

Poncelet, Arlene

From: Matt Russell <matt.russell@granicus.com>
Sent: Wednesday, September 4, 2024 11:47 AM
To: Poncelet, Arlene
Subject: [EXT] Granicus - inclusion bullet points for investment in website

Hi Arlene,

Thanks for the productive discussion on our partnership yesterday. I appreciate you taking the time to connect with me and to provide me with valuable feedback.

Quick Recap:

- We discussed the importance of the pricing and justifying the value of our solution for you and your team.
- You shared insights from your Council members on the ongoing costs they have experienced with other website providers, ranging from \$5,000 to \$10,000 per year.
- You also highlighted the potential challenges with using the Bureau of Information and Telecommunications (BIT) for the website project:
 - SD DD's site may get pushed to the back when higher priority items come up.
 - BIT's availability is only 8am to 7pm on weekdays when Granicus is available 24/7
 - There is a current hole as Jeff Clines has moved from CIO in SD to CIO in Wyoming, which causes bandwidth issues
 - BIT will charge for every minute spent on adjustments, consultation (if available/applicable) and continual q&a and modifications needed as the website continues to grow. Granicus' ongoing fees include all services to your site should you need help.
- We talked through the different components included in Granicus' ongoing costs, such as the software platform, hosting, and the 24/7 support services we provide.

Resources:

The following is a bulleted list overview that I believe does a good job of breaking down what is included in the ongoing costs related to partnering with Granicus on the build of your site. Its best to think of the ongoing costs related to three items:

1. The subscription to your software, GovAccess, which is the back end management interface for changes within your website
2. The Services and on-call nature of Granicus to assist you with your ongoing needs and for help
3. Hosting your website and it's data in an industry leading government structured server and environment.

Your ongoing investment will include:

- Industry leading GovAccess software for management of your website
- Our State-of-the-art hosting infrastructure with greater than 99.9% uptime.
- A team of certified government experts and tech gurus available to assist as part of your service subscription. (you are not pushed to the "back of the line")

- Continual optimization of technology and upgrades/improvements. (typically at a quarterly basis)
- Regular health checks that include research-based recommendations. (stay ADA compliant)
- 24 x 7 support.
- Online help, including an extensive library of on-demand training videos.
- Enterprise grade DDoS migration (in case of a malicious attack, we can easily change servers).
- Industry leading data security (advanced threat detection and penetration).
- Data replication every 15 minutes (backup).
- Bi-monthly failover testing.

Please let me know if you need any clarification or have additional questions or need more information.

Thank you Arlene!

Matt Russell

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