

Agenda Management System Vendor Shortlist and Ranking

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Inputs

- **NAIC:** 921110
 - **Core Business Need:** Agenda Management System.
 - **Decision Factors:** **Vendor Stability, Capability, Responsiveness, Cost**
 - **Crucial Needs:**
 - **Vendor Stability:**
 - Financial Security: Publicly traded or a well-funded private company.
 - Experience: 10+ years in the market.
 - Longevity: A proven track record of long-term viability in the industry.
 - **Capability:**
 - Integration: Must integrate with Microsoft Office and Outlook, and other systems such as Laserfiche.
 - Customization: Highly configurable to unique meeting agenda publishing workflows.
 - Scalability: Supports 500+ concurrent users.
 - Website: Manage public-facing agenda, meeting minutes, and meeting video website for citizen engagement.
 - Meetings: Manage meetings, including roll call, timestamps, record motions and votes.
 - Minutes: Import, edit, and publish minutes.
 - Media: Manage media, including video editing, adjusting timestamps, captioning, and publishing video to the website.
 - Mobile: Manage mobile device access, including viewing meeting information and adding annotations.
 - Analytics: Must include AI-driven analytics capabilities.
 - **Responsiveness:**
 - Support: 24/7 customer support.
 - Response Time: Guaranteed 1-hour response time for critical issues.
 - Account Management: Dedicated account manager and proactive communication on updates.
 - **Cost:**
 - TCO: Total cost of ownership under \$150,000 annually.
 - Pricing: Flexible subscription model with monthly or quarterly payments.
 - Transparency: Transparent pricing with no hidden fees.
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Task

1. Vendor Identification: Based on the provided NAIC and the Crucial Needs, identify a shortlist of at least ten application software vendors that are a strong match.
 2. Ranking: Rank the identified vendors from most viable to least viable. This ranking must be a qualitative assessment based on how well each vendor aligns with the specified Crucial Needs. Justify the ranking of the top vendor in its profile.
 3. Output Generation: For each vendor on the shortlist, provide the following information formatted using Markdown syntax.
-

Vendor Shortlist

NAIC 921110, "Executive Offices," encompasses government establishments like the offices of mayors and governors, which have a specific need for transparent and efficient public meeting management. The shortlist below focuses on vendors specializing in this niche, as generic meeting management software (like Zoom or Teams) typically lacks the robust, public-sector-specific features required, such as managing legislative workflows, public-facing portals for citizen engagement, and formal voting and minutes recording. The ranking is based on a qualitative assessment of how well each vendor's offerings align with the organization's crucial needs, including vendor stability, capability, responsiveness, and cost.

1. Granicus

- **Company Profile:** Granicus is a leading provider of cloud-based government technology solutions, focusing on modernizing how governments communicate and serve their citizens. The company offers a suite of products for digital civic engagement, agenda and legislative management, and website services. They have a strong focus on public sector clients, particularly at the state and local levels. They were founded in 1999 and acquired by Vista Equity Partners in 2016, and have since acquired numerous other companies in the civic technology space, including PrimeGov, confirming their long-term viability and strong financial backing. (Source: Tracxn, Granicus Company Profile)
- **Key Leadership:** Mark Hynes (CEO).

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- **Operating Locations:** Headquarters in Denver, CO; Offices in St. Paul, MN; London, UK; and other locations across the United States and Europe.
- **Application Solution:**
 - **Description:** Granicus's agenda and legislative management solutions, including Legistar and OneMeeting (formerly PrimeGov), are highly specialized for the public sector. They provide a comprehensive, end-to-end platform for managing the entire lifecycle of a public meeting, from agenda item creation and approval workflows to live meeting management, public portal publishing, and archiving.
 - **Delivery Options:** SaaS (Cloud-based).
- **Customers:**
 - **Current:** City of Los Angeles, CA; New York City Council; Miami-Dade County, FL; King County, WA; City of London, UK. (Source: Granicus website)
 - **Past:** N/A.

Justification for Ranking: Granicus is the most viable option due to its strong alignment with all crucial needs. The company has a proven track record of long-term viability (25+ years) and serves a massive customer base, demonstrating strong financial security. Its core offerings, particularly Legistar, are designed specifically for the complex workflows of large government entities, exceeding the capability requirements. The platform provides seamless integration with Microsoft Office and Laserfiche, offers highly configurable workflows, supports scalability for hundreds of users, and includes robust features for managing public-facing websites, live meetings (including roll call and voting), minutes, and media. Granicus has also recently launched an AI-driven chatbot and a data intelligence platform, Government Experience Insights (GXI), which directly addresses the AI-driven analytics need. (Source: GovTech, Granicus Press Release). Granicus's reputation for dedicated account management and responsive support is a key differentiator in the public sector. While cost is a variable, their pricing models are typically tailored to fit the budgets of government entities, making the total cost of ownership (TCO) competitive. Granicus's specialization and longevity in this exact market make it the lowest-risk and highest-capability vendor.

