

**We make the  
tools. You make  
the difference.**

Say hello to affordable, user-friendly  
software built just for the public sector.

# **Product Briefs**

# Break up with spreadsheets. Fall in love with modern budgeting.



## Budget Cycle Management

Discover the next-generation of cloud-based budgeting and performance management tools, engineered to empower our public servants.



### Digital Budget Book

Produce an award-winning budget book in a fraction of the time.

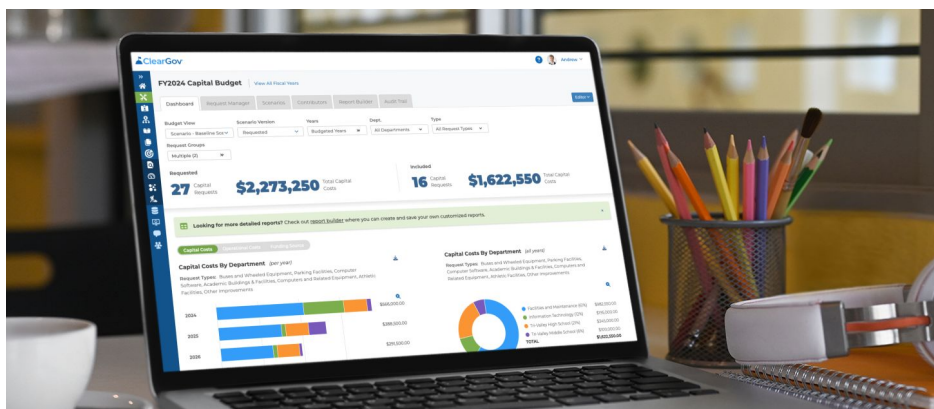
- Present your budget book as a website or a PDF to exceed viewing expectations.
- Automate the creation of fund summary pages, charts, tables and more.
- Meet and exceed GFOA award criteria with a built-in checklist and auto-generated content.



### Capital Budgeting

Automate the way you prioritize capital requests to streamline your CIP process.

- Manage budget requests efficiently with ClearGov's web-based forms.
- Build different scenarios to determine the optimal combination of capital requests.
- Turn capital request data into detailed project pages instantly for sharing.



### Personnel Budgeting

Build your personnel budget with powerful tools that ensure you've calculated every layer of cost.

- Easily manage salaries, benefits, and vacancies, and inform union negotiations.
- Plan future scenarios and analyze how each impacts your budget at multiple levels.
- Streamline position requests from department heads.



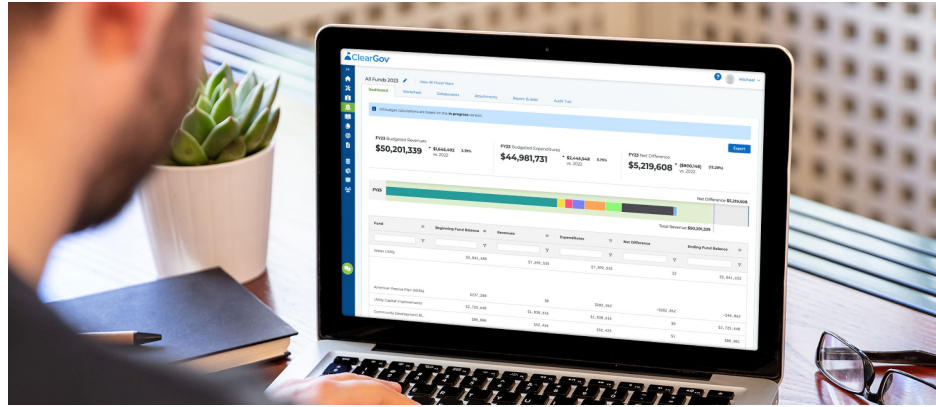
Get a Demo



## Operational Budgeting

Eliminate spreadsheet errors and version control issues with cloud-native budgeting.

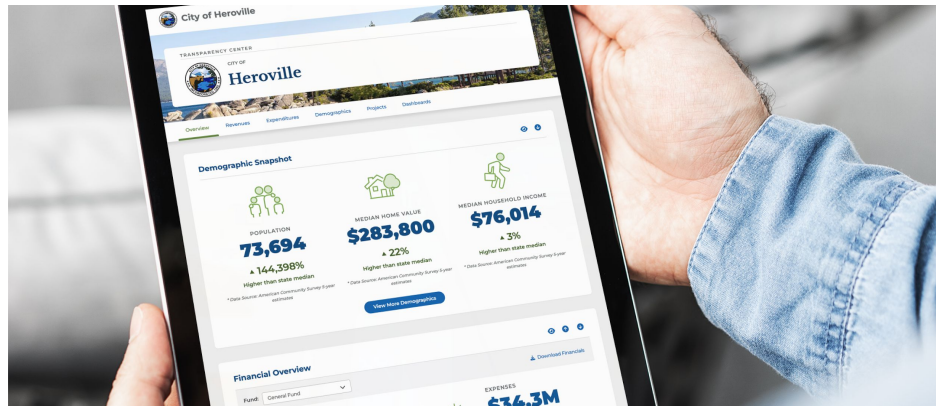
- Invite team members to collaborate and edit portions of the budget in real-time.
- Gain a complete view of all your funds and effectively track your budget versions.
- Experience an interactive dashboard that updates in real-time as changes are made.



## Transparency

Tell your financial story in a way everyone can understand to drive community support.

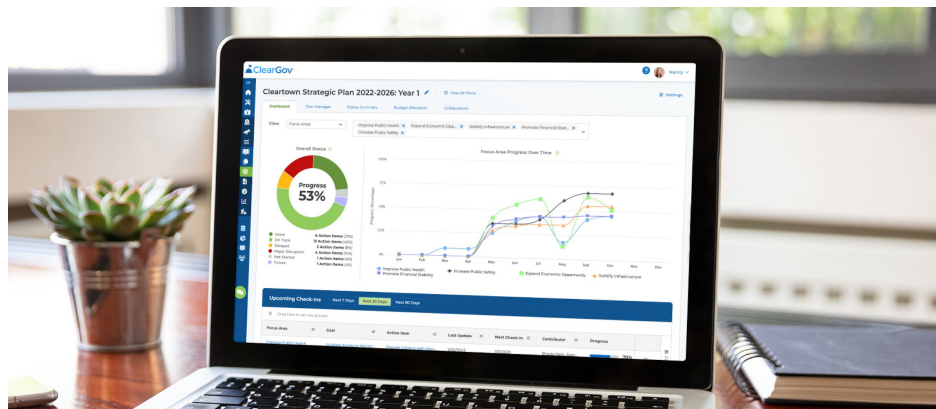
- Display complex data with powerful visuals and infographics on a polished website.
- Customize your profile with charts, dashboards, projects pages and more.
- Easily add narrative to the numbers to provide context for stakeholders.



