion once this is asked.

**Is there a new scheme, licence or subsidy that has been announced but is not online yet?**

A named programme with a date. That is a deadline, and a deadline is what turns interest into a procurement.

**How does software get bought here, who signs, and does it need a formal security or procurement review?**

The path and the people. If certification is a hard gate at signature, you need to know before you invest a month in it.

**How many languages do your citizens actually use, and how many does your current system support?**

A gap between the two. Multilingual and right-to-left reach is designed in here, and it is a common quiet disqualifier for incumbents.

**If this worked for one service, what would the second and third be?**

Whether they can answer at all. A clear answer means a programme rather than a one-off, and it tells you how to size the introduction.

## 18 How to Identify a Good Opportunity

Use this to decide where to spend your time. Green means make the introduction today; amber means keep the conversation going but do not promise a timeline; red means say so kindly and move on.

### STRONG SIGNAL — PURSUE

- A new licence, subsidy or renewal scheme has been announced with a date and is not online yet
  - Forged permits or manual verification phone calls are a named, current problem
  - Officers are working cases across email, spreadsheets and a legacy system nobody wants to keep
  - A multi-agency or multi-department programme is being stood up on shared identity and standards
  - Citizens phone constantly to ask where their request is, and the front desk cannot tell them
  - Multilingual or right-to-left citizen reach is a requirement the current system cannot meet
  - An audit, inquiry or transparency obligation has recently made accountability someone's problem
- Introduce us straight away.

### WORTH A CONVERSATION

- Genuine interest but no budget line this financial year — worth registering and revisiting at planning time
  - An incumbent contract with more than a year to run; position for the renewal rather than a rip-and-replace
  - The champion is enthusiastic but has no procurement path and no executive sponsor
  - They want AI triage or direct card capture as a condition — both are roadmap, so scope the pilot around what exists
  - Deep inspection and plan-review workflows are half the requirement; a specialist suite may share the estate
  - The requirement is really data transparency alone, with no service delivery attached
- Qualify further before an introduction.

### POOR FIT — DO NOT CHASE

- The procurement requires a completed security attestation or federal authorisation at signature
  - They are replacing a finance, budgeting or payroll system of record, not a citizen-service layer
  - There is no citizen-facing service at all — the need is internal IT ticketing or staff workflow
  - They will only proceed after visiting a comparable live deployment, which does not exist yet
  - A signed incumbent programme is already mid-implementation with sunk cost and political weight behind it
  - The only real driver is the lowest possible price with no service, support or accountability requirement
- Politely park it; suggest another product if one fits.

#### THE ONE-QUESTION TEST

Ask: how many separate places does a resident have to go, and how many places does an officer have to look, to get one service delivered from request to decision? If both numbers are more than one and they can name the services where it hurts, it is a real opportunity — pass it to us.

## 19 How to Introduce Us

Keep the introduction short and factual, and say pre-launch out loud. Overselling a pre-launch product to a government buyer costs you the relationship, not just the deal. Your job is to get the right two people into a 30-minute call.

### IN CONVERSATION

*"There is a team building a platform that puts the whole public-service journey in one place — every service in a searchable catalog, citizens applying and paying online, officers deciding cases in one workspace, and permits anyone can check for authenticity. It is pre-launch and launching this year, so they are choosing their first agencies deliberately and the terms reflect that. Worth 30 minutes with the person who owns service delivery?"*

### EMAIL — SUBJECT: ONE PLACE FOR YOUR CITIZEN SERVICES — WORTH 30 MINUTES

Hi [Name],

You mentioned [service or department] is still largely paper and counter-based, and that residents ring to ask where their request has got to.

I have been talking to the team behind GovCitizenHub. It puts the whole journey in one platform: every service in a searchable catalog, citizens applying and paying online, officers deciding cases in one workspace, and permits and certificates carrying a reference anyone can check publicly in seconds.

Two things worth knowing. Your own staff configure and publish a service without a developer, so a new scheme goes live in days. And it is pre-launch, launching this year, so early agencies get direct access to the team and terms an established vendor cannot match.

Shall I introduce you to Vignesh? He runs a 30-minute walkthrough: <https://calendly.com/vignesh-burdenoff/1-1>

Best,  
[Your name]

### SHORT MESSAGE / LINKEDIN

Saw your post on [topic]. There is a pre-launch platform called GovCitizenHub that puts the full citizen-service journey in one place — catalog, application, payment, casework, and permits anyone can verify publicly. Agency staff publish services without a developer. Happy to introduce you to the founder if a 30-minute look is useful.

### WARM THREE-WAY INTRODUCTION

Copy both parties in and keep it to three lines: what the prospect is trying to fix, why you thought of GovCitizenHub in one sentence, and the calendar link. Say pre-launch in the first line so nobody feels misled later. Then step back and let us take it from there — you stay copied in and we keep you posted on progress.

**Please do not:** Do not imply anyone is using it in production. There are no live agency deployments and no reference sites to visit.; Do not claim any certification, authorisation or accreditation. None is held today, and a procurement officer will check.; Do not promise AI triage, direct card capture, the mobile app or automated escalation as available. All are roadmap and clearly marked as such.; Do not negotiate price, discounts, contract terms or timelines. Quotes and terms come from us, and unapproved promises void commission eligibility.; Do not offer or accept any payment, gift or benefit connected to a public official. Public-sector anti-bribery rules apply to you as our partner.

## 20 Lead Handoff Process

Register first, then introduce. Registration is what protects your commission, and it takes one email. We do the qualification, the demo and the paperwork from there, and you stay copied in.

### 1 Register the opportunity before anyone engages it

Email [vignesh@burdenoff.com](mailto:vignesh@burdenoff.com) with the agency name, the contact and what you know. Registration must come before procurement or any active sales engagement, and there is no retroactive registration.

## 2 Get written confirmation

We confirm the registration and whether the opportunity is already active with us. Approved registrations are protected for 90 days, with one 90-day extension possible where there is genuine progress.

## 3 Make the introduction

A short email or call with both sides copied in. Say pre-launch, name the problem you think it fits, and share the calendar link at <https://calendly.com/vignesh-burdenoff/1-1> or the phone number +91-7358445777.

## 4 Hand over the qualification

We run discovery and the 30-minute walkthrough, and bring a security or compliance reviewer in where the buyer needs one. You do not need to answer technical, security or pricing questions — send them to us.

## 5 Stay copied in through the quote

We control final pricing, discounting and contract terms, and every quote is approved by us before it reaches the customer. You will see the quote and the stage as it moves.

## 6 Get paid on collected revenue

Commission is calculated on collected net subscription revenue and paid 15 days after the revenue is realised, in the currency named in your partner agreement.