2. CivicPlus

- **Company Profile:** CivicPlus is a technology company that provides a platform of solutions designed to help local governments engage with their residents. They offer a range of products from website management and communications to agenda and meeting management, with a mission to build connected communities. CivicPlus is a well-funded private company with a strong focus on the public sector. They have a history of strategic acquisitions to build out their suite of services. (Source: CivicPlus

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website, Wikipedia)

- **Key Leadership:** Matt Casey (CEO).
 - **Operating Locations:** Headquarters in Manhattan, KS; other offices throughout the US.
 - **Application Solution:**
 - **Description:** The CivicClerk platform is a cloud-based agenda and meeting management system built for municipal clerks and administrators. It automates the meeting preparation and publication process, streamlines workflows, and enhances transparency for citizens.
 - **Delivery Options:** SaaS (Cloud-based).
 - **Customers:**
 - **Current:** City of Bonner Springs, KS; City of Lenexa, KS; Village of Mundelein, IL. (Source: CivicPlus website)
 - **Past:** N/A.
-

3. eScribe

- **Company Profile:** eScribe provides public meeting management software for the public sector. Its mission is to streamline the administrative process of creating, managing, and publishing meeting content for municipalities and other government bodies. The company is a privately held organization focused on delivering a user-friendly and highly reliable platform. (Source: eScribe website)
 - **Key Leadership:** Jeffrey K. Thompson (CEO).
 - **Operating Locations:** Headquarters in Toronto, Canada; with a global reach.
 - **Application Solution:**
 - **Description:** eScribe's platform is a next-generation solution for agenda and minutes management. It features automated workflows, real-time collaboration, and a public-facing portal for increased transparency and citizen engagement. It integrates with existing tools like Microsoft Word and Excel to enhance existing workflows.
 - **Delivery Options:** SaaS (Cloud-based).
 - **Customers:**
 - **Current:** City of Thorold, Canada; City of Gainesville, FL; City of Cambridge, Ontario. (Source: eScribe website)
 - **Past:** N/A.
-

4. Tyler Technologies

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- **Company Profile:** Tyler Technologies is a publicly traded company that provides integrated software and technology services to the public sector. They are a large, financially secure company with a wide range of solutions for local, state, and federal governments, including financial management, public safety, and justice systems. (Source: Wikipedia, Tyler Technologies)
 - **Key Leadership:** Lynn Moore, Jr. (CEO), Brian O. Stueve (CTO).
 - **Operating Locations:** Headquarters in Plano, TX; with a large number of offices and remote employees across the US.
 - **Application Solution:**
 - **Description:** Tyler's Meeting Manager is a component of their broader platform designed to automate the meeting planning and follow-up process. It helps with agenda creation, minutes generation, and publishing meeting content to a public portal. It is one of many solutions offered by the company.
 - **Delivery Options:** SaaS (Cloud-based).
 - **Customers:**
 - **Current:** Thousands of government entities in all 50 US states, including the State of Michigan and City of Chicago. (Source: Tyler Technologies website)
 - **Past:** N/A.
-

5. BoardDocs

- **Company Profile:** BoardDocs is a well-established company specializing in paperless board and meeting management solutions. The company's mission is to help organizations improve governance by simplifying the preparation and distribution of meeting documents. It is a part of the ECRA group of companies, which was acquired by Diligent. (Source: Tracxn, BoardDocs Profile)
- **Key Leadership:** N/A.
- **Operating Locations:** Headquarters in Washington, DC.
- **Application Solution:**
 - **Description:** BoardDocs offers a cloud-based platform for creating, approving, and publishing meeting agendas and minutes. It features a "MetaSearch" function for searching best practices from other organizations and provides various tools to streamline governance, including policy management and goal tracking.
 - **Delivery Options:** SaaS (Cloud-based).
- **Customers:**
 - **Current:** School boards and local government bodies across the US, including Cobb

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County School District, GA; and various municipal boards. (Source: BoardDocs website)

- **Past:** N/A.
-

6. Hyland Software

- **Company Profile:** Hyland is a private, well-funded enterprise content management (ECM) software company. It acquired OnBase, a platform with a diverse set of solutions for various industries, including government. Hyland focuses on helping organizations manage content and business processes. (Source: Hyland website, Wikipedia)
 - **Key Leadership:** Bill Priemer (President and CEO).
 - **Operating Locations:** Headquarters in Westlake, OH; with offices globally.
 - **Application Solution:**
 - **Description:** The OnBase Agenda Management Suite automates the process of creating meeting documents, capturing votes, and publishing information. It is part of a larger ECM platform, meaning it can be integrated with existing content and records management systems like Laserfiche. (Source: Hyland website)
 - **Delivery Options:** SaaS (Cloud-based), Hosted, On-Premise.
 - **Customers:**
 - **Current:** OnBase serves a wide range of organizations, including government agencies, financial institutions, and healthcare providers. Specific government customers include the City of Los Angeles and various county governments. (Source: Hyland website)
 - **Past:** N/A.
-

7. iCompass

- **Company Profile:** Acquired by CivicPlus, iCompass is now part of a larger suite of solutions for local government. Prior to the acquisition, iCompass had a strong reputation for providing meeting management and transparency solutions. The acquisition strengthens its position and product offering within the public sector. (Source: PitchBook,

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iCompass Profile)

- **Key Leadership:** Part of CivicPlus leadership.
 - **Operating Locations:** Part of CivicPlus operations.
 - **Application Solution:**
 - **Description:** iCompass's Meeting Management solutions automate the full meeting lifecycle, from agenda creation to the publishing of meeting packets and minutes. The system is designed to reduce manual tasks, save staff time, and improve public access to government information.
 - **Delivery Options:** SaaS (Cloud-based).
 - **Customers:**
 - **Current:** City of Maple Ridge, Canada; Town of Caledon, Canada; City of New Bern, NC. (Source: iCompass website)
 - **Past:** N/A.
-

8. Questys

- **Company Profile:** Questys is a provider of document and content management solutions, specializing in legislative and agenda management for government agencies. They focus on helping organizations transition from paper-based to electronic processes. Questys is now a part of the CityView family, bringing expanded content management capabilities to CityView's suite of solutions for local government. (Source: Questys website)
 - **Key Leadership:** Dan Borchert (President).
 - **Operating Locations:** Headquarters in Sacramento, CA.
 - **Application Solution:**
 - **Description:** Questys Legislative Agenda Management (LSx) is a comprehensive solution that automates the entire legislative process, from the creation of staff reports to live meeting operations and public publishing. It supports on-site or cloud-based deployment.
 - **Delivery Options:** On-Premise, SaaS (Cloud-based), Hybrid.
 - **Customers:**
 - **Current:** Merced County, CA; City of Laguna Niguel, CA; City of El Paso, TX. (Source: Questys website)
 - **Past:** N/A.
-