## Strategic Planning

Drive collaborative progress, real-time insights and budget impact for your strategic plans.

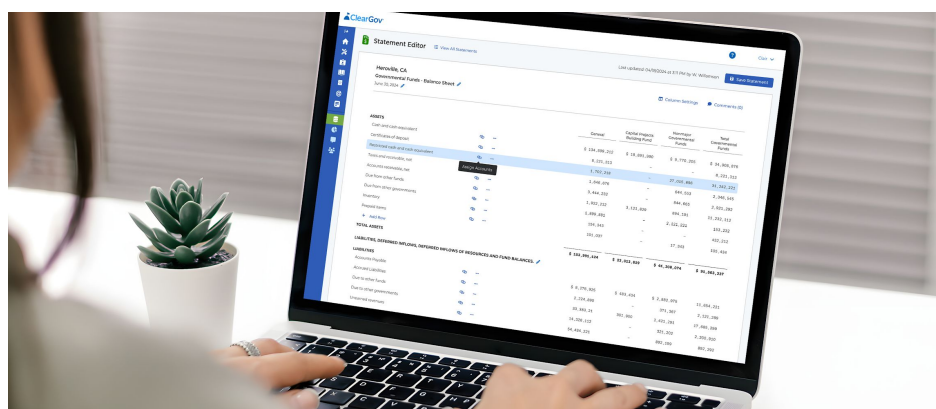
- Plan, execute and track your plan with seamless collaboration across departments.
- Assign ownership, set KPIs, allocate budget and communicate the progress in real-time.
- Present your plans online as a polished website or turn them into a shareable PDF.



## Digital Financial Reporting

Our purpose-built solution helps you build interactive financial reports in record time.

- Build pages quickly with pre-built templates and easily customize each section.
- Centralize communication between teams and auditors to accelerate approvals.
- Present your document in website, mobile, and PDF formats for optimal viewing.



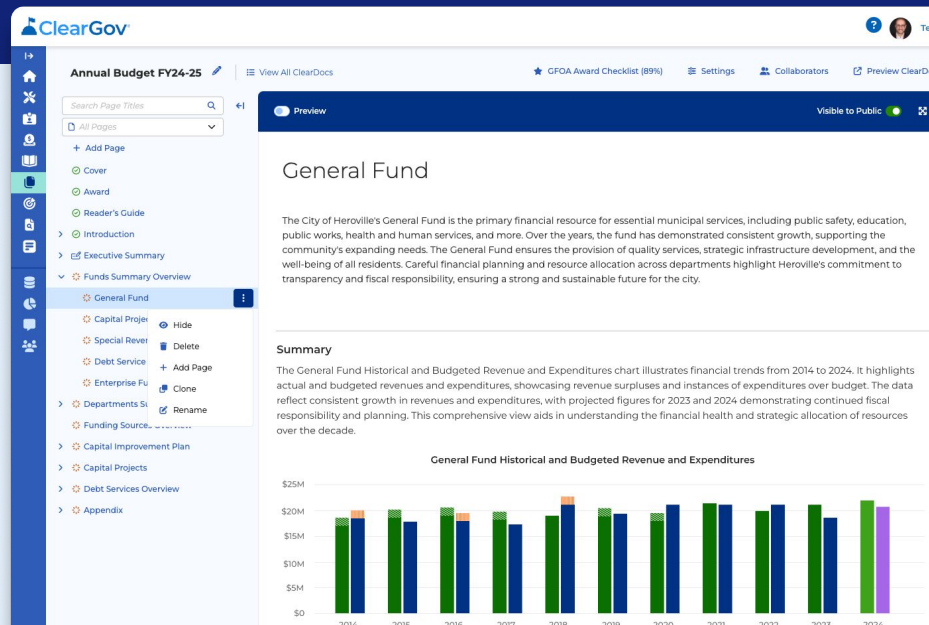
# Build an award-winning budget book in a fraction of the time.



## Digital Budget Book

ClearGov's Digital Budget Book solution instantly generates your budget book framework — including pages, charts, tables, and more.

- ✓ Save time and elevate your public presentation
- ✓ Present online and PDF versions effortlessly
- ✓ Strengthen collaboration across departments
- ✓ Improve data accuracy and reduce the risk of errors
- ✓ Ensure ADA compliance with an online budget book



## Modernize your budget book process for citizens and staff.

### Produce web, mobile, and PDF versions

Create a polished budget book that can be presented in multiple formats effortlessly to exceed public expectations for optimal viewing.

### Customize content and pages

Build a beautiful book with flexible pages that are easy to use, ADA compliant, and fully customizable — no designer needed.

### Follow a GFOA Budget Award checklist

Meet and exceed the criteria for the GFOA Distinguished Budget Presentation Award with an interactive checklist to follow.

### Save time with auto-generated content

Key content is generated automatically — creating a customizable framework that enhances data comprehension for users.

### Strengthen departmental collaboration

Invite team members to easily add content to their assigned sections to streamline collaboration and improve efficiency.

### Leverage automatic data updates

Revenue and expense data are updated automatically as your budget changes, so you don't have to manually.



*ClearGov is an absolute no-brainer. This is an extremely well-built and user-friendly tool. It is absolutely achievable in one budget season...if you are producing a manual budget book, this should absolutely be your last year. I cannot speak more highly of the support team. This is a stellar product, easy to implement, and you will not regret it.*

- Melissa McCaw, CAO & Finance Director, East Hartford, CT

Get a Demo





## Resources

Unlock the value of Digital Budget Book with the resources below. Explore a video demo and hear success stories to discover how ClearGov modernizes the budget book process.



### Micro-Demo: Digital Budget Book in Under 3 Minutes

Watch a short video offering an overview of Digital Budget Book features, showcasing the product's user interface and workflows.

[▶ Watch the Digital Budget Book Micro-Demo](#)



### Client Testimonial: Success Stories in Their Own Words

Hear directly from Christian County, MO as they share their experience using ClearGov and the success they've had with the platform.

[▶ Watch the Video - Christian County, MO](#)



### Case Study: Real-World Achievements

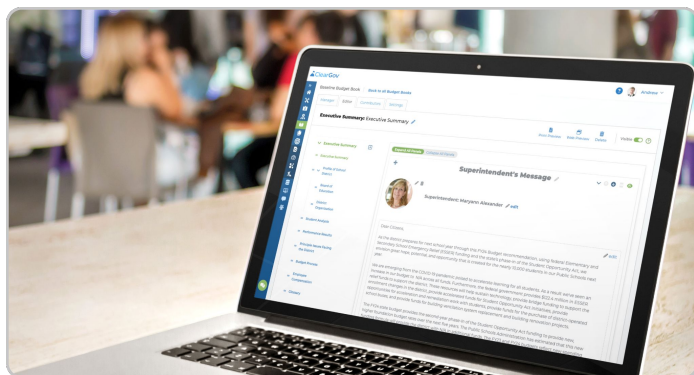
Learn how Cocoa, FL uses Digital Budget Book to create an engaging, ADA compliant budget book with ease.