### SEND US THIS — IT IS ALL WE NEED

- The agency or department name, its country and the administrative tier it sits at
- The named contact, their role, and who else will be involved in the decision
- The services in scope, roughly how many and what kind — licences, certificates, payments, grievances
- Approximate volumes: staff who would use it, and citizen applications per month if known
- What triggered the conversation — a new scheme, an audit, an expiring contract, a fraud problem
- Timeline and whether a formal procurement, security review or data-residency review applies
- Any incumbent system in place and when its contract ends
- Whether you want to stay in the conversation or hand it over entirely

### WHAT HAPPENS NEXT, AND WHEN

Registration acknowledged within one working day. A qualification call with the prospect arranged within three working days of the introduction. You get a status update at least every two weeks while the opportunity is live, and immediately at any stage change.

**Deal registration:** Send registrations to [vignesh@burdenoff.com](mailto:vignesh@burdenoff.com) with the subject line "Partner registration — GovCitizenHub — [agency name]". Approved registrations are protected for 90 days, extendable once by 90 days where there is active progress. No commission applies if we already had an active opportunity with that buyer, unless you open a new buying centre or materially expand the scope. Where two partners register the same opportunity, the first approved partner with real contribution takes priority; split commissions need written approval.

## 21 Partner / Referral Commercials

You are paid on collected net subscription revenue, not on list price and not on invoiced value. Rates rise with the depth of what you actually contribute, from a registered introduction through to approved resale. Regional band pricing is the customer's normal market price, so it does not reduce your eligibility — extra discounts and credits do.

| PROGRAMME                                   | YOUR ROLE                                                                     | FIRST-YEAR                                      | RENEWAL / ADD-ONS                                                                                                              |
|---------------------------------------------|-------------------------------------------------------------------------------|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| <b>Referral Partner</b>                     | Registered introduction, no sales ownership                                   | 10% of first-year collected net subscription    | 0% unless separately approved · 3% on first-year collected net add-ons, capped at \$10,000                                     |
| <b>Consulting Partner</b>                   | Introduction plus evaluation support for the customer                         | 12% of first-year collected net subscription    | 0–3% where you are active in the success plan · 3% on first-year collected net add-ons, capped at \$15,000                     |
| <b>Implementation Partner</b>               | Introduction plus implementation, migration, integration or training delivery | 15% of first-year collected net subscription    | 3–5% where you are active in the renewal success plan · 5% on first-year collected net add-ons, capped at \$25,000             |
| <b>Authorised Reseller</b>                  | Approved resale with first-line commercial ownership in a region or account   | Up to 15% reseller margin on the approved quote | Up to 8% where the account stays active and supported · Up to 5% on dedicated tenancy or managed services, only where approved |
| <b>Managed service or strategic partner</b> | Bundled or managed offering, or repeat programme pipeline                     | Custom                                          | Custom · Custom                                                                                                                |

#### THE RULES THAT MATTER

- Register before procurement or active sales engagement. There is no retroactive registration, and an approved registration is protected for 90 days with one possible 90-day extension.
- Commission is calculated on collected net revenue: excluding taxes, refunds, chargebacks, credits, payment fees, marketplace payouts, the customer's own cloud costs and their AI provider costs.
- Regional band pricing is the customer's normal market price and does not reduce eligibility by itself; additional discounts, credits and coupons do reduce the commissionable amount.
- Larger deals earn an extra incentive on first-year net subscription: 1% capped at \$2,500 from \$100,000, 2% capped at \$7,500 from \$250,000, and 3% capped at \$25,000 from \$500,000, where the opportunity was registered early and you materially helped.
- Dedicated tenancy, self-hosted, air-gapped, premium support and managed-service items carry lower partner economics and must be approved in the quote.
- Services you contract directly with the customer — migration, integration, training — are yours to keep and price, provided they do not conflict with our agreement.
- Partner commission does not stack with affiliate rewards, and every quote must be approved by us before it reaches the customer.
- Public-sector rules apply without exception: no payment, gift or referral benefit to a government official, and no promise of features, compliance status, discounts or timelines without our written approval.

#### GETTING PAID

Paid after the revenue is actually collected, normally 15 days after realisation, in the currency stated in your partner agreement or converted at the accounting or payment-processor rate. Multi-year deals pay as the customer's cash is collected rather than on total contract value. Refunds and chargebacks reverse the commission or are deducted from a future payout. You handle your own invoicing and local tax compliance; we withhold and report where the law requires it.

These are the standard GovCitizenHub partner programme terms as planned for launch, summarised for orientation. They are not an offer and not a contract. The terms that apply to you are those in your signed partner agreement, and the price that applies to the customer is the one on the quote we issue and approve.

## 22 Contact Information

#### YOUR CONTACT

**Vignesh T.V.**  
vignesh@burdenoff.com  
+91-7358445777

#### BOOK A 1-1 CALL

<https://calendly.com/vignesh-burdenoff/1-1>

Use this for anything — qualification, pricing, a joint call with your prospect, or a live demo.

#### EVERY BURDENOFF PRODUCT

<https://burdenoff.com/products>

If GovCitizenHub is not the right fit, the answer may well be on that page.

#### WHICH CHANNEL FOR WHAT

- **A live opportunity** — email with the handoff details in section 20, and copy the phone number in if it is time-sensitive.
- **A question you cannot answer** — book the 1-1 call; it is usually faster than email.
- **A prospect who wants to meet us** — send them the calendly link directly, or ask for a joint call.