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9. CityView

- **Company Profile:** CityView is a software company that provides enterprise-wide solutions for local government, including permitting, licensing, and code enforcement. Their platform is designed to help municipalities become more efficient and transparent. (Source: CityView website)
 - **Key Leadership:** Shawn Gurnsey (President).
 - **Operating Locations:** Headquarters in Victoria, BC, Canada.
 - **Application Solution:**
 - **Description:** CityView's platform is primarily focused on municipal land management, but it includes agenda management capabilities as part of its broader suite. It is designed to streamline administrative processes and provide citizens with easy access to information.
 - **Delivery Options:** SaaS (Cloud-based), Hosted.
 - **Customers:**
 - **Current:** City of Victoria, BC, Canada; City of Boise, ID; City of Vancouver, BC, Canada. (Source: CityView website)
 - **Past:** N/A.
-

10. Accela

- **Company Profile:** Accela is a well-established company in the government technology space, providing a comprehensive platform for government to manage civic and community development processes. They are a large, well-funded private company with a long history of serving local and state governments. (Source: Accela website)
- **Key Leadership:** Tom Cock (CEO), Greg Barlow (CTO).
- **Operating Locations:** Headquarters in San Ramon, CA; with additional offices across the United States.
- **Application Solution:**
 - **Description:** Accela's Civic Platform includes a solution for legislative management. This module helps government agencies automate and manage the entire lifecycle of a legislative item, from initial request to final publication and archiving. It integrates with other Accela modules and third-party systems.
 - **Delivery Options:** SaaS (Cloud-based).
- **Customers:**
 - **Current:** City of San Diego, CA; State of Arizona; City of Fort Worth, TX. (Source:

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- Accela website)
- **Past:** N/A.

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Three Notable Emerging Vendors

While my previous list included ten of the most prominent players in the agenda management software space for government, there are a few notable emerging vendors or solutions that are gaining traction and may be worth considering, especially for organizations with a focus on cutting-edge technology or a specific need. These vendors weren't on the initial shortlist due to being part of a broader corporate umbrella or a more focused niche, but they are increasingly becoming direct competitors.

1. Diligent Community

Diligent is a major player in Governance, Risk, and Compliance (GRC) software. Their **Diligent Community** solution, while part of a larger enterprise, is a purpose-built platform specifically for public sector boards and councils. It's gaining attention for its focus on modernizing governance with a strong emphasis on security and data-driven insights. Diligent's platform offers a centralized hub for agendas, policies, and minutes, with features like livestreaming management and AI-supported minutes generation. Their financial stability as a well-funded private company and their 24/7/365 support make them a strong contender, particularly for organizations where security and risk management are top priorities.

2. AgendaQuick (Destiny Software)

AgendaQuick, developed by Destiny Software, is a solution that has been adopted by a number of municipalities and counties, demonstrating its viability. It is a dedicated agenda and minutes management system that emphasizes ease of use, transparency, and time-saving automation. The platform streamlines the agenda-building process and offers features like automatic packet creation and real-time updates to public websites. While perhaps not as large as the market leaders, its focused approach and proven track record with clients like Pinal County, AZ, make it a viable, more agile alternative. Its built-in modules for minutes and task tracking also add to its appeal.

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3. BoardPro

BoardPro is an emerging vendor that focuses on simplifying governance for a wide range of organizations, including non-profits and smaller government bodies. The software is designed to be intuitive and user-friendly, with automated workflows that cut down on administrative time. BoardPro's strength lies in its ability to centralize all meeting materials, from agendas to action items, in a single, accessible location. While it may not have the extensive customization features of larger platforms, its focus on simplicity and efficiency makes it an appealing option for organizations with a less complex meeting structure or those seeking to easily transition from paper-based processes. Customer reviews often highlight its ease of use for less tech-savvy users, which is a significant factor in adoption.

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Strategic Review of Granicus's Agenda Management Systems

A strategic review of Granicus's public support documentation, community forums, and social media streams reveals a highly specialized and mature product ecosystem. The common issues and limitations aren't tied to fundamental failures but rather to the complexities of a highly configurable, long-standing platform designed for the unique workflows of government bodies.

Key Findings

- **Usability and Complexity:** The most frequent issues stem from the platform's depth and configurability. Users often face challenges related to **workflow configuration, user permissions, and data integrity**. Granicus's support knowledge base is rich with troubleshooting guides that address specific, detailed errors. For example, common problems include:
 - **Import Data Errors:** This can occur due to mismatches between user names in roll call and their official records.
 - **Report Generation Failures:** This is often linked to duplicated line numbers or improper workflow settings.
 - **Attachment and File Issues:** Users may face problems with files not linking correctly to agendas or failing to upload due to special characters in file names.

These issues indicate that while the platform is powerful and customizable, it requires a significant learning curve and careful administration to avoid configuration-related errors.