[📖 Read the Case Study - Cocoa, FL](#)



*The manual process of putting together the budget, the back-and-forth with department heads, and consolidation of spreadsheets and word documents was honestly a nightmare. It was time to modernize, and with ClearGov we were able to fulfill our commitment to process improvement, transparency, and better community engagement.*

- Tony Struck, Budget Director, Yuma County, AZ



[Get a Demo](#)



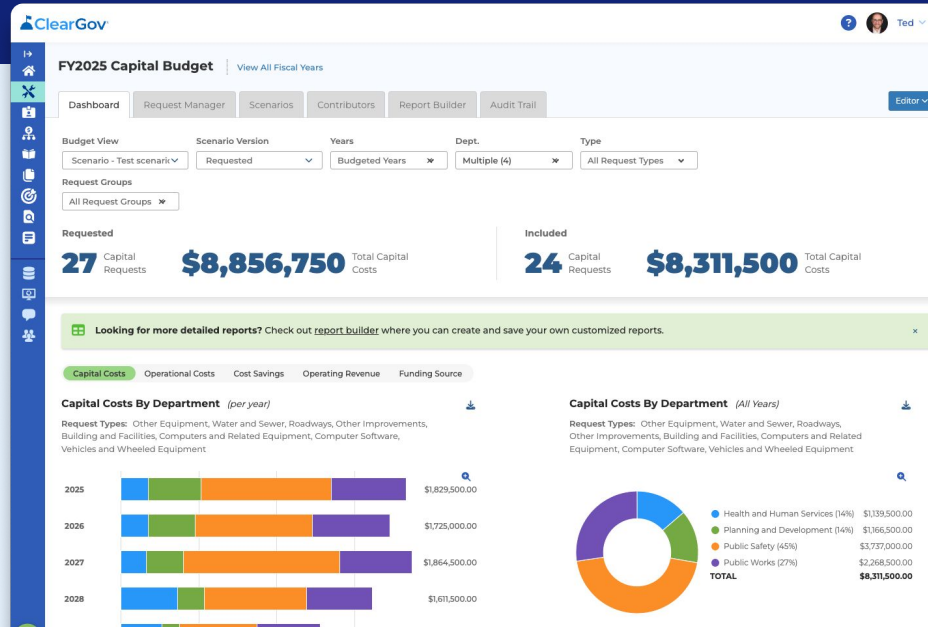
# Your assets deserve the best budgeting solution.



## Capital Budgeting

Create your capital budget with a modern solution designed to address the unique needs of the CIP process.

- ✓ Visualize the impact of each requested project
- ✓ Collect capital requests efficiently
- ✓ Prioritize projects automatically
- ✓ Make informed, data-driven decisions
- ✓ Share project details with the community



## Discover the future of efficient capital budgeting.

### Visualize metrics in a powerful dashboard

Our dashboard centralizes all your capital budgeting needs, creating in-depth insights into capital requests.

### Streamline budget requests

Process capital requests from department heads efficiently with forms that automatically feed your dashboard.

### Use scoring to prioritize requests

Let department heads score and rank requests based on any criteria you see fit – even align requests with your strategic plan.

### Plan for every budget scenario

Build different scenarios and watch graphs adjust in real-time to determine the optimal combination of capital requests.

### Create reports effortlessly

Use our preformatted reports or build custom reports to export data as a spreadsheet or PDF to share your budget.

### View changes in an audit trail

Know who changed what and when. Our audit trail captures all changes to create a comprehensive historical record.



Using ClearGov for the Capital budgeting has really saved us a lot of time. Everyone could go into one place and do all their requests and then finance can go in and see all the requests in one place — and have them actually categorized!

- Jennifer Ustation, Finance Director, Beaumont, CA

Get a Demo



## Resources

Unlock the value of Capital Budgeting with the resources below. Explore a video demo and hear success stories to discover how ClearGov streamlines the CIP process.



### Micro-Demo: Capital Budgeting in Under 3 Minutes

Watch a short video offering an overview of Capital Budgeting features, showcasing the product's user interface and workflows.

[▶ Watch the Capital Budgeting Micro-Demo](#)



### Client Testimonial: Success Stories in Their Own Words

Hear directly from Bristol, CT as they share their experience using ClearGov and the success they've had with the platform.

[▶ Watch the Video - Bristol, CT](#)



### Case Study: Real-World Achievements

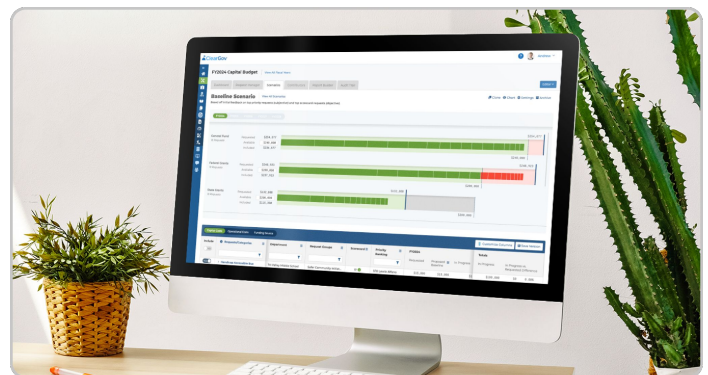
Learn how Beaumont, CA streamlined the collection of requests across departments and modernized their processes with Capital Budgeting.

[📖 Read the Case Study - Beaumont, CA](#)



*ClearGov has made budgeting a lot easier and more efficient. Before ClearGov, many questions came from the finance department, like 'What is this project about?' or 'Can you email me exhibits, plans, PDFs or pictures?' Now, I can submit an explanation and all supporting documentation along with my initial budget request, so we no longer have a lot of back-and-forth Q&A. I can effectively communicate the importance of the projects I'm submitting, which increases the likelihood of getting my projects funded. The budgeting process now takes less "calendar time and effort.*

- Arash Moradkhani, Transportation Manager, Alpharetta, GA



[Get a Demo](#)





