

Governments are driving efficiency, transparency, and compliance with **Operations Cloud** from Granicus

\$100k

saved per year by
outsourcing video production

92%

drop in public records
request processing time

10s of 1,000s

of residents self-serve
with digital forms

87%

cut in agenda
preparation time

Public sector organizations are under constant pressure to modernize operations. Yet, many still rely on outdated technology, manual processes, and siloed workflows that consume precious time and resources.

These challenges have a direct impact: They impede efficiency, slow the public distribution of critical information, lower public confidence in government, and reduce staff job satisfaction and productivity.

A survey of public sector employees highlighted these challenges:

- ✓ **70% of government staff** lack the technology to do daily tasks.
- ✓ **82% believe operations** should be more technologically advanced.
- ✓ **Cybersecurity threats have increased 400%**, costing governments millions.

With higher demands and often limited resources, public sector staff find themselves caught in the middle. Residents and employees demand a customer experience on par with that of the world's best private sector companies, and government leaders want to maximize results while minimizing costs.

That's the world Granicus' Operations Cloud was built to improve.

What is Granicus' Operations Cloud?

Launched in Spring 2025, Operations Cloud provides public sector organizations with a connected technology ecosystem engineered to streamline government operations by automating repetitive and manual processes, increasing transparency, and ensuring compliance.

This goes beyond a bundle of technology products. Operations Cloud was created with public sector staff in mind, weaving together leading built-for-government solutions brought together under one vendor contract and supported by professional experience services and data insights to create a platform that is more than the sum of its parts. Unlike other solutions that focus almost solely on fixing one small part of the governing process, Operations Cloud is devoted to improving overall workflows and operational efficiency for those who make government run.



Along with built-for-government technologies, Operations Cloud leverages expert experience services and deep data insights to ensure agencies get the most out of the solution, maximizing their technology investments while staying ahead of evolving regulations and internal changes.

The ecosystem focused on three core capabilities:



Transparency

Securely and reliably manages live streaming, video indexing and transcriptions, closed captioning, and video archives for public meetings.



Governance

Automates agenda management, meeting coordination, and digital smart forms.



Record Request Management

Simplifies public records requests, subpoenas, legislative correspondence, complaints, interagency requests, and more.

Operations Cloud is also not a one-size-fits-all solution. Granicus offers a bespoke experience that includes consulting from public sector experts with decades of experience in government, ongoing training, and benchmarking to maximize ROI.

The solution package is fully configurable to match the unique needs of every government. Operations Cloud is built for your specific needs, conforming to meet your desired outcomes — not the other way around.

The value of Operations Cloud: Real impact on public sector organizations

Maximize operational efficiency and tech value

Operations Cloud eases process bottlenecks that slow down public sector organizations, especially when processing agendas and record requests. With Operations Cloud, organizations can streamline both of these processes to make quick work of often timely and time-consuming work.

The Orange County Sanitation District in Southern California (OC San) faced significant inefficiencies in agenda preparation and public records request processing, burdening staff with time-consuming manual tasks.

With 50 board members and extensive reporting responsibilities, compiling agenda packets took up to 20 hours per meeting and required thousands of printed pages. Plus, approximately 400 public record requests annually were being manually processed, leading to delays and increased administrative strain.

To modernize operations and reduce staff workload, OC San implemented a powerful combination of solutions that are now available in one package as Operations Cloud.



OC San saw a dramatic transformation in operational efficiency by adopting agenda management and public records solutions that are now part of Operations Cloud, and Granicus' communications capabilities for e-notifications. Agenda preparation time was cut by 87%, reducing the process to just 90 minutes, while public records request processing time dropped by 92%, with standard requests now fulfilled in under 10 minutes.

The shift to digital-first meeting management also resulted in more than 35 days saved each year on video streaming and meeting management tasks. These improvements freed up staff time for higher-impact work, ensured open meeting law compliance, and provided seamless access to public records and government meetings for residents and businesses.

Beyond internal efficiencies, OC San's digital transformation enhanced transparency and improved public engagement. Implementing meeting livestreaming, digital public comments, and online document access allowed more residents to participate in government proceedings without the barriers of in-person meetings.

With faster processes, better compliance, and greater public trust, OC San continues to explore new ways to maximize its investment in Granicus solutions.

Avoid risk and ensure compliance

Compliance is at the heart of public sector work. Not only do staff strive to provide a high level of customer service, but they must also ensure they meet federal, state, and local laws during the process. Failing to do so can lead to losses in funding, costly fines for non-compliance, or expensive and time-consuming lawsuits and litigation.

While staff want to comply, doing so is rarely easy, especially when manual processes are involved. That was the case in Hartford, Connecticut, where the city government faced challenges in providing digital services and managing a growing volume of public records requests. With no county-level government in Connecticut, the city is responsible for essential services, making efficient digital access critical. Mayor Luke Bronin sought to modernize Hartford's approach by creating a true Digital City Hall that improved accessibility, compliance, and transparency.

Partnering with Granicus, Hartford redesigned its website to streamline transactions and public records access. The city replaced outdated PDFs with more than 200 digital forms, allowing residents to complete essential tasks online. Additionally, Granicus' public records request software helped automate and simplify compliance, reducing the administrative burden and ensuring timely responses.

By enhancing digital accessibility and automating records management, Hartford increased transparency, reduced compliance risks, and built a more efficient, resident-focused government.