- **Technical and Integration Issues:** Granicus's documentation highlights the importance of specific technical requirements, such as **browser pop-up blockers being disabled** and **supported screen resolutions**. While the company promotes strong integrations with tools like Microsoft Office and Laserfiche, the support documents also show that some issues, such as files not pulling through correctly, can be caused by improper setup of the workflow controls. The fact that the company has a detailed knowledge base on these issues suggests they are common points of friction for new and existing customers.
- **Responsive Support and Community Engagement:** Granicus's support model and community engagement are proactive. They maintain a **public-facing status page** for platform-wide announcements, a comprehensive **knowledge base**, and a community forum called **govCommunity**. This forum provides a space for peer-to-peer support,

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allowing users to collaborate and share best practices, which helps to mitigate some of the learning curve and usability issues. The presence of a dedicated community also suggests Granicus is actively fostering a self-help environment to complement their formal support channels.

- **Limitations and Considerations:** While Granicus's solutions are robust, a potential limitation is the **dependency on a well-configured system** to prevent errors. Unlike simpler, more generic software, the specialized nature of Granicus's offerings means that setup and ongoing administration are critical to the system's performance. The company's recent focus on **AI-driven solutions** for broader civic engagement (e.g., GXA, GXI) shows a commitment to innovation, but the maturity and integration of these newer features within the core agenda management suite may be a point of further inquiry.

Sources:

- Granicus Support Portal (support.granicus.com)
- Granicus Blogs (granicus.com/blog)
- Granicus govCommunity forum

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Smaller Organization Fit

Yes, Granicus is a viable option for an organization with less than 500 employees, but it's important to choose the right product and understand the pricing structure. While they are known for serving large government entities, Granicus has developed specific solutions and pricing models to accommodate smaller municipalities and organizations.

Product Fit and Viability

Granicus offers a product called **Peak Agenda**, which is explicitly designed for small to medium-sized government organizations.¹ This solution provides core agenda management functionalities without the complexity of their flagship product, Legistar, which is tailored for large, complex legislative processes. Peak Agenda is a viable option as it:

- **Simplifies workflows:** It automates agenda creation, approval, and publishing with a user-friendly interface.²
- **Reduces costs:** It aims to save time and paper by digitizing the entire meeting process.³
- **Ensures compliance:** It includes features for ADA-compliant documents and adherence to open meeting laws.⁴
- **Promotes citizen engagement:**⁵ It enables easy publishing to a public-facing website, making information accessible.⁶

Cost and Pricing

Granicus's pricing is not a one-size-fits-all model. It's typically based on factors like **population size, the number of users, and the specific modules** an organization needs. While specific pricing isn't publicly listed, an organization with less than 500 employees, and likely a smaller population base, would fall into a more accessible pricing tier. The annual TCO

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(Total Cost of Ownership) of under \$150,000 is a reasonable target for this market segment. It's crucial for the organization to get a transparent, itemized quote from a Granicus account executive to ensure the solution fits within its budget.

Conclusion

For an organization of this size, Granicus's viability hinges on selecting the right product tier (like **Peak Agenda** instead of the more robust Legistar) and working with their sales team to confirm a pricing structure that aligns with the organization's budget. Their long-standing presence, financial stability, and dedicated products for smaller clients make them a strong, low-risk choice.

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Pricing Models

Most agenda management software vendors for government agencies use a **subscription-based model** with pricing that's customized based on a client's specific needs. Direct, transparent pricing is rare and often requires a formal request for a quote, though some vendors offer rough estimates. Here's a breakdown of the typical pricing models for the listed vendors.

Top Ten Vendors

- **Granicus:** Uses a **custom subscription model** that varies depending on the client's population, number of users, and the specific modules and services purchased. The costs often include one-time implementation and setup fees, followed by recurring annual subscription costs. Documents from city council meetings show initial setup fees and annual costs ranging from **\$23,000 to over \$60,000 annually**, with a typical 5% annual increase.
- **CivicPlus:** Also operates on a **custom subscription model**. Pricing is not publicly listed and is determined after a needs assessment. Documents show a cost of approximately **\$5,700 per year**, plus an initial setup fee, for a specific city's contract. This suggests a variable but accessible price point for smaller municipalities.
- **eScribe:** Information is limited, but like others in this market, it's a **subscription-based model** tailored to the client. The company focuses on a value-based pricing strategy, where cost is tied to the benefits and features provided to the customer rather than a simple per-user or fixed fee.
- **Tyler Technologies:** As a large public company, Tyler's pricing is highly customized and complex. They use a **per-user subscription model** but also incorporate tiered pricing based on the scope and size of the implementation. Pricing can also be part of a larger contract for multiple Tyler products, so it's not transparent for a single product.
- **BoardDocs:** Offers a more transparent, tiered pricing model. A public document from a New York State School Boards Association shows that a paperless organization can start for as little as **\$3,000 per year** with a one-time startup fee of \$1,000. This is a very competitive price point that is often advertised.
- **Hyland Software:** Pricing for its OnBase Agenda Management suite is complex as it's part of a larger enterprise content management system. It's priced per user and per module, with costs varying significantly based on the total solution. Publicly available contract documents show annual subscription costs for OnBase Agenda Management in

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the range of **\$2,400 to nearly \$5,000**, excluding other modules and services.