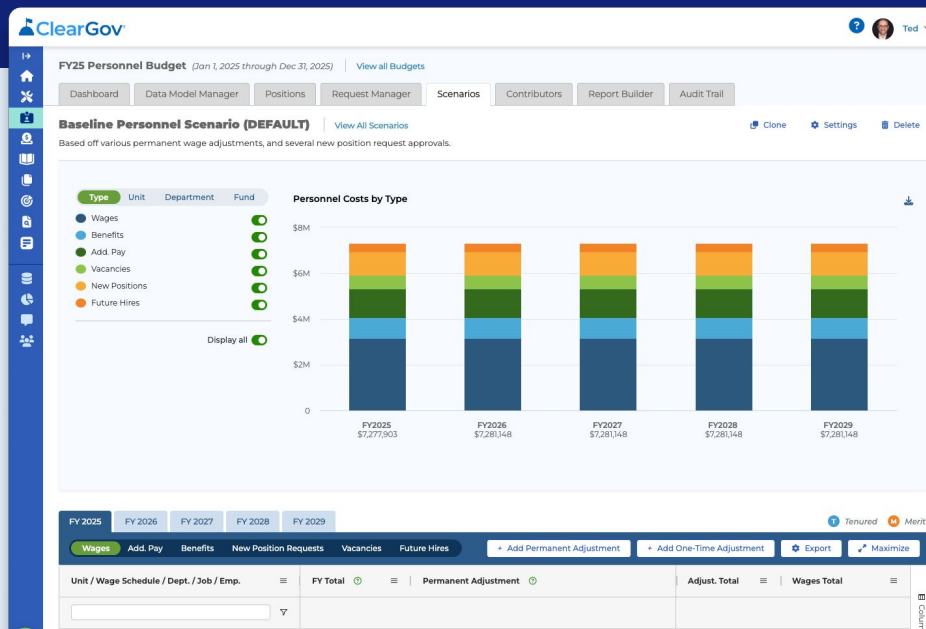
# The biggest share of your budget just got easier.



## Personnel Budgeting

Plan for the future of your workforce with confidence, knowing you've accounted for every layer of the cost.

- ✓ Efficiently plan for new positions and vacancies
- ✓ Compare salary and benefits across scenarios
- ✓ Improve collaboration across departments
- ✓ Gain the upper hand in union negotiations
- ✓ Track edits in an audit trail for historical record



## Discover streamlined salary and benefits forecasting.

### Visualize metrics in a powerful dashboard

Experience a holistic perspective of your staffing statistics and effortlessly compare salary and benefits budget scenarios.

### Streamline position requests

Efficiently manage new position requests from departments and instantly see how each position affects the budget.

### Plan for vacancies efficiently

Create and fill vacant positions on specified dates easily and include these in your various budget scenarios.

### Demystify union negotiation planning

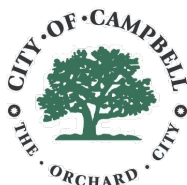
Set up units and create multi-year scenario plans to analyze the impact of salary and benefit adjustments.

### Create multi-year forecasts

Create scenarios forecasting into the future and manage your budget by dollar amount or percentage adjustments.

### Build reports effortlessly

Access pre-built reports or create your own easily to share comprehensive personnel budget data with stakeholders.



*Personnel Budgeting is a really powerful tool, so if you ever need to adjust your personnel expenses, assumptions, pay, healthcare, retirement, or FTEs, then it's not too hard. I think if you were to do it in Excel, you don't even know for sure if everything in Excel is all correct. If we were to do it again, we would.*

- Will Fuentes, Finance Director, City of Campbell, CA

Get a Demo



## Resources

Unlock the value of Personnel Budgeting with the resources below. Explore a video demo and hear success stories to discover the efficiencies of salary and benefits forecasting with ClearGov.



### Micro-Demo: Personnel Budgeting in Under 4 Minutes

Watch a short video offering an overview of Personnel Budgeting features, showcasing the product's user interface and workflows.

[▶ Watch the Personnel Budgeting Micro-Demo](#)



### Client Testimonial: Success Stories in Their Own Words

Hear directly from Flowery Branch, GA as they share their experience using ClearGov and the success they've had with the platform.

[▶ Watch the Video - Flowery Branch, GA](#)



### Case Study: Real-World Achievements

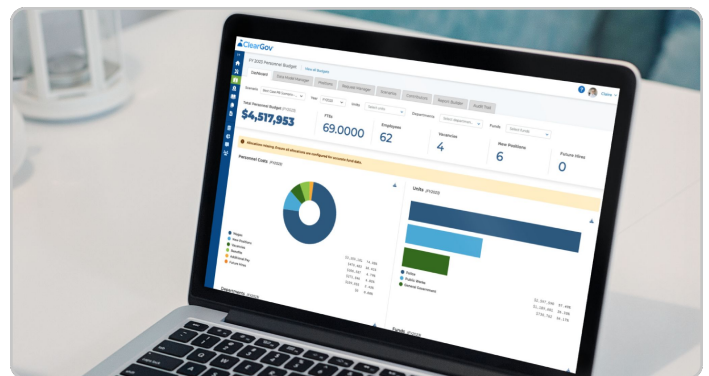
Read about a client who faced challenges and used Personnel Budgeting to find effective solutions that transformed their budget processes.

[📖 Read the Case Study - Campbell, CA](#)



*My advice to other cities who are looking to get away from Excel spreadsheets is to take the leap. ClearGov gave us that opportunity to pull it together and use our time much more efficiently.*

- Krystle Hightower, Budget & Purchasing Manager  
Flowery Branch, GA



[Get a Demo](#)



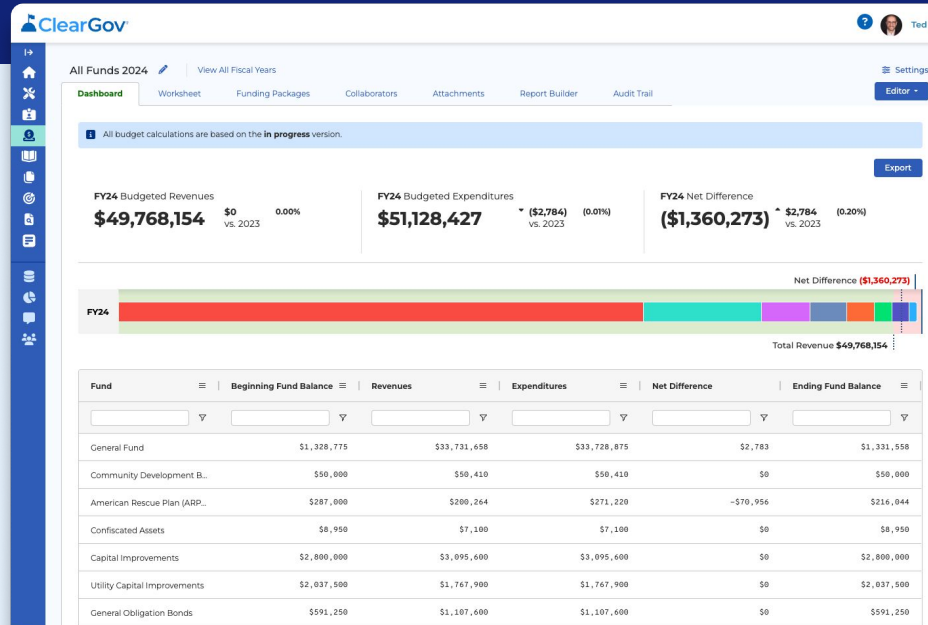
# A solution your department heads will thank you for.



## Operational Budgeting

ClearGov's collaborative budgeting software turns the traditional challenges of creating an operating budgeting into an efficient, seamless process.