The results were transformative. The city saw more than 24,000 online form submissions, including building permits and COVID-19 vaccine requests, significantly improving service delivery.



Improve public trust, accountability, and participation

As more services shift to digital platforms, residents expect timely access to information and government proceedings. But many agencies struggle to meet these demands due to outdated processes and resource constraints. Granicus' Operations Cloud is helping governments bridge this gap by automating workflows, ensuring that open records and open meetings standards are met, and expanding public access to meetings, records, and legislative decisions — ultimately fostering greater trust between agencies and the communities they serve.

A prime example is Pinal County, Arizona, where rapid population growth placed new pressures on local government resources. The Board of Supervisors prioritized transparency, recognizing that live-streaming and digital records management were essential for keeping residents informed.

By implementing Granicus Transparency solutions, the county eliminated the need for in-house video production, allowing staff to focus on other priorities while still delivering high-quality livestreamed and recorded public meetings. Meeting recordings, which are legally required to be available within three days, are now accessible within just 24 hours — ensuring open meeting compliance and improving public access to government actions.

Beyond compliance, Operations Cloud helps agencies build trust by providing cost-effective, reliable solutions that improve transparency without increasing administrative burden. In Pinal County, outsourcing live-streaming and video management saved the equivalent of hiring two full-time staff members, amounting to at least \$100,000 in annual cost savings. Additionally, the county's ability to organize board meetings on short notice — sometimes within 24 hours — demonstrates the flexibility and reliability of the system.

These improvements not only increase operational efficiency but also empower citizens with greater visibility into government decisions, reinforcing a stronger, more engaged, and better-informed public. By digitizing public access to government meetings, agendas, and records, agencies significantly cut down on office walk-ins, phone calls, and paperwork, allowing staff to focus on high-priority work.

For example, agenda management and public records request systems streamline information delivery, ensuring citizens can easily find meeting minutes, request documents, and participate in decision-making processes — all without requiring staff intervention. These self-service solutions enhance government transparency and reduce operational strain, helping agencies comply with open records laws while maintaining efficiency and cost-effectiveness.



Additionally, video streaming, live transcription, and public capabilities make it easier than ever for residents to engage in government processes remotely. Whether it's watching a livestreamed council meeting, submitting public comments digitally, or receiving real-time agenda updates, Operations Cloud ensures agencies can expand public access without the overhead of additional staffing or complex IT systems.

By removing barriers to participation, governments can foster trust, improve public confidence, and create a more informed and engaged community — without overloading staff with administrative tasks.

Access unmatched public sector expertise and support

Choosing the right technology is only part of the equation — having a partner who understands the complexities of public sector operations makes the difference.

With Granicus Operations Cloud, agencies don't just get software; they gain access to a team of experts who specialize in government workflows, compliance requirements, and operational best practices. Many organizations struggle to fully utilize digital tools, leading to inefficiencies and wasted investments. Granicus solves this by including ongoing training, strategy consultations, and workflow optimization support, ensuring agencies maximize the value of their technology.

Public sector organizations face unique regulatory challenges, from public records laws and meeting transparency requirements to accessibility and security mandates. Operations Cloud is built with these compliance needs in mind, and Granicus provides proactive guidance to help agencies confidently navigate shifting regulations.

Whether ensuring agenda publication deadlines are met, automating public records requests, or optimizing video accessibility features, agencies receive customized support that adapts to their evolving needs. This level of expert-driven implementation and ongoing assistance ensures organizations aren't just adopting new tools — they're improving long-term efficiency, compliance, and service delivery.

By leveraging Granicus' decades of experience, AI-powered insights, and government-specific expertise, agencies can eliminate the trial-and-error approach often used to implement new technology. The result? Faster adoption, increased staff confidence, and a more effective, responsive government.



Why public sector organizations choose Granicus Operations Cloud

Public sector organizations face increasing pressure to modernize operations, improve efficiency and transparency, and ensure compliance with open records and open meeting laws, all while operating under budget constraints.

Operations Cloud provides a purpose-built, connected ecosystem that automates workflows, enhances transparency, and eliminates the inefficiencies of outdated processes. Unlike generic software that offers only basic functionality, Operations Cloud is designed specifically for government agencies, K-12 institutions, and special governing districts, delivering powerful solutions that streamline agenda management, video streaming, and record request processing, and improve resident understanding of the governing process.

By automating time-consuming tasks like agenda creation, record request fulfillment, and meeting streaming, agencies can reallocate staff resources toward higher-impact initiatives while delivering faster, more accessible information to the public.

Beyond just offering digital tools, Granicus differentiates itself by providing configurable, scalable, and interoperable solutions that adapt to the evolving needs of public sector organizations. With AI-powered insights, automated workflows, and expert support services, agencies gain a data-driven approach to maximizing ROI.

Operations Cloud is not just about what it does, but rather how it delivers results better, faster, and more efficiently than alternative solutions.

From reducing agenda preparation time by 87% to cutting public records request processing time by 92%, organizations across the country are seeing real, measurable improvements that translate into cost savings, enhanced compliance, and greater public trust.

Take the next step: Transform your government operations

Public sector organizations looking to modernize operations, improve efficiency, and enhance transparency should explore how Operations Cloud can transform their government.

- **See how it works:** Schedule a conversation at granicus.com/book-a-demo/.
- **Discover tailored solutions:** Contact info@granicus.com for a personalized consultation.