## 23 Useful Links & Sales Assets

| ASSET                                          | WHERE                                                                                               | WHAT IT IS FOR                                                                                                                         |
|------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <b>GovCitizenHub website</b>                   | <a href="https://govcitizenhub.com">https://govcitizenhub.com</a>                                   | Product overview and waitlist sign-up ahead of the 2026 launch                                                                         |
| <b>Use-case walkthroughs</b>                   | <a href="https://govcitizenhub.com/use-cases">https://govcitizenhub.com/use-cases</a>               | Scenario-by-scenario stories for citizens, agencies, casework, operations and transparency — the best public page to open in a meeting |
| <b>Features</b>                                | <a href="https://govcitizenhub.com/features">https://govcitizenhub.com/features</a>                 | Capability detail in the product's own words, with shipped and roadmap marked                                                          |
| <b>Comparisons against named alternatives</b>  | <a href="https://govcitizenhub.com/vs">https://govcitizenhub.com/vs</a>                             | Our published position against each incumbent, including where they win                                                                |
| <b>Security overview</b>                       | <a href="https://govcitizenhub.com/security">https://govcitizenhub.com/security</a>                 | Send this to a security reviewer before they ask; the full security exhibit and data processing addendum are available on request      |
| <b>Services and implementation</b>             | <a href="https://govcitizenhub.com/services">https://govcitizenhub.com/services</a>                 | Consulting, implementation, migration, integration, managed operations and training — relevant if you want delivery work               |
| <b>Application sign-in</b>                     | <a href="https://app.govcitizenhub.com">https://app.govcitizenhub.com</a>                           | The product itself; access to a guided environment is arranged by us                                                                   |
| <b>Documentation</b>                           | <a href="https://docs.govcitizenhub.com">https://docs.govcitizenhub.com</a>                         | Product guides, API reference and integration tutorials, in progress ahead of launch                                                   |
| <b>Book a 30-minute call with Vignesh T.V.</b> | <a href="https://calendly.com/vignesh-burdenoff/1-1">https://calendly.com/vignesh-burdenoff/1-1</a> | The fastest route from an introduction to a real conversation                                                                          |
| <b>All Burdenoff products</b>                  | <a href="https://burdenoff.com/products">https://burdenoff.com/products</a>                         | The wider portfolio, in case a prospect's need sits next door to this one                                                              |
| <b>Contact</b>                                 | <a href="mailto:vignesh@burdenoff.com">mailto:vignesh@burdenoff.com</a>                             | Vignesh T.V., vignesh@burdenoff.com, +91-7358445777 — registrations, introductions and quotes                                          |
| <b>General enquiries</b>                       | <a href="mailto:contact@govcitizenhub.com">mailto:contact@govcitizenhub.com</a>                     | For a prospect who wants to write in directly rather than be introduced                                                                |

### WHAT YOU CAN SHARE, AND WITH WHOM

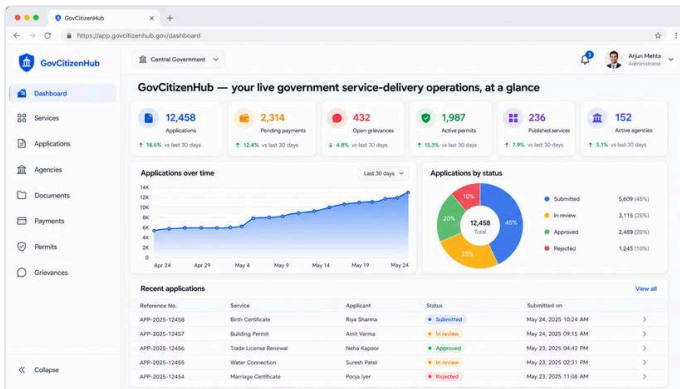
- Share freely: anything published on govcitizenhub.com — the product pages, use-case walkthroughs, comparison pages, security overview and services page — plus this playbook's positioning language in your own words.
- Prospect-facing only: this playbook, the cheat sheet and the pricing summary inside it. Give a prospect the published pricing page rather than forwarding partner commission material.
- Never share: the partner commission rates, deal-registration status, discount guardrails or anything about another partner's opportunity. Those are between you and us.
- Needs our sign-off before it is used: any quote, discount, contract term, delivery timeline, roadmap date or compliance claim; any use of the GovCitizenHub name or logo in your own marketing, campaigns or press; and any written response to a public tender.
- Always state that the product is pre-launch in any written material you produce, and never present a roadmap capability as available today.
- Resold, bundled and managed offerings stay under the GovCitizenHub name; there is no white-label or rebranded edition.

## 24 Product Mockups — Complete Visual Appendix

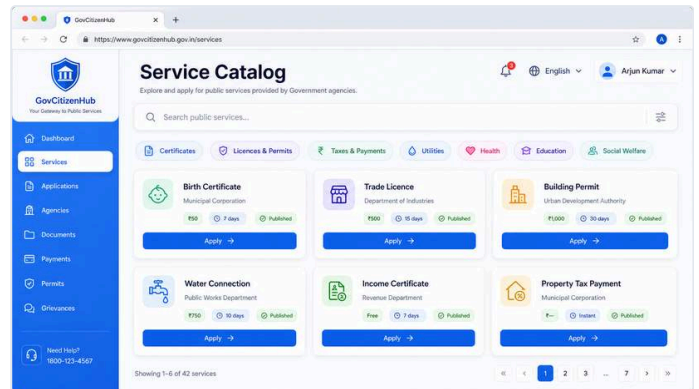
39 SCREENS

Every screen in the GovCitizenHub design set — 39 in total, none omitted. Use these to show a prospect what the product looks like before a live demo.