- ✓ Create an intelligent forecast with ease
- ✓ Initiate your baseline budget with a single click
- ✓ Streamline requests and approvals
- ✓ Access visual breakdowns of historical vs actuals
- ✓ View the impact of budget changes instantly



## Streamline the process from baseline to adoption through amendments.

### Visualize metrics in a powerful dashboard

Dive into your budget data with our interactive dashboard that updates in real-time to reflect edits to your budget as they're made.

### Track budget versions with ease

Gain a complete view of all your funds, edit line item and sub-line item details, and save versions of your budget as it progresses.

### Flexible options for multi-year budgeting

Plan for annual, biennial, or multi-year budget cycles with accurate end-of-year projections and efficient future forecasts.

### Strengthen collaboration across teams

Invite team members to submit funding requests easily and centralize all justification notes, attachments, and more.

### View changes in an audit trail

Know who changed what and when. Our audit trail captures all changes to create a comprehensive historical record.

### Create reports effortlessly

Easily create, customize, and export tailored reports for a comprehensive view of your budget.



*Pulling data from our financial software and putting it in Excel creates a lot of room for errors. We spent hours laboriously reconciling data across multiple spreadsheets and tabs, and every time a last minute change was made it created a ripple effect that triggered more reconciliation. ClearGov eliminated that reconciliation and shaved off more than 70 hours from our annual budget process.*

- Courtney Sladek, City Manager, City of El Campo, TX

Get a Demo



## Resources

Unlock the value of Operational Budgeting with the resources below. Explore a video demo and hear success stories to discover how ClearGov streamlines the budget process with a collaborative approach.



### Micro-Demo: Operational Budgeting in Under 3 Minutes

Watch a short video offering an overview of Operational Budgeting features, showcasing the product's user interface and workflows.

[▶ Watch the Operational Budgeting Micro-Demo](#)



### Client Testimonial: Success Stories in Their Own Words

Hear directly from Fair Oaks Ranch, TX as they share their experience using ClearGov and the success they've had with the platform.

[▶ Watch the Video - Fair Oaks Ranch, TX](#)



### Case Study: Real-World Achievements

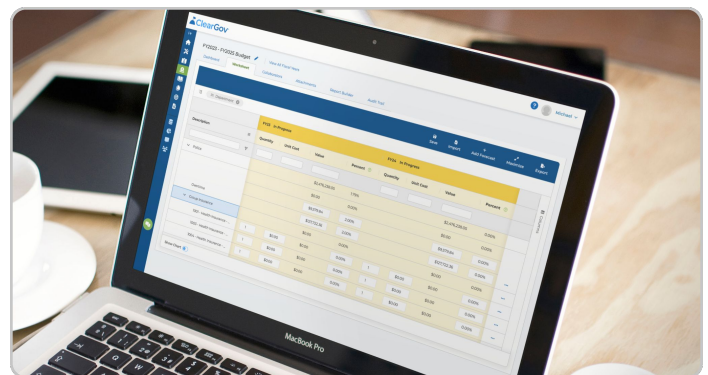
Read about a client who faced challenges and used Operational Budgeting to find effective solutions that transformed their processes.

[📖 Read the Case Study - Page, AZ](#)



*The department heads have really liked Operational Budgeting; it was easier for them to use. We didn't have to send them the entire budget sheet and they had to find their section; I could just send their section to them and they updated it.*

- Sue Iverson, Finance & Accounting Manager  
Red Wing, MN



[Get a Demo](#)



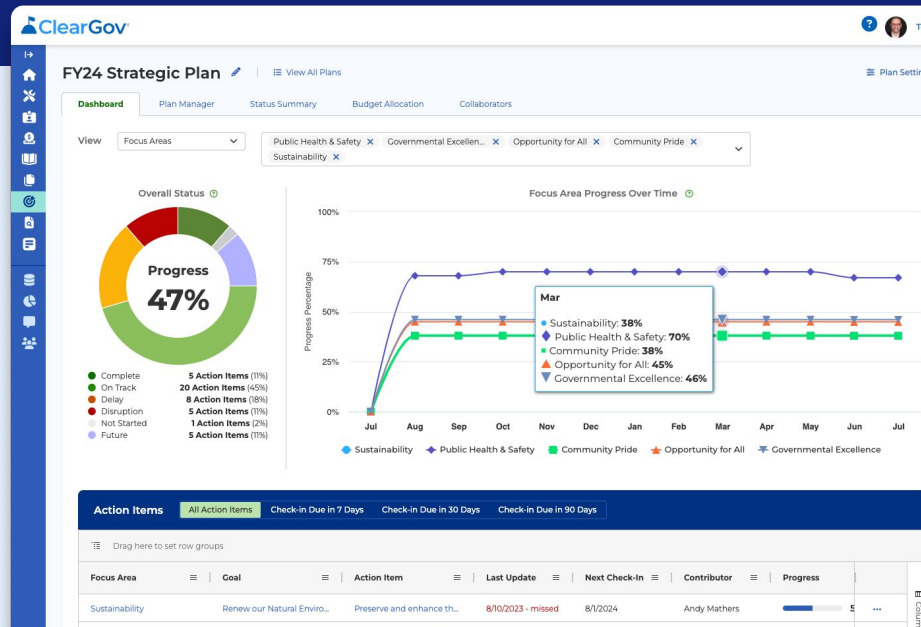
# Don't just create a plan. Create a plan that works.



## Strategic Planning

Strategic Planning helps internal stakeholders collaborate on and build their strategic plan easily with a flexible platform to update their progress on the plan's action items.

- ✓ Turn strategy into action with dynamic dashboards
- ✓ Modernize your public presentation
- ✓ Measure progress and communicate updates
- ✓ Improve collaboration across departments
- ✓ Present online and PDF versions effortlessly



## Manage, execute, and share plans with ease and sophistication.

### Visualize metrics in a powerful dashboard

Experience effortless tracking of progress with an intuitive dashboard that ensures your team stays informed and updated.

### Streamline the creation process

Create plans faster with a framework built on market best practices for defining focus areas, setting goals, and outlining action items.

### Strengthen collaboration across teams

Assign staff to parts of your plan to distribute the workload efficiently and ensure seamless communication throughout each project.

### Track progress in real-time

Leverage our ready-to-use metrics and KPIs for actionable insights and real-time tracking of your plan's progress.

### Communicate budget allocations

View your budget through the lens of your strategic plan to easily see how your plan is being funded across accounts.

### Publish your plan online or as a PDF

Exceed public expectations for optimal viewing with a professionally polished plan published in multiple formats effortlessly.



*Strategic Planning provides a good balance of both guidance and customization. If a city doesn't know where to start with a strategic plan, it gives them a good foundation to go off of. If you also are someone who has a vision and you want it to look this way, it's very customizable. So it gives you that freedom and flexibility to make it your own.*

- Matthew Mendoza, Management Analyst, City of Beaumont, CA

Get a Demo





## Resources

Unlock the value of Strategic Planning with the resources below. Explore a video demo and hear success stories to discover how ClearGov enhances the planning experience and streamlines processes.