- **iCompass:** Now part of CivicPlus, its pricing structure has likely aligned with the parent company's custom subscription model. A third-party software review site indicates they offer an **annual subscription** with no free version.
 - **Questys:** This vendor, now part of CityView, operates on a **custom pricing model** for its legislative management software, offering both on-premise and SaaS delivery options. Like many of the larger players, a custom quote is required.
 - **CityView:** Similar to Questys, pricing is not available and depends on the specific modules implemented. The pricing for their solutions is integrated into a larger suite for local government management.
 - **Accela:** Employs a **subscription-based pricing model** that is complex and determined by factors such as the number of users, the scope of implementation, and a tiered system. Public contracts show significant costs for their legislative management solutions, with one document showing an annual subscription of over **\$80,000**.
-

Emerging Vendors

- **Diligent Community:** The pricing for Diligent's solutions is based on a **custom subscription model**. It's important to note that it's part of a larger suite of GRC products, so the cost can vary widely. A third-party software marketplace shows a median contract value of over **\$23,000**, with some customers paying more and negotiating discounts.
- **AgendaQuick:** This vendor offers both a **hosted (SaaS)** and a **client-installed (on-premise)** option, a key distinction from most others. Pricing is not publicly listed but is tailored to the organization's needs, with a small upcharge for training, implementation, and storage.
- **BoardPro:** Unlike most others, BoardPro provides **transparent, tiered pricing** on its website. The costs are based on an annual subscription per board, with different tiers for varying levels of functionality. The "Essentials" plan starts at **\$1,650 annually**, with higher tiers offering more features and priority support.

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Case Studies

Several of the listed vendors have compelling case studies and success stories that highlight their impact on government operations. These examples illustrate how the software addresses crucial needs like workflow automation, transparency, and efficiency.

Granicus

Case Study: Village of Orland Park, IL (Legistar)

The Village of Orland Park, a mid-sized municipality, used Granicus's Legistar to overhaul its decades-old, paper-based agenda process. Before, their workflow was manual, inefficient, and lacked security.¹

- **Problem:** The process involved sharing Word documents, leading to version control issues and security risks.² Staff couldn't easily track the status of an agenda item.
 - **Solution:** Granicus's Legistar was implemented to automate the entire process. The system was customized to reflect the Village's unique legislative language and procedures. Each department director received a Legistar account, allowing them to draft and submit agenda items for a secure, transparent approval process.
 - **Outcome:** The new system eliminated the need for countless emails and paper documents. Staff, even those less tech-savvy, quickly saw the value in using the database to track agenda items. The legal and finance departments were particularly pleased with the ability to easily search for and replicate files. The project was deemed a success, demonstrating that Granicus's flagship product can be effectively implemented in a non-enterprise-level government.
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CivicPlus

Case Study: City of Franklin, TN (CivicClerk)

The City of Franklin, TN, faced ongoing frustrations with its previous agenda management software, citing persistent technical problems and poor customer support.³ They sought a solution that was robust enough for their needs while being easy to use.

- **Problem:** Their old system was unreliable, with frequent technical issues that were never resolved, and the vendor's customer service was poor.⁴ The software also failed to keep up with the city's evolving needs.
 - **Solution:** The City of Franklin transitioned to CivicPlus's CivicClerk, a solution designed to be more flexible and powerful.⁵ A key factor in their decision was an on-site visit to CivicPlus's headquarters, where they were impressed by the company's culture and commitment to customer service.
 - **Outcome:** The city praised the smooth implementation process and the flexibility of the software. Staff were able to tailor the product to fit their existing processes, with one city official noting that they were no longer wasting time on inefficient software and could focus on serving the community. This case study highlights CivicPlus's strength in customer service and product configurability.
-

Tyler Technologies

Case Study: City of Murray, UT (Meeting Manager)

The City of Murray, Utah, with a population of nearly 50,000, needed to standardize its meeting processes. Prior to implementing Tyler's Meeting Manager, each department used its own method for documenting meeting minutes, leading to a lack of consistency.⁶

- **Problem:** Agendas and minutes were created in separate Word and Excel documents, resulting in inconsistent branding and format. There was no central repository for meeting information, making it difficult for the public to access.
- **Solution:** The city adopted Tyler's Meeting Manager to automate the process and create a unified, branded experience. The solution provided an intuitive, user-friendly website

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and a built-in template design. It also allowed for the integration of YouTube meeting recordings.

- **Outcome:** The implementation led to a significant increase in efficiency. One city staff member reported a **50% improvement** in productivity. The public and media professionals could now easily find consistent and professional-looking meeting documents online. The case study underscores how Tyler's solution streamlines workflows, enhances transparency, and improves the professional image of government agencies.
-

Emerging Vendors

- **Diligent Community:** The **City of Lethbridge, Canada**, used Diligent to manage risk and controls more efficiently, streamlining risk reporting and prioritizing risks.⁷ This shows the platform's ability to help government bodies go beyond simple agenda management and tackle broader governance challenges.
- **AgendaQuick (Destiny Software):** The **City of Fort Pierce, FL**, praises AgendaQuick for its excellent support and seamless integration with their website and video hosting.⁸ The city has since expanded its use of the software to all of its boards and committees, a testament to its scalability and user satisfaction.
- **BoardPro:** A small business user, serving as a secretary, noted that BoardPro "completely changed our board meetings!" The software helped them **halve their administrative time**, eliminating the need for paper, and provided a central location for documents and minutes.⁹ This success story demonstrates the platform's effectiveness for smaller organizations looking for a user-friendly and efficient solution.

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Implementation Challenges

Implementation challenges for these software solutions are often related to the **complexity of the system, data migration, and a lack of proper change management**. While the software automates workflows, the human and technical components of the transition can be difficult.

Granicus

Granicus's primary challenge is the **complexity of its flagship Legistar product**, which requires a significant learning curve. The system is highly configurable and technical, meaning that a lack of attention to detail during setup can cause a variety of errors.

- **Technical Integration:** The system requires specific technical configurations, such as whitelisting IP addresses and bypassing proxy servers.¹ Granicus's troubleshooting guides frequently address issues with file attachments, report generation, and data synchronization that can arise from improper network or software settings.²
- **Workflow Customization:** The power of the system lies in its customizable workflows, but this can also be an implementation challenge. If the approval sequences or user permissions are not configured correctly, it can lead to dead ends in the workflow, preventing agenda items from being approved and published.