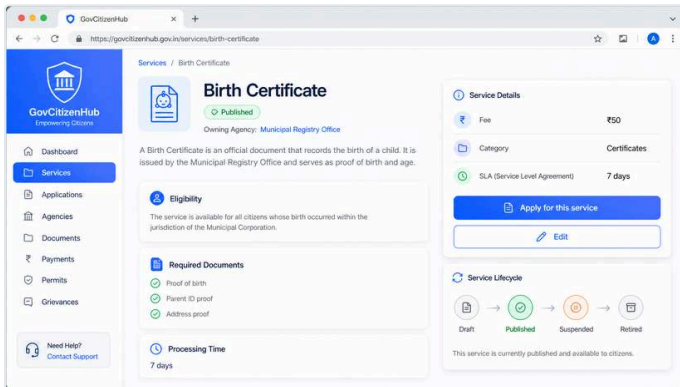
PRODUCT SCREENS • 36 SCREENS



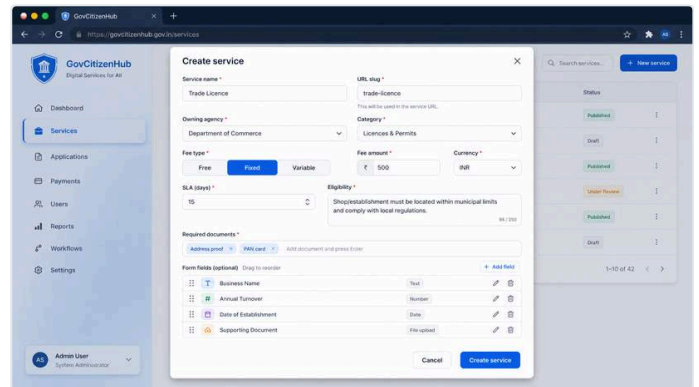
001 Gch Mock 01 Dashboard



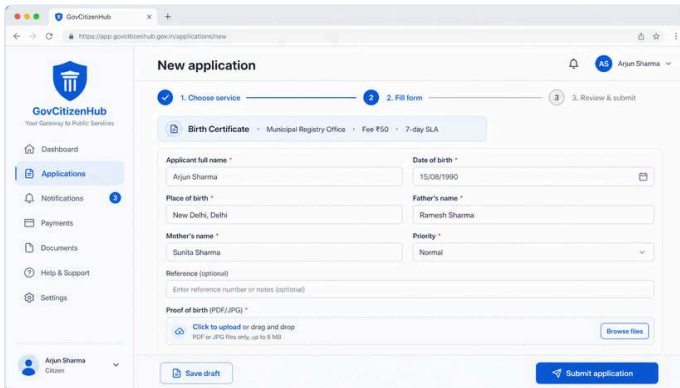
002 Gch Mock 02 Service Catalog



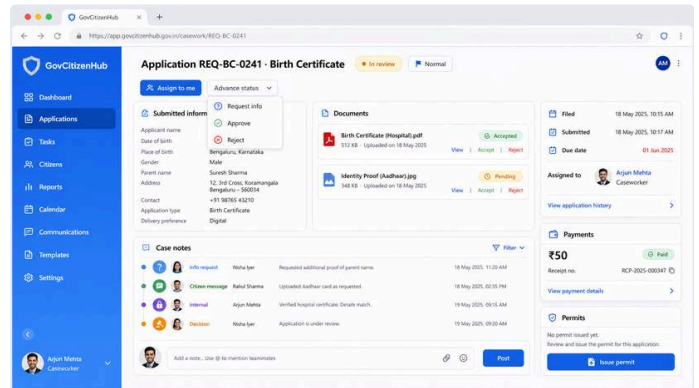
003 Gch Mock 03 Service Detail



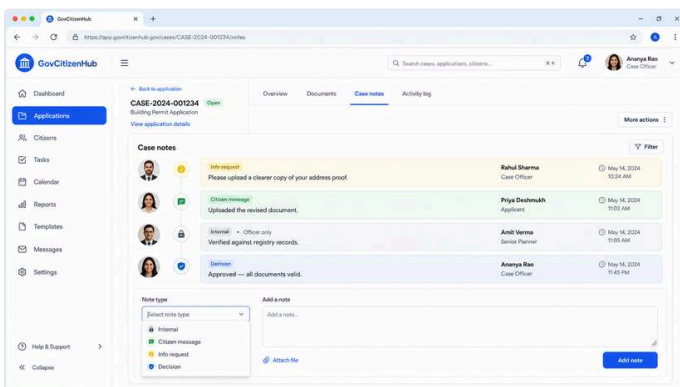
004 Gch Mock 04 Service Builder



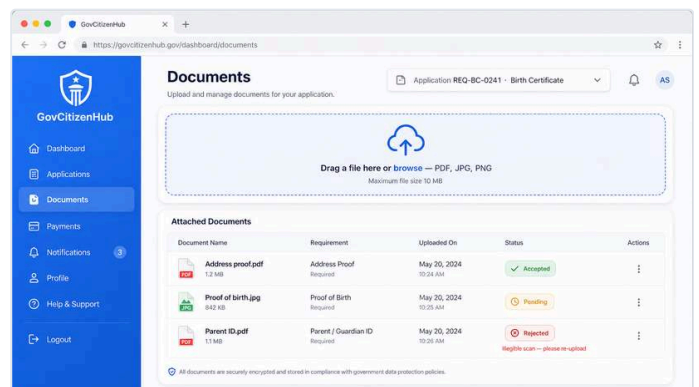
005 Gch Mock 05 New Application



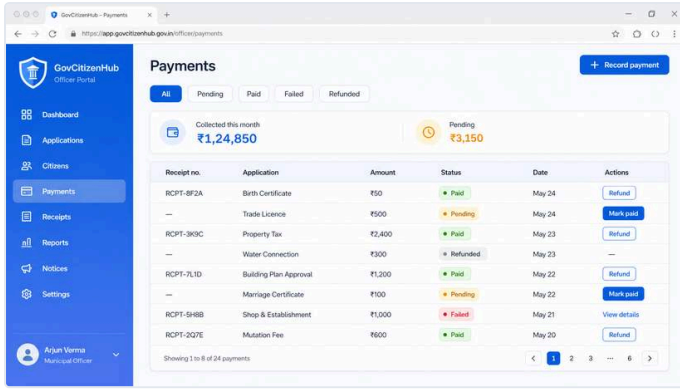
006 Gch Mock 06 Casework Workspace



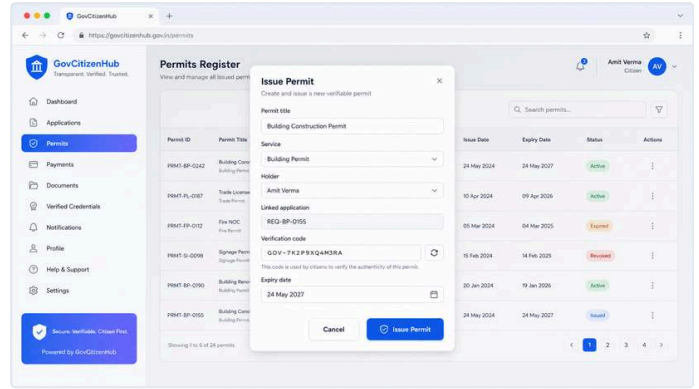
