

CONSULTING & IMPLEMENTATION

Expert hands on GovCitizenHub

GovCitizenHub is a public-service platform you can run yourself, but you do not have to do it alone. We help you adopt and get more from GovCitizenHub, and we deliver done-for-you public-service outcomes powered by it: service rollouts, integrations, migrations, casework operations, governance, and enablement.

GROUNDED IN THE PRODUCT

RBAC & AUDIT THROUGHOUT

MULTI-AGENCY BY DESIGN



01 What we do

GovCitizenHub is a unified government & citizen operations platform: services, casework, permits, and payments in one place for agencies and the people they serve.

Comprehensive services across the GovCitizenHub lifecycle, every one grounded in a real product capability. Engage one, or combine several into a program.



TRACK 01

Improve your GovCitizenHub

Consulting, implementation, migration, security, and training so your agency gets the full value of the platform, faster, and with governance from day one.

Digital-Government Consulting & Service Design · Migration & Onboarding from Legacy Systems · Casework & Operations Enablement · Analytics & AI Enablement · Security, RBAC & Governance · Training & Team Enablement

TRACK 02

Powered by GovCitizenHub

Done-for-you outcomes we deliver using the product (service rollouts, integrations, and managed operations) so you can focus on policy and citizens.

Implementation & Service Rollout · Integrations & Interoperability · Managed Operations

02 · TRACK ONE

Improve your GovCitizenHub

Consulting, implementation, migration, security, and training so your agency gets the full value of the platform, faster, and with governance from day one.

WE LEAVE YOUR TEAM ABLE TO RUN IT

Documentation, playbooks, and hands-on enablement

Whether you keep us on to operate the backend or take the keys yourself, your officers, administrators, and engineers understand the platform, not just the dashboard.

2.1 Digital-Government Consulting & Service Design

2.2 Migration & Onboarding from Legacy Systems

2.3 Casework & Operations Enablement

2.4 Analytics & AI Enablement

2.5 Security, RBAC & Governance

2.6 Training & Team Enablement

02 Improve your GovCitizenHub: design, move, operate

2.1 · CONSULTING

Digital-Government Consulting & Service Design

We help you design the right service portfolio on GovCitizenHub: which services to digitize first, how forms and eligibility should work, and how casework and approvals should flow, so your rollout is modelled correctly from day one.

- Discovery of your current services, counters, forms, and approval paths
- Service prioritization and a phased digitization roadmap
- Form, eligibility, and fee-schedule design grounded in the platform
- Casework and approval-workflow modelling per service
- Multi-agency tenancy, RBAC, and governance design

2.2 · MIGRATION

Migration & Onboarding from Legacy Systems

Moving off paper, spreadsheets, and disconnected portals? We migrate your services, records, and officer accounts onto GovCitizenHub with minimal disruption to citizens or staff.

- Inventory of current services, forms, records, and access paths
- Service and form migration with mapping and validation
- Historical record and case-data import where feasible
- Parallel-run validation and a reversible cutover plan
- Staff handover with runbooks for the new service model

2.3 · CASEWORK

Casework & Operations Enablement

We turn the application queue into a smooth daily operation (receive, route, review, request information, decide, and issue) with desks, roles, and SLA targets configured to how your agency actually works.

- Queue and case-lifecycle configuration tuned to your workflow
- Desk, role, and assignment setup with delegation and escalation
- Information-request and decision-recording flow design
- Status-timeline and notification configuration for citizens
- Issuance and verification setup so trust is built into every decision

02 Improve your GovCitizenHub: measure, govern, enable

2.4 · ANALYTICS & AI

Analytics & AI Enablement

We help you put service data to work (turnaround, backlog, SLA compliance, and AI-assisted intake) as a governed roadmap, so decisions move from gut-feel to evidence without overstating what exists today.

- Dashboards for volume, turnaround, backlog, and SLA compliance
- AI-triage and missing-document detection enablement as it ships
- Auto-classification and draft-response design for officer review
- Honest current-vs-roadmap framing so expectations stay accurate
- Reporting workflows for program managers and oversight

2.5 · GOVERNANCE

Security, RBAC & Governance

We tune GovCitizenHub to your compliance bar: least-privilege roles across citizen, officer, supervisor, and administrator, audited actions, and approval gates on sensitive operations, inherited from a hardened platform rather than re-invented.

- RBAC role design and least-privilege access reviews
- Approval workflows for sensitive and high-impact actions
- Audit-log review, retention configuration, and evidence workflows
- Verifiable-issuance and tamper-evidence policy review
- Data-protection and subprocessor alignment for your jurisdiction

2.6 · ENABLEMENT

Training & Team Enablement

We get your officers, administrators, and engineers genuinely productive, not just logged in. Role-based sessions and golden-path playbooks so a new officer runs a queue, and a service owner publishes a service, in hours.

- Hands-on workshops for officers, administrators, and IT teams
- Golden-path playbooks for service setup, casework, and issuance
- Service-builder enablement for service owners
- Oversight and analytics training for program managers
- Onboarding checklists and curated learning paths

03 · TRACK TWO

Powered by GovCitizenHub

Done-for-you outcomes we deliver using the product (service rollouts, integrations, and managed operations) so you can focus on policy and citizens.

