

OpenGov 

OpenGov + City of San Luis, AZ

City Council Presentation



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Your OpenGov Team



Isabel Zarrow

Team Lead



Andrew Wooters

Account Executive,
Enterprise Asset
Management



Jack Coen

Account
Executive,
Permitting



Shahrzad Risvi

Solutions Engineer



Brandon Cook

Regional Manager,
Sales



Eric Fahrenkopf

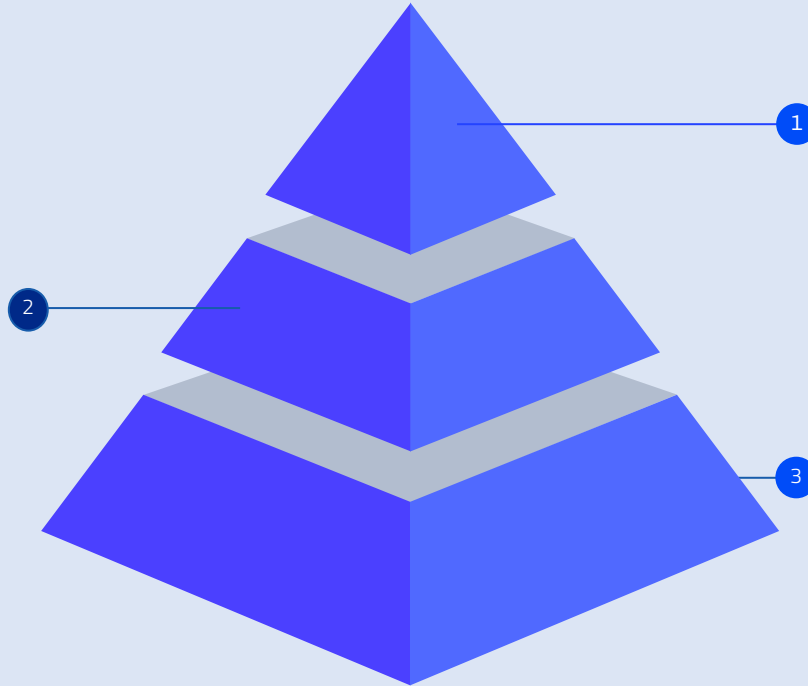
Vice President,
Sales

OpenGov Project Overview

Alignment with Values and Strategic Goals

Fiscally Sustainable & Responsive City Services

"Obtain full value for every dollar of public funds... maintain an adequate financial base to support appropriate public service levels."



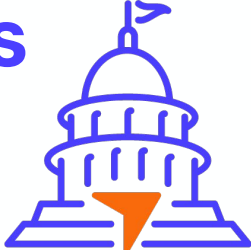
Innovative & Forward-Thinking Community

"...offering an innovative and forward-thinking community to live, work, and play..."

Vibrant Economy & State-of-the-Art Technology

"Develop and provide public access to a database of state and federal funding sources... Provide web-based resources to the investment and development community."

Proposed Solutions



- Current OpenGov Solution
- Proposed OpenGov Solutions



OpenGov Platform

Trusted By Over 2,000 Governments



City of Alamogordo, NM



Yuma County, AZ



City of Wheat Ridge, CO



City of Tucson, AZ



City of Delano, CA



Yavapai County, AZ



City of Prescott, AZ



City of Desert Hot Springs, CA



City of Kingman, AZ



City of Castle Pines, CO

Proven Results

80% less time spent on reporting

50% less time spent on budget development

5x faster permit issuance

90% less time building solicitations

40% less time spent on work orders

Project Overview



Financial Management & Budgeting

The ERP of High-Performance
Public Servants

CENTRALIZED ACCOUNTING

General Ledger, AP, Purchasing, AR, Fixed Assets, Cash Receipts, Project Accounting, Reporting, Purchasing Cards, and Bank Rec

DIGITAL WORKFLOWS

Eliminate paper with auditable processes and documents in one place

FINANCIAL REPORTING

Self-service reports and inquiries for finance, departments, execs, and auditors

BUDGETING

End-to-end collaborative budgeting across operating, workforce, capital, and online budget book publications

MODERN CLOUD

A single source for strategic decision-making, spend control, revenue collection.

How teams manage financials & budgeting with OpenGov

OpenGov Financial Management & Budgeting

STEP 01

One Shared Financial Backbone

Budget setup, reporting views, and actuals all run on the same structure.

No disconnects.