007 Gch Mock 07 Case Notes



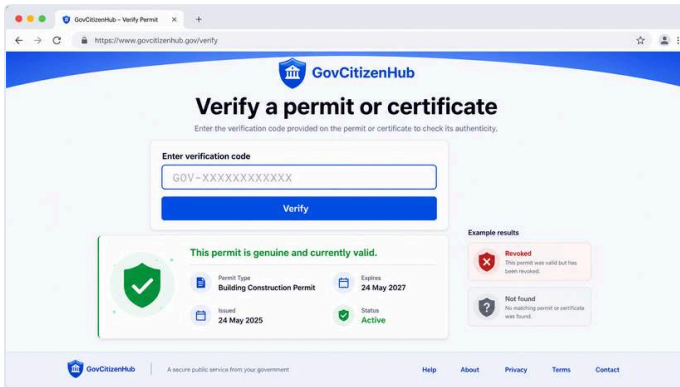
008 Gch Mock 08 Documents



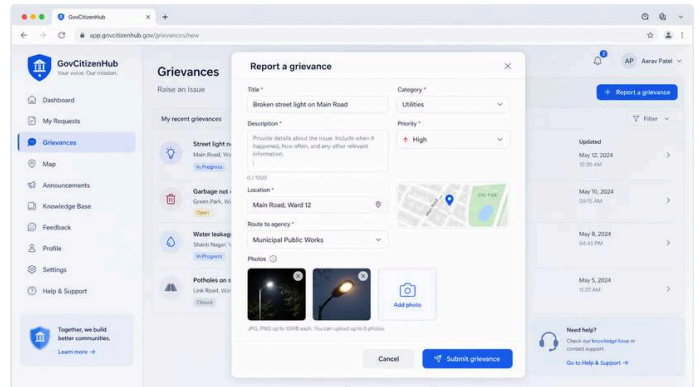
009 Gch Mock 09 Payments Ledger



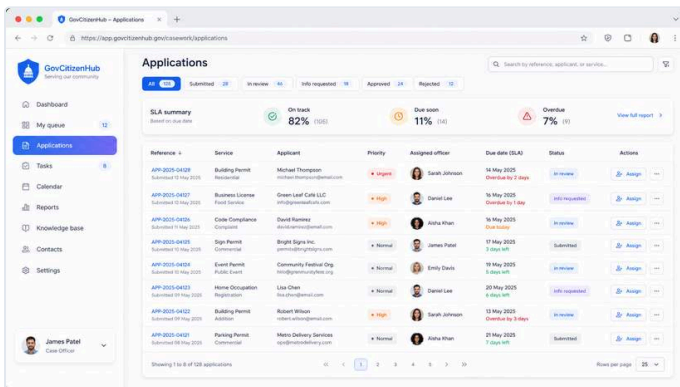
010 Gch Mock 11 Permit Issuance



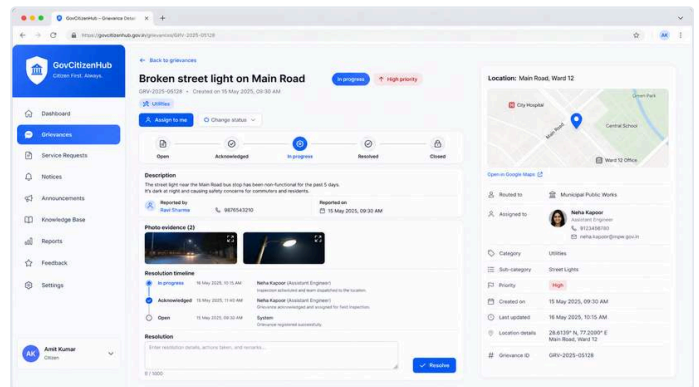
011 Gch Mock 12 Public Verify



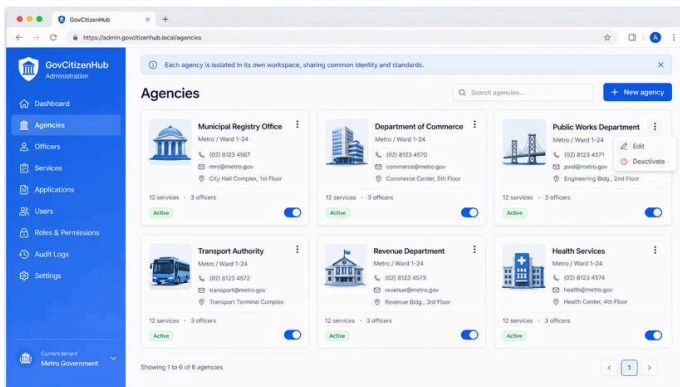
012 Gch Mock 13 Grievance Report



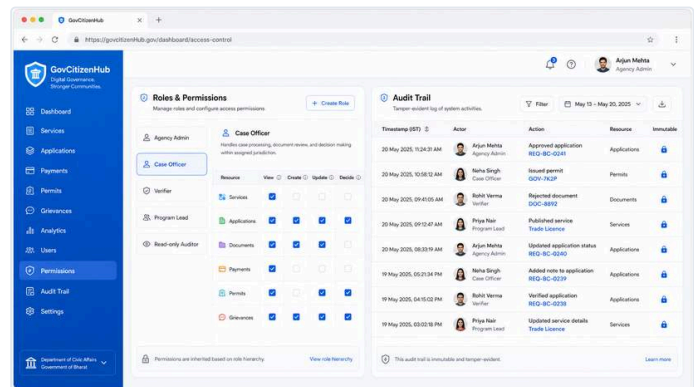
013 Gch Mock 14 Queue Routing SLA



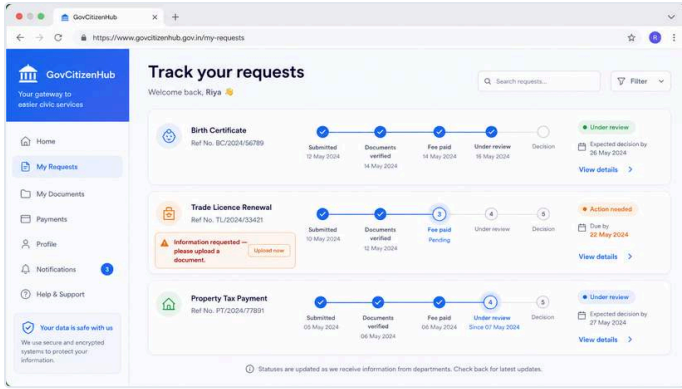
014 Gch Mock 15 Grievance Resolution