### Micro-Demo: Strategic Planning in Under 4 Minutes

Watch a short video offering an overview of Strategic Planning features, showcasing the product's user interface and workflows.

[▶ Watch the Strategic Planning Micro-Demo](#)



### Client Testimonial: Success Stories in Their Own Words

Hear directly from Flowery Branch, GA as they share their experience using ClearGov and the success they've had with the platform.

[▶ Watch the Video - Flowery Branch, GA](#)



### Case Study: Real-World Achievements

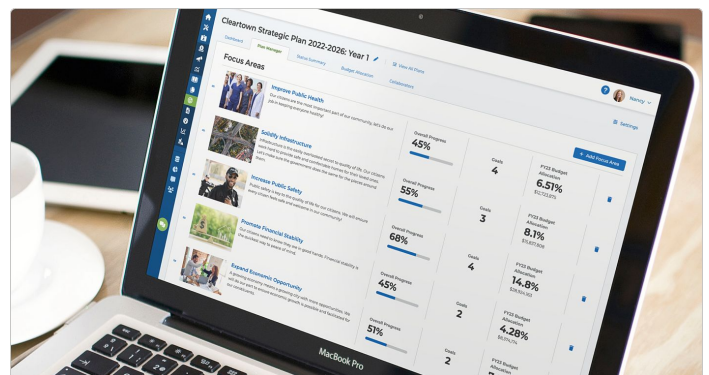
Learn how Flowery Branch, GA transformed their disjointed spreadsheet-based budgeting and strategic planning process using ClearGov.

[📄 Read the Case Study - Flowery Branch, GA](#)



*It was an easy decision for us to be involved with the initial startup of Strategic Planning. We feel very strongly about strategic planning. It's a vital part of the operating budget and functioning of a city. Our council just went through a strategic planning session, and we knew that being offered the opportunity to be a part of Strategic Planning would be absolutely wonderful. We feel strongly about reviewing the products and offering feedback to help ClearGov make it the best product possible.*

- Krystle Hightower, Budget & Purchasing Manager  
Flowery Branch, GA



[Get a Demo](#)



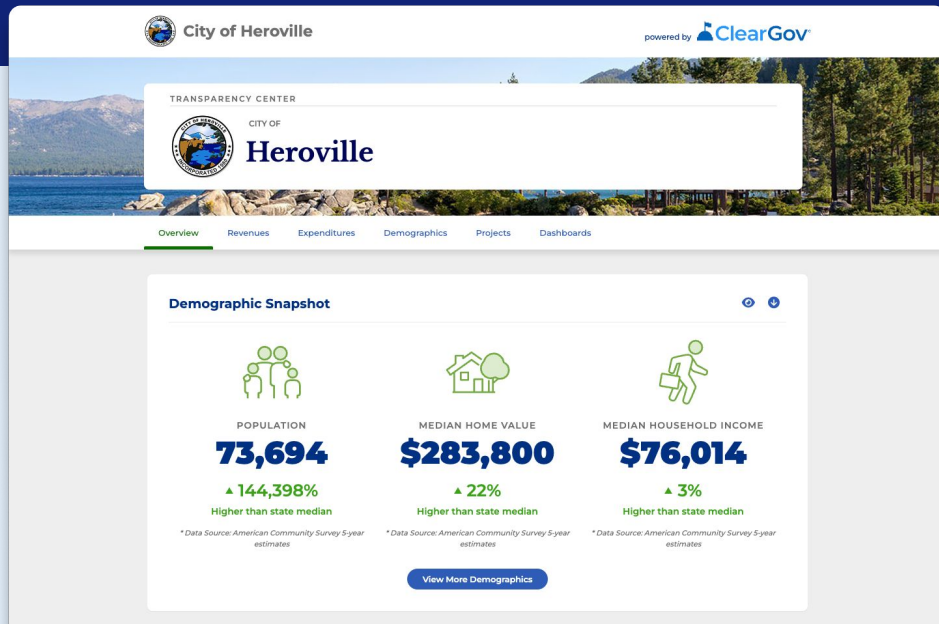
# Tell your financial story to drive community support.



## Transparency

ClearGov's Transparency solution turns your complex financial data, demographic statistics, and other metrics into a web-based profile for your community.

- ✓ Simplify your financial story
- ✓ Engage residents and stakeholders
- ✓ Make data accessible on any device
- ✓ Centralize the facts
- ✓ Save staff time and reduce inquiries



## Build trust and accountability through a modern approach.

### Auto-generate compelling content

ClearGov generates powerful visuals to populate your pages automatically, based on your budget data and public sources.

### Demystify your financial data

Present data using compelling infographics that are simple for anyone to understand — even if they aren't a finance expert.

### Showcase demographics effortlessly

Share the characteristics of your population in a way that's easy to understand, adds context to your budget, and attracts businesses.

### Give departments a platform to shine

Invite department heads to create their own dashboards to share their story, highlight performance metrics, and more.

### Share capital projects with ease

Quickly create and present detailed project pages to share the work going on in your community with the public.

### Drive citizen engagement

Encourage constituents to comment on your ongoing activities or ask questions in a platform where you can control the dialog.



*We were impressed with the ClearGov solution from the start, especially the clean, simple interface. They are experts at presenting complex information in an easy-to-understand and visually-appealing way. And, as our partners, they have been responsive and professional.*

- Christopher Bradbury, Village Administrator, Rye Brook, NY

Get a Demo



## Resources

Unlock the value of Transparency with the resources below. Explore a video demo and hear success stories to discover how ClearGov redefines transparency with an easy-to-use solution.



### Micro-Demo: Transparency in Under 3 Minutes

Watch a short video offering an overview of Transparency features, showcasing the product's user interface and workflows.

[▶ Watch the Transparency Micro-Demo](#)



### Client Testimonial: Success Stories in Their Own Words

Hear directly from Flowery Branch, GA as they share their experience using ClearGov and the success they've had with the platform.

[▶ Watch the Video - Flowery Branch, GA](#)



### Case Study: Real-World Achievements

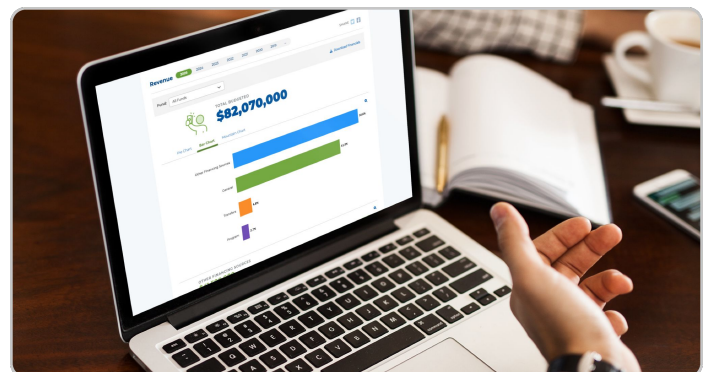
Learn how Lemont, IL translated dense fiscal data into a digestible, user-friendly format that taxpayers can easily access and understand.