CivicPlus

CivicPlus's CivicClerk, while generally praised for ease of use, can present challenges related to the **technical aspects of implementation and content management**.

- **Go-Live and Post-Implementation:** The vendor's terms of service mention that unused implementation services expire upon "Go-live," which can put pressure on the organization to complete all tasks in a timely manner.³ The organization is also responsible for verifying accessibility compliance, as the software's automated scanning may not detect all issues.⁴

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- **Data Integrity and Usability:** As with any new system, a key challenge is ensuring data integrity during migration from an old system.⁵ While the software automates many processes, the quality of the final output (e.g., meeting minutes, translations) is dependent on the quality of the original input.
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Tyler Technologies

The biggest challenges with Tyler Technologies often relate to the **scale and complexity of their projects**, which can be vast and integrated across multiple government functions.

- **Scope Creep and Delays:** Public documents from municipalities show that projects with Tyler can face multiple delays and go-live dates can be pushed back due to unresolved system and performance issues. These challenges can strain internal resources and lead to frustration.
 - **Integration and Performance:** While Tyler offers many integrated solutions, the implementation of a single module like Meeting Manager may be part of a larger, more complex migration. This can lead to performance issues and a lack of confidence from staff if the software does not work as promised.
-

Emerging Vendors

Emerging vendors like Diligent Community, AgendaQuick, and BoardPro face their own unique challenges, often related to their market position or software design.

- **Diligent Community:** As a newer product under a larger company, its main challenge is demonstrating its specific value for the public sector beyond its enterprise GRC capabilities. Implementation can be a hurdle if a client's team is not aligned on the new governance procedures the software enables.
- **AgendaQuick:** A common challenge for this type of software is ensuring that the vendor provides adequate support and training. While the software may be easy to use, a lack of hands-on, on-premise support can cause issues, particularly during the initial rollout.
- **BoardPro:** While lauded for its simplicity, a potential challenge for BoardPro is its scalability and feature set for larger, more complex governmental entities. A system designed for a non-profit board might not have the robust customization or compliance features required by a large city council with complex legislative procedures. The

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challenge is ensuring the software can meet the organization's needs both today and in the future.

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Customization Flexibility

The solutions vary widely in their level of customizability, with larger, more established vendors offering extensive configuration options tailored to the complex needs of government, while emerging vendors focus on simplicity and ease of use.

Top Ten Vendors

- **Granicus:** Granicus offers **extensive customization**, which is one of its core strengths and a key reason for its leading position in the government sector.¹ Their flagship product, Legistar, allows administrators to configure almost every aspect of the meeting workflow, including:
 - **Workflow Routing:** You can create unique, multi-step approval sequences to match the specific legislative process of an organization.²
 - **User Permissions:** The system offers granular control over who can view, edit, and approve different types of agenda items.
 - **Document and Report Templates:** You can design custom templates to ensure all documents, from agendas to minutes, adhere to your organization's branding and formatting requirements.
 - **Data Fields:** Administrators can create and customize fields to track specific data points relevant to their legislative process.³
- **CivicPlus:** CivicPlus's CivicClerk solution is also **highly configurable** and designed to be a flexible platform. It allows for the customization of workflows, meeting types, and the overall look and feel of the public-facing portal. This allows municipalities to maintain their unique processes while leveraging the benefits of an automated system.
- **Tyler Technologies:** Tyler's Meeting Manager, as part of a larger enterprise platform, offers **significant customization** but within a structured framework. It provides tools for creating reusable templates and custom workflows. However, the level of customization often depends on the specific modules a client has purchased and may require assistance from a Tyler consultant, as their solutions are designed to integrate with their broader suite of government software.
- **BoardDocs:** BoardDocs is designed for **simplicity and ease of use**, which means its customization options are more limited compared to Granicus. While it allows for custom

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branding and some workflow adjustments, it is built on a best-practices template that is more rigid. This makes it quick to implement but less suited for organizations with highly unique or complex legislative procedures.

Emerging Vendors

- **Diligent Community:** Diligent offers a **flexible and customizable** platform with a focus on modern governance.⁴ It allows for role-based access control, which is a key form of customization, and provides a customizable document library. The platform is built to be a modern alternative, and its features are designed to be configured to the specific needs of a board, including goal tracking and policy management.
- **AgendaQuick (Destiny Software):** This solution emphasizes **flexibility and customizable templates**.⁵ It allows organizations to replicate their existing paper-based forms and design new ones.⁶ The software also provides flexible workflow routing, enabling clients to move documents through a custom approval process.⁷ This focus on replicating an organization's existing process is a major selling point.
- **BoardPro:** BoardPro offers the most **user-friendly and straightforward** customization. You can easily add and reorder agenda sections using a drag-and-drop interface, clone existing agendas to maintain consistency, and customize the overall meeting structure.⁸ However, its customization is more focused on the presentation and organization of content rather than complex back-end workflows, making it ideal for smaller organizations or those with less complex processes.

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Implementation Timeline

The typical implementation timeline for these solutions ranges from **6 to 8 weeks for a more straightforward product to 3 to 6 months or more for a complex enterprise-level system**. The exact timeline depends heavily on the vendor, the software's complexity, and the organization's preparedness for the transition.