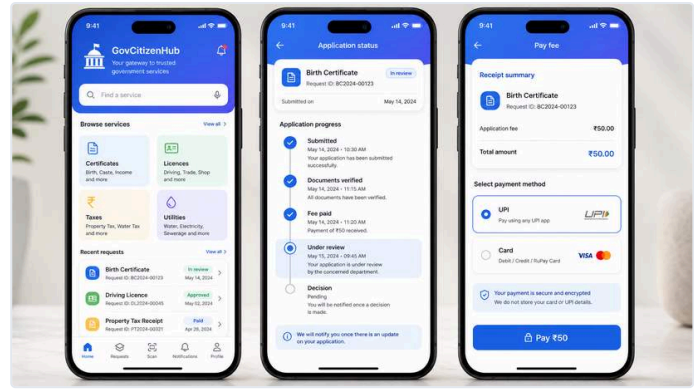
015 Gch Mock 16 Agencies Tenancy



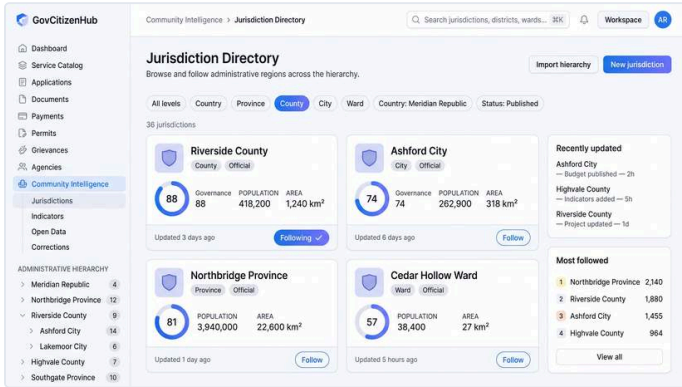
016 Gch Mock 17 RBAC Audit



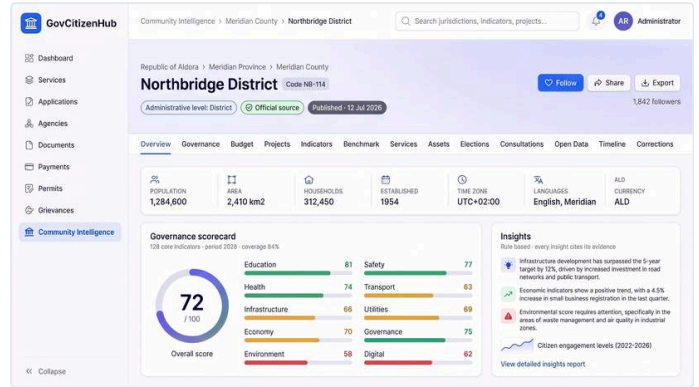
017 Gch Mock 18 Citizen Tracking



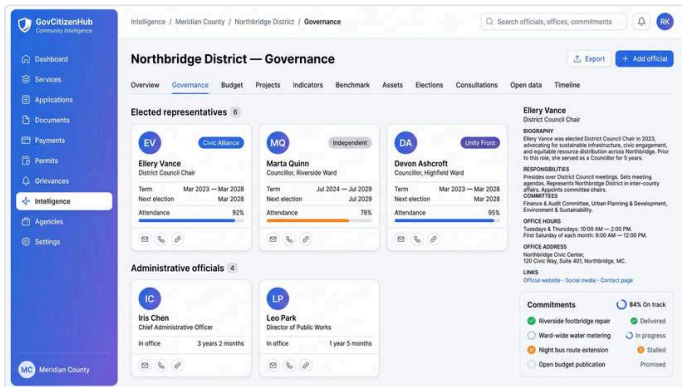
018 Gch Mock 19 Mobile App



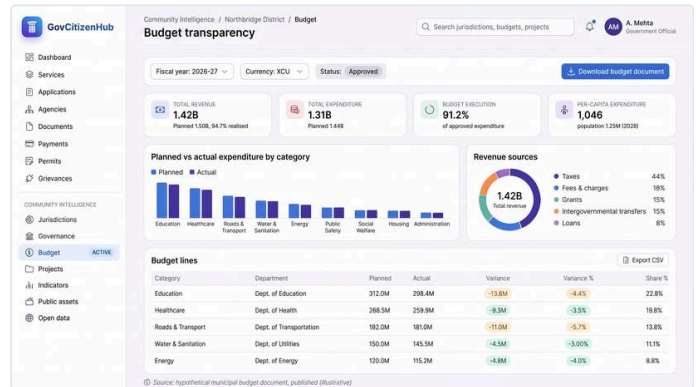
019 Gch Mock 20 Jurisdiction Directory



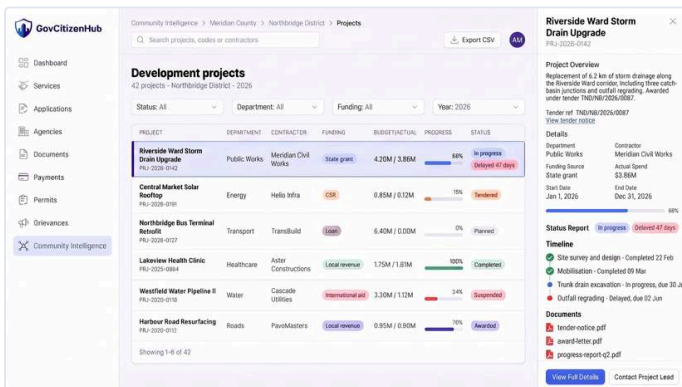
020 Gch Mock 21 Jurisdiction Profile



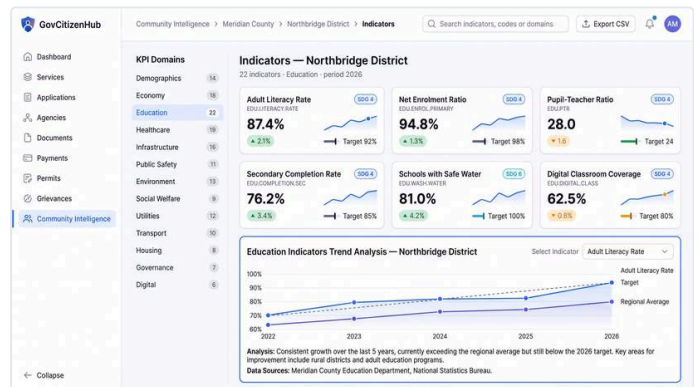
021 Gch Mock 22 Governance Officials