[📄 Read the Case Study - Lemont, IL](#)



*ClearGov has been one of the best government transparency tools I've worked with. Like many organizations these days, we've had a dip in revenues, and so we've had to cut our expenses. This caused concern in the community. So one of the best aspects of ClearGov is the ability to present our finances to residents in a clear and understandable way that fosters trust between the city and the community.*

- Lynn Cormier  
Director of Community & Rec Services  
Page, AZ



[Get a Demo](#)



# Build interactive financial reports in record time.



## Digital Financial Reporting

This purpose-built solution simplifies formatting, streamlines collaboration, and ensures a clear presentation of your organization's financial information.

- ✓ Build pages quickly with pre-built templates
- ✓ Save time with automatic data updates
- ✓ Add pages easily and customize each section
- ✓ Meet GFOA award criteria for an ACFR easily
- ✓ Present online and PDF versions effortlessly

The screenshot displays the 'Statement Builder' interface for 'Heroville, CA Balance Sheet - Governmental Funds' for the year ended June 30, 2024. The interface includes a sidebar with navigation icons, a top navigation bar with 'Statement Settings', 'Audit Trail', 'Collaborators', and 'Export' options, and a main content area with a 'Column Settings' button. The table is organized into columns for 'General Fund', 'Sales Tax Capital Project Fund', 'Nonmajor Governmental Funds', and 'Total Governmental Funds'. It lists various assets and liabilities with their respective dollar amounts. The 'Assets' section includes items like 'Cash and cash equivalent', 'Certificates of deposit', and 'Restricted cash and cash equivalent'. The 'Liabilities' section includes 'Accounts Payable', 'Accrued Liabilities', and 'Due to other funds'. The 'Total Assets' and 'Total Liabilities' are summarized at the bottom of each section.

	General Fund	Sales Tax Capital Project Fund	Nonmajor Governmental Funds	Total Governmental Funds
<strong>Assets</strong>				
Cash and cash equivalent	\$ 134,899,212	\$ 18,891,990	\$ 9,770,205	\$ 9,770,205
Certificates of deposit	9,221,513	-	27,015,896	27,015,896
Restricted cash and cash equivalent	1,702,218	-	-	-
Taxes and receivable, net	1,646,076	-	644	644
Accounts receivable, net	3,444,232	3,121,829	844	844
Due from other funds	1,922,212	-	894	894
Due from other governments	1,899,881	-	2,121	2,121
Inventory	154,343	-	11	11
Prepaid items	101,037	-	-	-
<strong>Total Assets</strong>	<strong>\$ 159,991,224</strong>	<strong>\$ 22,013,819</strong>	<strong>\$ 41,308</strong>	
<strong>LIABILITIES, DEFERRED INFLOWS, DEFERRED INFLOWS OF RESOURCES AND FUND BALANCES</strong>				
<strong>Liabilities</strong>				
Accounts Payable	\$ 8,276,925	\$ 483,434	\$ 2,882,975	\$ 11,644,221
Accrued Liabilities	2,224,890	301,900	371,367	2,121,289
Due to other funds	33,383,21	-	2,421,291	17,685,299
Due to other governments	14,328,112	-	321,202	2,300,910
Unearned revenues	54,434,221	27,992	892,199	892,292
Amounts held for others	3,454,223	-	321,291	3,292,292
<strong>Total Liabilities</strong>	<strong>86,056,692</strong>	<strong>813,326</strong>	<strong>7,210,325</strong>	<strong>37,846,303</strong>

## Financial reports and ACFRs made impossibly easy.

### Build your financial reports with ease

Simplify financial statement creation and save time with pre-built templates that free you from the tedious Excel struggles and frustrations.

### Save time with an intuitive mapping workflow

Streamline financial statement preparation with intelligent mapping. Effortlessly link your data sources and ensure consistency throughout.

### Strengthen collaboration across departments

Centralize communication between teams and auditors, accelerate approvals, and ensure ADA compliance with our web-based solution.

### Follow a GFOA award checklist

Create an ACFR that meets the criteria for the GFOA Certificate of Achievement for Excellence in Financial Reporting (COA) Program.

### Stay updated with dynamic figures

Save time with dynamic figures that update automatically throughout your document as source data changes.

### Produce web, mobile, and PDF versions

Present your financial reports in multiple formats — website, mobile, and PDF — to exceed public expectations for optimal viewing.



*From beginning to end, I couldn't have asked for better support than I got from ClearGov. I'm proud of what we built and what we will ultimately achieve with what I believe is a great solution.*

- Aaron Maynard, Finance Director, Wilson County, TN

Get a Demo



# **Training & Support**



# Training & Support

ClearGov solutions are designed to be intuitive and easy-to-use. With that said, ClearGov's training materials and support channels are designed to ensure that you and your team can successfully launch, adopt and optimize the value you receive from the ClearGov platform. We will share how to accomplish tasks, key insights and best practices.

**98%** **Customer satisfaction with onboarding**

**96%** **Customer satisfaction with training**

**75%** **Data Onboarding Consultants have local government finance experience**



## Training

For starters, we have developed comprehensive courses that provide you with step-by-step instructions on how to configure and use ClearGov. Your Implementation Manager (IM) will recommend and enroll you and your team in ClearGov Academy courses to help meet your goals. Courses are broken down into a variety of product-specific educational elements (e.g. videos, articles, quizzes) for easy consumption.

### ClearGov Workshops

In addition, instructor led training is available in workshop format. ClearGov Workshops are designed to answer your specific questions about how to use ClearGov's solutions to meet your specific needs. Therefore, it is highly recommended that Workshop Attendees complete the ClearGov Academy courses prior to attending a ClearGov Workshop.

- ClearGov will provide a remotely-delivered Workshop for each product in your subscription.
- ClearGov Workshops may be attended by both Administrators/ Editors and Department Heads/Contributors.
- All Workshops are recorded for future reference and to train new hires.



## Support Center

All ClearGov users have access to a frequently updated online Support Center filled with hundreds of how-to articles, video tutorials and information sheets. The ClearGov Support Center is easy to navigate and has a robust search engine to quickly find help on a specific topic.

# Training & Support

## Client Success Manager

When the onboarding process is complete, the IM will introduce you to your Client Success Manager (CSM). Your CSM is available by phone and email and will work with you to get the most out of ClearGov's platform. CSMs are generally available 9:00AM to 5:00PM, Monday through Friday (excluding holidays). Your CSM will inform you of their specific availability. Our CSMs are committed to responding to all inquiries within one business day, and in most cases, you will receive a same-day response.