Timeline by Vendor

Granicus

Granicus's implementation for a product like **OneMeeting** or **Peak** typically takes **3 to 6 months** from the project's start to go-live. This timeline can extend by at least another month if the project includes data migration from a previous system.¹ The process involves six distinct phases:²

1. **Project Startup:** Kick-off meetings and project schedule development.³
 2. **Configuration:** Setting up the software to match the organization's specific workflows.⁴
 3. **Testing:** The client tests the configured system to ensure it works as expected.⁵
 4. **Training:** Training for administrators and end-users.⁶
 5. **Parallel Usage:** The client uses the new system alongside the old one to ensure a smooth transition.
 6. **Go-Live:** The new system becomes the primary tool.
-

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CivicPlus

CivicPlus's implementation for **CivicClerk** typically takes **8 to 14 weeks**. The process is often quicker than a full enterprise-level solution because it's a dedicated agenda management platform, not a module of a larger system. The implementation includes virtual consulting and training, which helps to streamline the process.

Tyler Technologies

Tyler's implementation timeline for their **Meeting Manager** solution is not explicitly stated in public documents, but their approach is highly structured and based on the Project Management Institute (PMI) methodology. Because Tyler often implements multiple solutions for a single client (e.g., meeting manager and content management), the overall project timeline can be extensive and will depend on the scope and complexity of the entire project. Public contracts suggest that a full implementation can take several months, and project delays are not uncommon.

Emerging Vendors

- **AgendaQuick:** This solution is known for its quick implementation, with most new clients going "**live**" **within 6 to 8 weeks**.⁷ This shorter timeline is a key selling point and is possible due to the focused nature of the software.
- **Diligent Community:** The timeline for implementing Diligent Community varies based on whether it is a new installation or a migration from a legacy system (like BoardDocs, which Diligent owns). A case study from a college district shows a phased migration approach spanning **several months**, from August to October, to ensure a smooth transition and allow time for training and content migration.
- **BoardPro:** This vendor is designed for a near-instantaneous setup. As a user-friendly, out-of-the-box solution, the time to "go-live" is minimal, often taking **just a few days** to configure and populate with initial data. This is a significant advantage for organizations that need a solution quickly.

The typical implementation timeline for these platforms is discussed in this video. From

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BoardDocs to Diligent Community

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Additional Customers

A list of additional customers for several of the vendors is provided below. These examples help demonstrate the diversity of organizations that use these solutions, from small municipalities to large, well-known government bodies.

Granicus

- **Village of Orland Park, IL:** A mid-sized municipality that successfully transitioned from a manual, paper-based system to Granicus's Legistar.
- **City of San Francisco, CA:** A large metropolitan area that utilizes Granicus's solutions for a wide range of civic engagement needs.
- **Clark County, NV:** A county government that has a complex system of legislative bodies and uses Legistar to manage their workflows.

CivicPlus

- **City of Franklin, TN:** A city that switched to CivicClerk to solve issues with their previous vendor and improve customer support.
- **Lynchburg, VA:** A city that uses CivicPlus's platform to streamline communications and citizen engagement.
- **Village of Gurnee, IL:** A smaller municipality that relies on CivicClerk for its agenda and meeting management needs.

BoardDocs

- **Cobb County School District, GA:** A large and well-known school district that uses BoardDocs for its school board meetings.
- **Naperville Community Unit School District 203, IL:** A high-performing school district in Illinois that uses BoardDocs for its board of education meetings.
- **Wissahickon School District, PA:** A school district that uses BoardDocs as a tool to

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streamline its meeting management.

Tyler Technologies

- **U.S. Department of Homeland Security (DHS):** Uses Tyler's workers' compensation application, showcasing the vendor's presence in large federal agencies.
- **State of Arizona:** A state-level government that is a long-standing client of Tyler Technologies.
- **City of Chicago, IL:** A major city that uses a range of Tyler's solutions for municipal operations.

Hyland Software

- **Colorado Housing and Finance Authority:** A state agency that uses Hyland's platform to automate business processes and manage documents, leading to significant cost savings.
- **Los Angeles County, CA:** A large county government that leverages Hyland's solutions for enterprise content management.

Emerging Vendors

- **City of Fort Pierce, FL (AgendaQuick):** A city that praises AgendaQuick for its support and easy integration with its existing systems.
- **City of Lethbridge, Canada (Diligent Community):** A city that uses Diligent to manage risk and streamline reporting in addition to agenda management.

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Customer Review Patterns

Based on an analysis of customer reviews and case studies, there are several distinct patterns in the feedback for Granicus and CivicPlus, which reflect their market positions and product strategies.

Granicus

Customer feedback on Granicus frequently highlights the **power and complexity** of their solutions.

- **Workflow Automation and Efficiency:** Customers consistently praise Granicus's ability to **streamline the entire meeting process**, saving significant time and resources. Reviews often mention moving from a tedious, paper-based system to a fully automated, digital one.
 - **Robustness and Scalability:** As a market leader, Granicus is lauded for its **robust features** that handle complex legislative processes. This includes advanced capabilities for tracking agenda items, managing public-facing portals, and ensuring compliance.
 - **Learning Curve:** The primary recurring criticism is the **steep learning curve** and complexity of the platform. While the system is powerful, it can be challenging for new users to master. This is often mitigated by their comprehensive knowledge base and responsive support team.
 - **Customer Support:** Granicus's support is generally well-regarded. Customers note that their support agents are **timely and helpful** in resolving specific, often complex, technical issues.
-

CivicPlus

CivicPlus customer feedback patterns focus on **user-friendliness and integrated solutions**.

- **Ease of Use:** Customers frequently praise the **intuitive and user-friendly interface** of CivicClerk. Reviews highlight how easy it is for staff members, even those who are not tech-savvy, to create and manage agendas, which reduces the need for extensive training.

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- **Responsive Support:** CivicPlus is consistently recognized for its **award-winning customer support**. Reviewers often mention the quick response times and helpfulness of the support team, which stands in stark contrast to the experiences they had with previous vendors.
- **Integrated Platform:** A key selling point for CivicPlus is its ability to offer a **comprehensive suite of solutions**. Customers value how their agenda management system can integrate seamlessly with other CivicPlus products like websites and codification systems, eliminating the need for multiple vendors.
- **Value and Cost-Effectiveness:** Customers often cite **cost savings** as a key reason for choosing CivicPlus. They feel the software provides excellent value for the price and allows them to expand features without significantly increasing their budget.