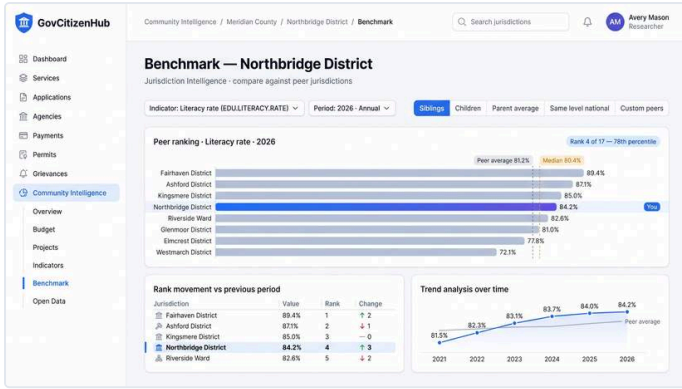
022 Gch Mock 23 Budget Transparency



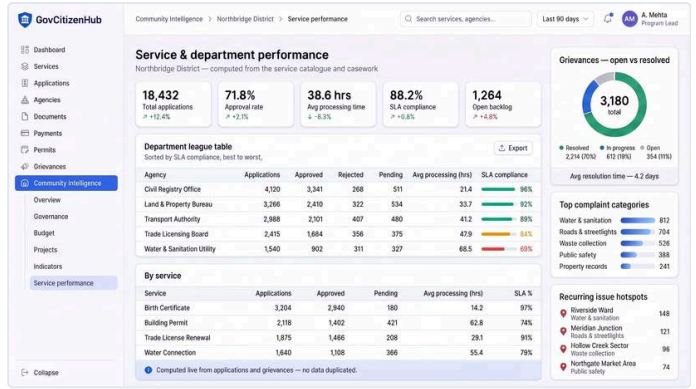
023 Gch Mock 24 Development Projects



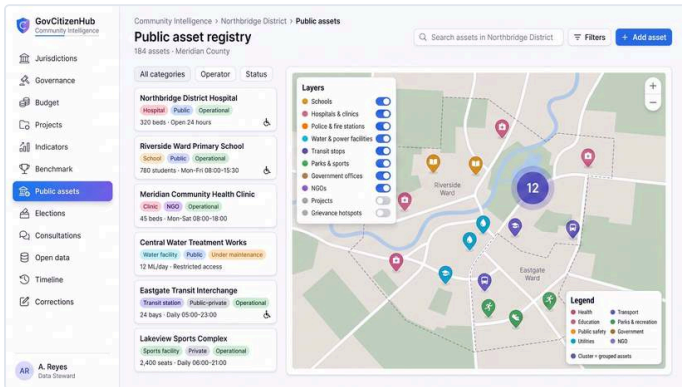
024 Gch Mock 25 Indicator Explorer



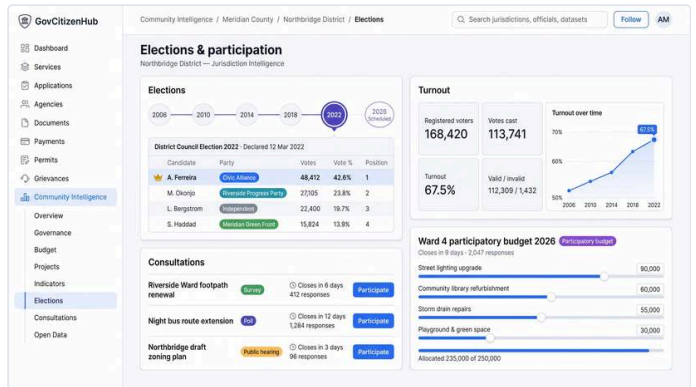
025 Gch Mock 26 Benchmarking



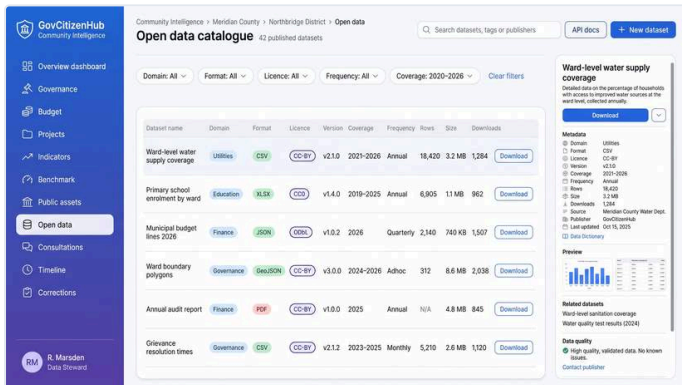
026 Gch Mock 27 Service Performance



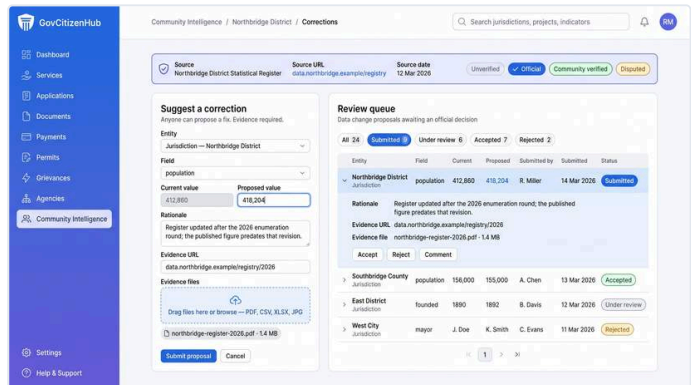
027 Gch Mock 28 Public Asset Map



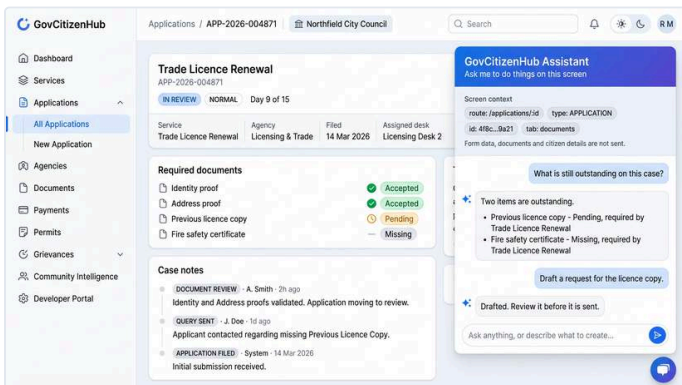
028 Gch Mock 29 Elections And Participation



