



NETSUITE PARTNERSHIP GIVING LOCAL GOVERNMENTS 360° VIEWS OF THEIR CITIZENS, OPERATIONS AND CLIENTS

As the maker of the first true cloud Government Resource Planning (GRP) solution, GovSense understands the daily technology challenges and opportunities that local governments and municipalities face. Founded in 2015, the software solution company empowers jurisdictions with flexible, easy-to-use software that enables collaboration in finance and accounting, budgeting, utility billing, economic development, asset management, licensing, and other crucial departments.

GovSense's implementation approach is based on a methodology that results in rapid time to value for all jurisdictions, regardless of what challenges specific departments face. Born in the cloud, NetSuite plays a key role in these successful implementations.

“In the realm of public sector software, there's nothing like GovSense. We're the only software provider in the sector that offers a true cloud, unified solution.”

Shelby Gordon, Digital Marketing Manager, GovSense

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“We give local governments a 360-degree view of their citizens, operations and clients,” said Paul Cammisa, Co-founder. “There are behemoths that have been in the public sector software space for years, but in the end, the municipalities have wound up with a quilted patchwork of different applications that are now in disarray.”

Challenge

As CEO of InnoVergent, an Oracle NetSuite Solution Partner, Cammisa has been involved with NetSuite since 2005. He and his business partner Gary McTall were inspired to launch GovSense with the goal of helping to deliver modern-day technology and leading processes to local governments. The GovSense team also built out government-centric modules that leverage the NetSuite platform.

This extra step has helped government clients work through one of their toughest challenges: myriad disparate systems that don’t “talk” to one another like they would be able to with a unified, cloud platform like NetSuite.

“We can connect all governmental departments so that they can see information throughout the jurisdiction, versus just one department,” Cammisa said. “We’re able to leverage fast, easy, powerful solution sets across the board for our public-sector clients, many of which are using software systems that don’t integrate well or lend themselves to a good user experience.”

Solution

GovSense has brought its prior experience working in the private sector right into the public realm, where it can spread the gospel about the efficiencies and cost savings associated with a unified, cloud enterprise resource planning (ERP) platform. With more cybercriminals attacking cities and counties with ransomware demands right now, Cammisa said that the Oracle NetSuite framework and its dependable security model is more appealing than ever.

The cloud delivery model as a whole has gained traction in the sector, where IT directors and local government managers—many of whom also have experience working in the private sector—are saying, “if we’re not on the cloud, we’re not even looking at the solution.”

Many of those IT directors are seeking overall cost efficiency and savings on an annual basis from their NetSuite implementations. “We can take away a lot of their pain by giving them the chance to be more self-sufficient,” said Cammisa, who recently deployed a system that had been using the same solution for 32 years. “That’s not uncommon in local government.”

Results

Becoming a NetSuite Solution Provider has helped GovSense:

Create a unified experience on a single platform. With many jurisdictions still relying on a patchwork of technology applications to run their operations, most are eager to explore the idea of having a single, unified, cloud-based platform to work from. “Not only are their applications mismatched but they’re also on different versions of those applications at all times,” said Gordon. “Some users may be on the 2019 version of a program, while others are still using one from 2015. It’s all over the map.”

Establishes consistency with two software upgrades per year. NetSuite rolls out two software upgrades annually. This creates uniformity across versions, said Gordon, with everyone seeing the same thing on their screens. “There are no discrepancies and no ‘well my version doesn’t have that yet,’” she pointed out. “That’s a huge plus, not to mention the fact that there’s no intensive process needed to get the upgrade rolled out to everyone.”

Help Uncle Sam get rid of the papers and pens. Along with their disparate technology systems, many government departments are saddled down by pen, paper, spreadsheets and other highly manual processes. “When we come in and offer a solution that has automated processes and can eliminate all that paper,” said Gordon, “they’re over the moon.”

Delivers unexpected value. When a new government client starts exploring GovSense’s GRP platform, they get enthused pretty quickly at the thought of it solving their basic problems. Digging down deeper, Cammisa said the team will start making suggestions

about how one application can be used across different departments and/or how the cost of the application can be shared across those departments. “When we start getting into those conversations,” he said, “it changes everything.”

“NetSuite is behind us.” Since signing on as a NetSuite partner, GovSense has been privy to consistent backing and support from the organization. “They’re head over heels that we’re pursuing this relationship and doing what they can to help us in any way,” said Cammisa. “The fact that NetSuite, from a resource perspective, has been very open and helpful outside of just the technological realm has been fantastic.”

Other Advantages to Partnering with NetSuite

- **GovSense can leverage Oracle’s 2,000+ developers.** As an emerging company, GovSense often finds itself going up against technology providers that have dominated the industry for decades. “Our GRP framework sits on top of Oracle NetSuite, which has thousands of developers working on the application every day,” said Cammisa. “That’s more employees than most of our competitors have combined.”
- **NetSuite learns along with GovSense.** Cammisa and his team love the fact that NetSuite wants to help change the dynamics of what it brings to the table for its government customers. Put simply, the software provider is learning along with GovSense to figure out the sector’s biggest technology pain points and to help solve those challenges. “It’s really important to us that NetSuite has been open to learning with us,” said Cammisa, “and developing new internal processes that make our own internal administrative tasks a whole lot easier.”

- **Delivers high levels of uptime to a sector that demands it.** Computer and software downtime are huge concerns for the public sector, but they're not a problem for GovSense's government clients. That's because NetSuite's 99% uptime not only immediately puts those fears to rest, but is "virtually unheard of in this space," according to Cammisa. "It wipes away our customers' fear that they're going to have to shut down the software for hours, days or weeks at a time in order to make certain updates. That's a huge win for them."

To learn how an Oracle NetSuite partnership can benefit your organization, email us at SolutionProviders@NetSuite.com.

GovSENSE

Partner Snapshot

Company: GovSense

Industry: Software and Consulting

Location: Alpharetta, Ga.