STEP 02

Actuals Update Automatically

Budget-to-actuals in real time — no exports, no re-keying.

Variances surface fast.

STEP 03

Control Before Commitment

Budget checks and approval routing happen before money is committed.

Encumbrances tie to the adopted budget.

STEP 04

One Source of Truth

Dashboards, publications, and reports pull from the same live data.

Finance and departments always reference the same numbers.

STEP 05

Transparent Reporting

Real-time financial visibility for leadership, departments, and the public.

Built-in publishing tools included.

STEP 06

Publish to the Public

Share budgets, financials, and performance data through a branded public portal.

Transparency built in, no extra work required.

Proven Results

25+

years

Average age of legacy government financial systems

1000+

Hours lost each year to manual entry and reconciliation

70%

Of budget prep happens outside the financial system

100%

Real-time budget-to-actuals with OpenGov ERP



Utility Billing

Simplified and Customer-First
Utility Billing

PUBLIC PORTAL

Easy access for the public to review their account and pay bills with multiple options

METER MANAGEMENT

Support reading, imports, work orders, and historical data on multiple meter types

FULL SERVICE HISTORY

Manage accounts, view digital documents, and reference historical activity in one centralized place

FINANCIAL INTEGRATION

Full Integration with OpenGov Financials

How OpenGov Serves Residents

ERP

Governed Data Foundation

Faster Payments & Reporting

COA governance means fewer errors, resident fees post correctly the first time.

Accurate Billing

AR posts directly to the shared GL, no duplicate invoices or re-entry corrections.

Transparent Spending

Only matched, approved spend hits the GL, residents trust funds are managed responsibly.

Fewer Service Gaps

Finance and ops on the same data prevents lost updates during handoffs.

Budgeting & Performance

Plan, Publish, and Track

Know Where Tax Dollars Go

Live actuals show spending in real time — no waiting for quarterly reports.

Smarter Capital Planning

Multi-year project timelines with funding visibility reduce surprise tax increases.

Accessible Budget Publications

Digital budget books any resident can understand, not just finance professionals.

Outcomes-Tied Spending

KPIs connected to budgets give proof that programs deliver measurable results.

Utility Billing

From meter read to revenue

One Account, Full Clarity

Rates, reads, payments, and history in one place, no need to call for a balance.

Bills That Match Reality

Move-ins and adjustments handled without rekeying, fewer disputes, faster resolution.

A Portal Residents Use

Online payment with full usage history reduces calls and lets residents self-serve.

Faster Month-End

Charges post cleanly to finance, accurate statements every month, no late corrections.



Permitting & Licensing

Build an Experience Your
Community Can Count On

PUBLIC PORTAL

Easy-to-use, customizable portal that makes applying for permits and licenses a breeze.

FASTER REVIEWS

Automate reviewer assignments to move approvals along faster—with fewer manual touchpoints.

IN-APP COLLABORATION

Keep applicants and staff in sync with real-time notifications and updates.

FULL CONTROL

No Code Solution —staff can design, change, and launch forms, workflows, and fees on the fly.

Impact on the San Luis Constituents

Apply, pay, and track anywhere, anytime

- Residents submit permit and license applications online
- Real-time status updates at every stage
- Digital document uploads

Key outcome: Fewer counter visits, faster approvals, happier applicants

Seamless fee collection and self-service renewals

- Residents pay fees online
- Automated renewal reminders sent via email
- Consistent, accessible payment portal

Key outcome: More revenue collected on time, less staff chasing renewals

Real-time visibility that builds public trust

- Residents self-schedule inspections online
- Public-facing permit status portal shows exactly where a project stands
- Automated notifications keep applicants informed

Key outcome: Engaged residents, fewer inbound calls, and a community that trusts the process



Enterprise Asset Management

Manage Every Asset

ASSETS

Know what you have, where it is, and what condition it's in.

WORK

Create, assign, and track tasks from anywhere with a truly mobile workforce.

RESOURCES

Estimate, assign, and track labor, equipment, materials, and vendors.