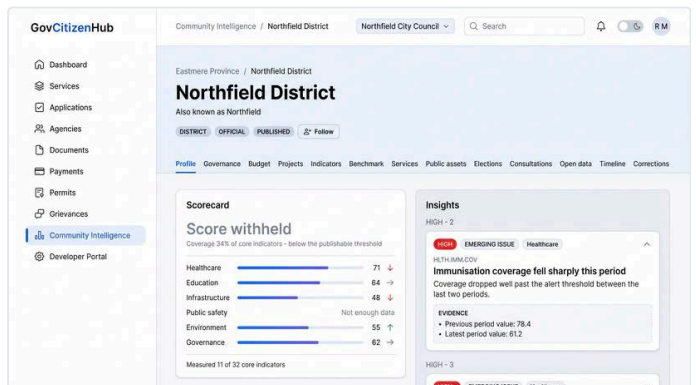
029 Gch Mock 30 Open Data Catalogue



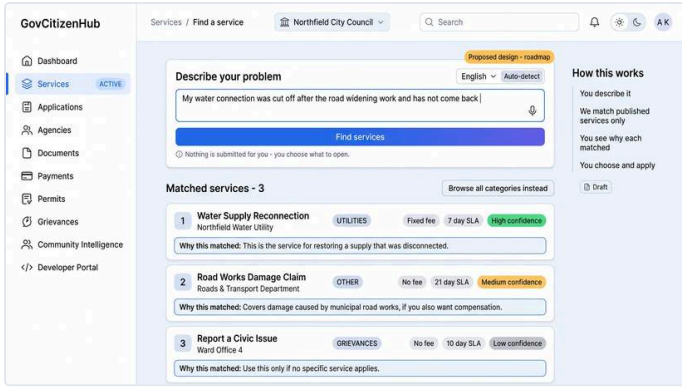
030 Gch Mock 31 Corrections Workflow



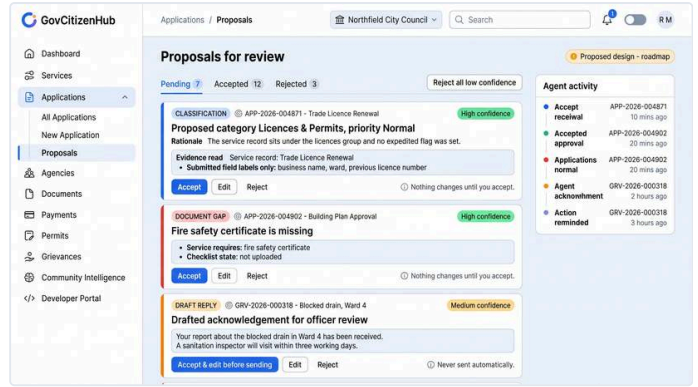
031 Gch Mock 32 Assistant On Casework



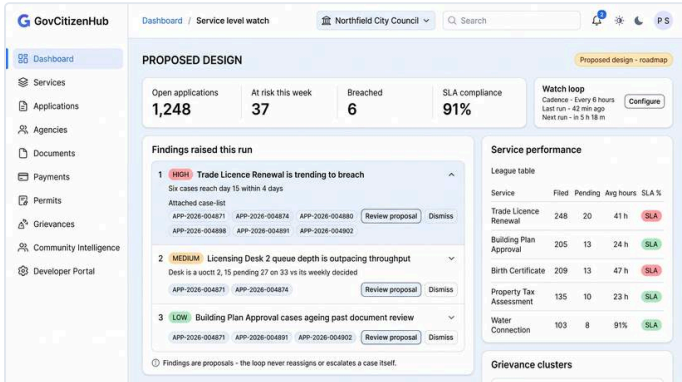
032 Gch Mock 33 Insight Evidence Detail



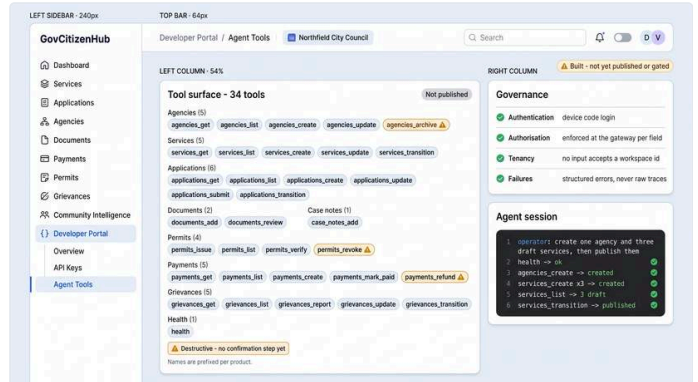
033 Gch Mock 34 Semantic Service Discovery



034 Gch Mock 35 Proposal Review Queue

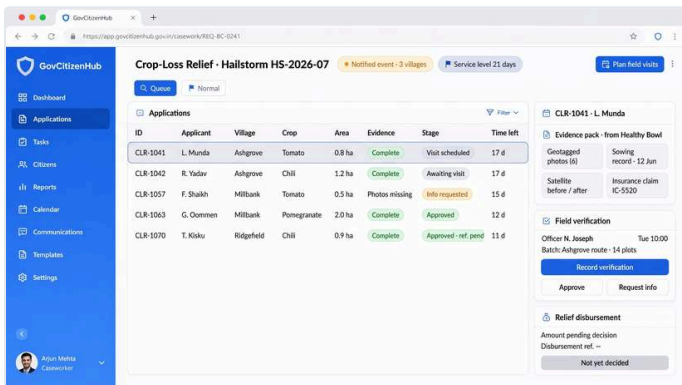


035 Gch Mock 36 SLA Watch Loop

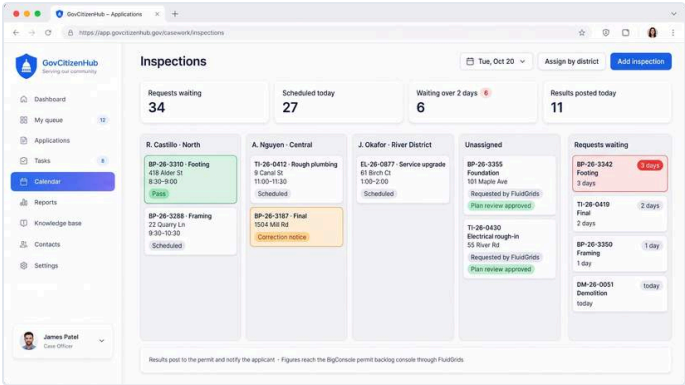


036 Gch Mock 37 Agent Tool Surface

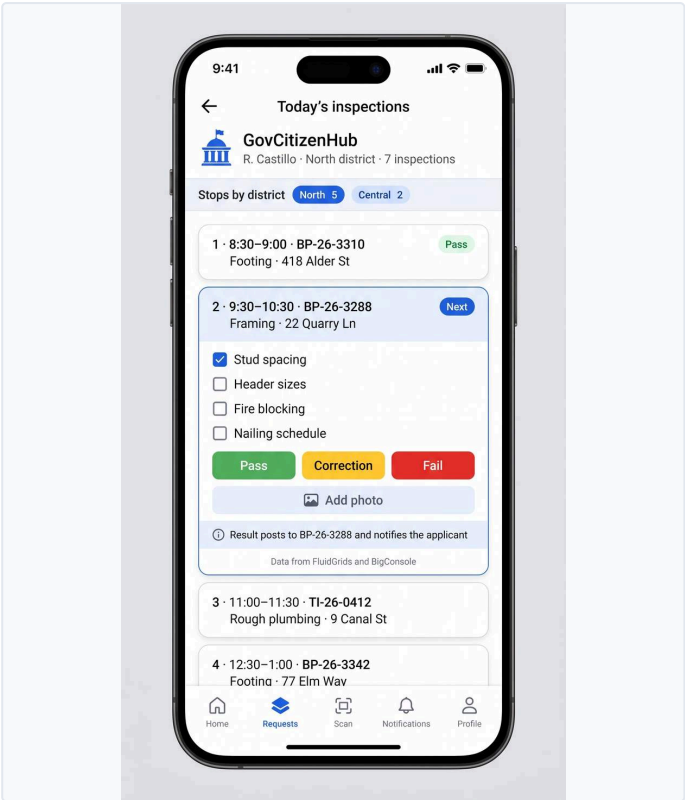
## AGRICULTURE · 1 SCREENS



037 Crop Loss Relief Casework 1 Crop Loss Relief Queue A



038 Building Permit Inspection Scheduler 1 Inspection Day Board



039 Building Permit Inspection Scheduler 2 Inspector Day List



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