WE SET IT UP WITH YOU

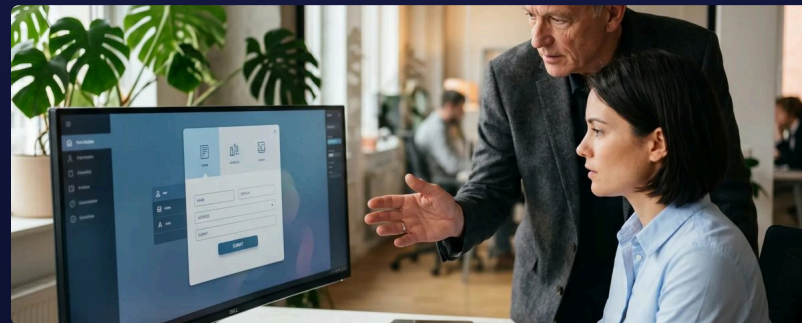
Services, forms, and integrations

Our team works alongside yours to stand up your services on the platform. Catalog, forms, fees, routing, and casework are configured to how your agency actually works, and validated before a single real application flows.

3.1 Implementation & Service Rollout

3.2 Integrations & Interoperability

3.3 Managed Operations



03 Powered by GovCitizenHub

3.1 · ROLLOUT

Implementation & Service Rollout

Our team stands up your GovCitizenHub services end to end (catalog, forms, fees, routing, and casework) so citizens can apply and officers can decide from launch day, not a half-wired pilot.

- Service catalog setup with eligibility, documents, fees, and turnaround
- Dynamic form configuration with validation and document upload
- Routing, SLA, and escalation rules wired to your desks
- Casework workspace, issuance templates, and verifiable references
- Pre-launch validation so the first real application works on day one

3.2 · INTEGRATIONS

Integrations & Interoperability

GovCitizenHub is built to connect. We configure its payment, identity, and notification settings, and connect your downstream systems through its API and webhooks, so data flows instead of being re-keyed across departments.

- Payment-gateway and treasury setup for fees and receipts
- Identity and authentication provider configuration
- Notification channel wiring (email, SMS, in-app)
- Event and webhook integration for downstream systems
- Data exchange and reporting with departmental systems through the API

3.3 · OPERATIONS

Managed Operations

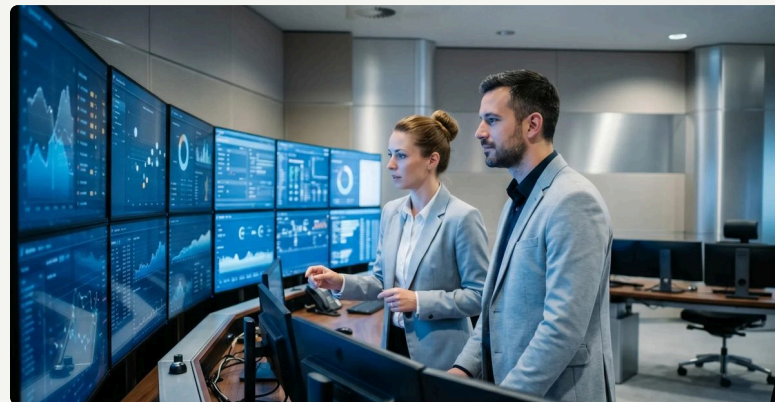
Prefer to focus on policy and citizens? We operate your GovCitizenHub backend for you: monitoring queue health, keeping services and forms current, watching payments and SLAs, and acting on what the data shows.

- Queue- and SLA-health monitoring across services
- Service, form, and fee-schedule upkeep
- Payment, refund, and reconciliation oversight
- Scheduled maintenance, backups, and incident response
- Usage and analytics reporting back to your team

03 Or hand us the queue: managed operations

When you would rather focus on policy and citizens, we run the operations backend for you. We monitor queue and SLA health, keep services and forms current, watch payments and reconciliation, and act on what the data shows, with usage and analytics reporting back to your team.

- Queue- and SLA-health monitoring across services
- Service, form, and fee-schedule upkeep
- RBAC-scoped, fully audited operations, never shared secrets



SUPPORT & SLAS

From standard support to priority response with defined SLAs, we keep your services running: incident response, upgrade guidance, and a named point of contact for public-sector engagements. Tiers are scoped to your plan and operational needs.

04 How we engage

A clear path from intent to impact. The same loop whether it is a one-week service stand-up or a multi-quarter multi-agency program: scoped, reviewable, and audited at every step.

01

Discover

We map your services, forms, approval paths, desks, and goals, and agree on what "done" looks like before any work starts.

02

Plan

A scoped, reviewable plan: service catalog, forms, casework flow, integrations, RBAC, and rollout sequence, with checkpoints where it matters.

03

Configure

We configure services and forms, wire routing and casework, set up issuance, and validate everything, shipping in increments you can see.

04

Operate

We hand over with docs and enablement, or stay on to run the operations backend: monitored, audited, and reporting from the first day.

ENGAGEMENT MODEL

Engage one service, or combine several into a program.

PRICING

Contact us. Tell us about your services, forms, and goals and we will scope the right mix.

05 We leave your team able to run it without us

Every engagement ships documentation, golden-path playbooks, and hands-on enablement. Whether you keep us on to operate the backend or take the keys yourself, your officers, administrators, and engineers understand the platform, not just the dashboard.

- Role-based workshops for officers, administrators, and IT teams
- Service-builder and integration enablement so teams configure and connect it themselves
- Onboarding checklists and curated learning paths

HOW TO START

Let's scope what you need

Tell us about your services, forms, and goals. We will recommend the right mix of consulting, implementation, operations, and enablement, and a plan to get there.

TALK TO OUR TEAM

govcitizenhub.com/contact

GET STARTED FREE

app.govcitizenhub.com

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