INFRASTRUCTURE PLANNING

Model asset scenarios and develop data-driven plans for the future

Impact on the San Luis Constituents

Reliable infrastructure residents can count on

- Preventive maintenance schedules keep roads, pipes, and facilities from failing unexpectedly
- Condition data drives capital planning—so the city invests in the right assets at the right time
- Faster response to service requests means fewer disruptions in daily life

Key outcome: Fewer service failures, longer asset lifespans, safer community

Transparent service you can report and track

- Residents submit maintenance requests online and get automated status updates
- Staff track every work order digitally—no calls needed to check progress
- Public-facing dashboards show infrastructure health and maintenance activity

Key outcome: Engaged residents, fewer inbound calls, visible accountability

Smarter spending of public dollars

- Real-time asset data eliminates costly emergency repairs through proactive scheduling
- Digital records support grant applications and audit requests without scrambling
- Finance and public works share a single system—budgeting aligns with actual asset needs

Key outcome: More value from every maintenance dollar, audit-ready records

One system for every service request

- Residents submit requests by phone, web, or mobile—captured in one place, no re-entry
- Cases auto-routed across departments with full status updates and request history
- Track response times, workload, and service trends in real time

Key outcome: Faster resolutions, fewer missed requests, higher trust

Implementation & Support

Your OpenGov Team Ecosystem

Expert Services Delivery

Project Manager

- Coordinates your Expert Services engagement end to end.
- Aligns scope, timeline, and deliverables through the Project Charter.
- Ensures progress stays on track and outcomes stay aligned.

Implementation Consultant

- Delivers the trainings, workshops, and service options in your Charter.
- Provides expertise to help your team adopt and use OpenGov effectively.

Solutions Engineer

- *Designs and supports data migrations, integrations, and technical solutions.*
- *Partners with your PM and IC to ensure technical work drives business outcomes.*



Relationship and Solution Management

Customer Success Manager

- Your main point of contact & strategic partner.
- Shares product updates, best practices, and new use cases.
- Escalation point for issues.
- Guides renewal planning.

Customer Success Engineer

- Your technical advisor for assigned product suites.
- Ensures you get maximum value from OpenGov.
- Partners with your CSM to drive adoption and reduce risk.

Support

- 24/7 access to expert analysts.
- Answers technical questions and resolves issues.
- Provides guidance on specific platform actions.

Account Executive

- Supports the overall partnership.
- Connects you with solutions aligned to your strategy.
- Facilitates conversations on growth opportunities.

Expert Services

Proactive. Continuous. Consultative.

Year over year support that helps your team continually adopt and get more out of OpenGov.

"White glove access to OpenGov's Professional Services team — subject matter experts dedicated to your success."

Planned in advance

Structured engagements aligned to your priorities — no scrambling, no surprises

Ongoing training

Continuous guidance to keep your team fully equipped as the platform evolves

Staff augmentation

Extend your team's capacity without adding headcount

Direct expert access

Your team gets direct access to OpenGov's Professional Services team and experts

Hands-on consulting

Optimize how your team uses OpenGov with consultative support

A partner, not a vendor

A dedicated team that knows your organization and grows with you over time

Expert Services engagements are customized per client and scoped in a Project Charter with your dedicated OpenGov team.

Investment Summary

Software Scope

OpenGov Financials:

- General Ledger
- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Cash Receipts
- Project Accounting
- Reporting & Transparency
- OG Expert Services

Budgeting & Performance

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

Utility Billing:

- Solid Waste
- Sewer
- Water

311

- Constituent Request Portal
- Intake Workflow
- Routing

Permitting & Licensing

- Building
- Planning
- Code
- Public Works
- Business Licensing

Enterprise Asset Management

- Transportation
- Water Distribution
- Water Treatment
- Wastewater Collection

Final Investment Summary

OpenGov ERP				
Subscription Term	Months	Software	Professional Services	Term Total
July 1, 2026 - June 30, 2027	12	\$329,656	\$423,515	\$753,171
July 1, 2027 - June 30, 2028	12	\$416,905	\$0.00	\$416,905
July 1, 2028 - June 30, 2029	12	\$437,750	\$0.00	\$437,750
July 1, 2029 - June 30, 2030	12	\$459,638	\$0.00	\$459,638
July 1, 2030 - June 30, 2031	12	\$482,620	\$0.00	\$482,620

+ Travel and Expense Billed as Incurred and Not to Exceed: \$14,400

OpenGov Annual Subscription Includes:

- Unlimited Users
- Ongoing Maintenance
- Premium Support
- Future Software Enhancements and Updates
- Customer Success Manager
- **48% Software Discount**
 - **\$1.3M in Contract Savings**

OpenGov Professional Services:

- Data Migration from Tyler New World
- System Configuration
- Training
- Designated OpenGov Project Team

Thank You