***"The ClearGov client success team has been incredible — patient, understanding, and responsive — every step of the way."***

***- Jodi Cuneo, CGA, Town Accountant, Walpole, MA***

## ClearGov Support & Data Team

For questions on how to use ClearGov or to report a technical issue, you will be able to reach a Support Specialist via [support@cleargov.com](mailto:support@cleargov.com) during business hours (Monday through Friday, 8:00AM to 8:00PM Eastern). Our Support Team is committed to responding to all inquiries within one business day, and in most cases, you will receive a same-day response.

For data updates, you can update your own statistics through our financials application or you can submit a request to our data team via this [request form](#). Our standard lead time to complete an update is five business days. However, if you need an update completed sooner to meet a deadline, just let us know. Straightforward uploads or changes often are completed within one or two business days.

## Product Enhancement Requests

We absolutely love hearing from our Customers - especially when they have ideas that would make our products better. In fact, we meet weekly to go over all the feedback we've received to provide key input to our product roadmap. Many of the applications and features in ClearGov's solution are the direct result of client feedback.

When you have a request for a product enhancement, please submit your idea(s) to [support@cleargov.com](mailto:support@cleargov.com) or inform your CSM and they will bring it up at our weekly meeting. We prioritize product enhancements primarily based on the number of clients who are requesting similar functionality, so we can't guarantee that your ideas will go to the top of the list, but we promise that we'll always listen, and we work hard to make 100% of our customers happy.



***"Working with ClearGov, I'm most happy with the end result – the product that we're able to show, and the fact that ClearGov continues to take enhancement requests and continues to evolve the program. We want to be a leader in that with ClearGov. We have a lot of good ideas!"***

***- Jan Neufeld, CFO, Altus, OK***

# **Technical & Security Overview**

# Technical & Security Overview

## ClearGov Hosting Platform

The ClearGov platform is hosted by Amazon Web Services (AWS), the world leader in cloud computing as a service. Used by the Departments of Justice, Defense, and Homeland Security, AWS is one of only three vendors that have been granted government authorization to store highly sensitive federal data on its cloud-computing servers.

AWS handles systems, network architecture, and security, enabling ClearGov to focus on what it does best — developing world-class solutions for the public sector. With ISO 27001 and FISMA-certified data centers, AWS has made platform security its highest priority in order to protect customers' critical information and applications.

Another key advantage of hosting on the AWS cloud is that it allows ClearGov to easily scale and innovate while maintaining all security protections across the entire infrastructure.

### How secure is ClearGov?

Hosting with AWS ensures that ClearGov maintains the highest security standards in the world:

- Web application firewalls control access to the underlying code
- AWS has built technologies to protect against distributed denial of service (DDoS) attacks to ensure network availability and application uptime.
- AWS's SQL Server RDS uses server-side encryption to protect sensitive data.

In addition to AWS's secure hosting environment, ClearGov has implemented a number of extra software security features:

- **Secure Socket Layer (SSL):** SSL establishes an encrypted link between AWS servers and the web browser to ensure that all data transfers remain private and integral.
- **SQL Injection Protection:** ClearGov has built protection against SQL injection attacks where hackers attempt to insert nefarious server requests into web forms.
- **Access Rights:** ClearGov has implemented strict permission settings based on roles, which limit access to specific data and application functions. This ensures that internal users are restricted from accessing sensitive data based on privileges assigned by your administrator.
- **Password Authentication:** ClearGov does not store passwords explicitly, but rather "hashes" (encrypts) them so they are not compromised.
- **Single Sign On (SSO):** ClearGov offers Single Sign On capabilities as an optional authentication method. The system is integrated with a leading authentication aggregator which provides integration with the majority of authentication providers.
- **Logging and Monitoring:** ClearGov employs monitoring features that quickly identify vulnerabilities and provide immediate alerts if action is required.

### Where are ClearGov data centers located?

AWS replicates the ClearGov application and data across multiple geographically dispersed data centers to ensure redundancy and availability.

### What sort of disaster recovery plan is in place?

One of the reasons we selected AWS is because they provide state-of-the-art disaster recovery. ClearGov databases are duplicated in real-time across multiple AWS servers, and the entire ClearGov platform is backed up daily across the AWS network. So, even in the event of a catastrophic system failure, 24 hours of data loss would be the maximum impact.

### Is the ClearGov platform designed to scale to meet demand bursts?

Yes. One of the key factors behind selecting AWS as our hosting provider is their ability to scale rapidly. AWS has automated solutions in place that automatically scale ClearGov's platform for normal peaks and valleys in demand, and can be rapidly (and remotely) scaled to meet sustained demand increases.

# Technical & Security Overview

## Does ClearGov leverage AWS Virtual Private Cloud features?

Yes. ClearGov utilizes the AWS Virtual Private Cloud functionality so that our platform is hosted on a logically isolated section of the AWS Cloud and not commingled with any third-party applications.

## How do I learn more about ClearGov's hosting solution?

You can learn more about AWS data centers and security measures via the following link:

- <https://aws.amazon.com/security/?hp=tile>

## Security FAQs

### How is client data stored within the ClearGov platform?

All client data is stored in a single data repository with proper authentication and access control built into the system to ensure that users may only access the data applicable to their organization.

### Is the ClearGov platform SOC 2 compliant?

Our hosting provider, AWS, is fully compliant with SOC 2 requirements, and ClearGov can provide a copy of the most recent AWS SOC 2 compliance/audit report upon request.

### How often is the ClearGov platform reviewed for adherence to security standards?

ClearGov performs quarterly security reviews to ensure that processes are being followed and standards are being met.

### How frequently is the ClearGov platform monitored?

The ClearGov platform is monitored continuously - 24 x 7 - for performance, security and auditing.

### Does ClearGov Support SSO?

ClearGov is integrated with a leading authentication aggregator which provides integration with the majority of authentication providers such as OpenID Connect and SAM. Examples of SSO providers using these protocols include Microsoft Azure, OneLogin, and Okta.

## Service Level FAQs

### What level of service availability does ClearGov support?

All ClearGov solutions are available on a 24/7 basis, and ClearGov is committed to 99.9% uptime. Given that we are a cloud-based solution product patches and upgrades are completed in real-time, without impact to system performance. On occasion, as necessary, larger upgrades that may require planned system downtime are announced in advance and completed over the weekend and/or after working hours.

### What is your standard practice for security patch management?

ClearGov conducts ongoing audits of third-party packages for vulnerabilities. Patches for critical vulnerabilities are released as soon as possible, otherwise, patches are released as part of regular bi-weekly software releases.

### How often does ClearGov schedule planned outages for system upgrades?

The ClearGov platform and applications are architected so that the system does not require downtime during regular maintenance, product upgrades, or emergency patches. On occasion, as necessary, larger upgrades that may require planned system downtime are announced in advance and completed over the weekend and/or after working hours.