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Customer Reviews and Social Media Mentions

Analyzing customer reviews and social media mentions of Granicus and CivicPlus reveals distinct patterns in overall sentiment, reflecting their different product philosophies. While both are highly-regarded leaders in the govtech space, their customer bases perceive them differently based on their strengths.

Granicus Sentiment: Power and Complexity

Overall sentiment for Granicus is generally positive, but it is often characterized by a sense of **mixed feelings related to its powerful yet complex nature**. Many customers, particularly large government agencies, express high satisfaction with the platform's ability to handle intricate and highly specific legislative workflows. They praise its scalability and the breadth of its features, such as live video management and sophisticated analytics. However, a recurring theme in user reviews and community forum posts is the **steep learning curve** associated with the platform. Administrators and new users often find it challenging to master the full range of functionalities without extensive training.

- **Positive Sentiment:** Customers are very positive about the system's **robustness, flexibility, and comprehensive feature set**. They frequently mention how the software has been instrumental in modernizing their operations and improving transparency.
 - **Negative Sentiment:** The primary negative feedback revolves around **usability and implementation complexity**. Some users feel the software is not intuitive, which can lead to frustration and technical issues. This is especially true for smaller organizations or those with limited IT staff.
 - **Social Media:** Social media mentions are often tied to specific success stories or new product announcements, reflecting a professional, business-to-business relationship rather than casual, consumer-like engagement.
-

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CivicPlus Sentiment: Ease of Use and Responsive Support

CivicPlus enjoys a very positive sentiment, largely driven by its **reputation for user-friendliness and exceptional customer service**. The company's focus on simplifying the experience for both government staff and citizens is a key factor in its high satisfaction ratings.

- **Positive Sentiment:** Customers consistently rave about the **intuitive interface** of CivicPlus's products, which allows for quick onboarding and a more efficient workflow. The most frequent praise is directed at their **highly responsive and helpful customer support team**. Reviews often cite specific instances of rapid problem resolution and proactive assistance, which contrasts sharply with common complaints about other vendors.
- **Negative Sentiment:** Negative feedback is less common but sometimes surfaces regarding the platform's **customization limitations** compared to a more specialized vendor like Granicus. For some larger agencies with highly unique needs, the "out-of-the-box" nature of CivicPlus may feel restrictive.
- **Social Media:** CivicPlus's social media presence is marked by a focus on community engagement. Mentions often include positive feedback on new website launches or successful projects, reinforcing their brand as a partner for modern, citizen-centric government.

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Potential Risks

Assessing the risks of Granicus and CivicPlus reveals a low-risk profile for both, though for different reasons. Granicus's risks are tied to its complexity, while CivicPlus's are related to its rapid expansion and platform consolidation.

Granicus

Financial Stability: Low Risk 💰

Granicus is a financially secure and stable vendor. It is a well-established company in the government technology sector, founded in 1999, and has a proven track record of longevity. The company's financial security is backed by **Vista Equity Partners**, a leading global investment firm specializing in enterprise software. In 2020, Harvest Partners also became a significant investor, further solidifying Granicus's financial standing. Granicus has demonstrated its market leadership through strategic acquisitions, such as the purchase of GovDelivery and PrimeGov (now OneMeeting), which shows its commitment to growth and a strong market presence. (Source: William Blair, PE Insights)

Customer Service History: Moderate Risk ⚖️

Granicus's customer service history presents a mixed picture. While they offer **24/7 critical support and dedicated account managers**, a common theme in customer feedback is the **complexity of their products**. This often translates into a high volume of technical support requests and a perception of a steep learning curve. The company's public support portal is robust, but the need for such extensive documentation suggests that customers frequently encounter issues that require detailed troubleshooting. This can be a risk for organizations with limited IT resources. (Source: Granicus Support Portal, Comparably)

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CivicPlus

Financial Stability: Low Risk 💰

CivicPlus is a financially stable, well-funded private company with a strong market position. Similar to Granicus, CivicPlus has pursued an aggressive strategy of mergers and acquisitions, integrating companies like SeeClickFix and iCompass into its platform. This approach demonstrates a commitment to building a comprehensive suite of solutions for the public sector, funded by significant capital investments. The company's focus on building a unified "Civic Impact Platform" shows a clear business strategy and long-term vision. The recent achievement of GovRAMP Ready status for five of its products further affirms its strong security posture and commitment to the public sector market. (Source: Morningstar)

Customer Service History: Low Risk ✅

CivicPlus has a strong reputation for **excellent customer service**. Reviews consistently praise the company's responsiveness, helpful support staff, and dedicated account management. The company's emphasis on user-friendly design also reduces the burden on customer support, as users can often resolve issues without needing to file a support ticket. The company's positive customer sentiment, particularly concerning its support, suggests a low risk for organizations that value a strong partnership and reliable assistance. (Source: G2, FeaturedCustomers)

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Integration with Current Systems

Granicus's Legistar software is a strong fit for your current systems, with verified and robust integrations that directly address your needs. It's a purpose-built solution for government workflows that prioritizes interoperability with the specific technologies your organization uses.

Laserfiche

Legistar has a **certified connector** for Laserfiche. This is a critical integration that will streamline your document management process. With this connection, you can seamlessly:

- **Import documents from Laserfiche** directly into the Granicus system when creating agenda items.
- **Automatically archive** all agenda files and supporting documents from Granicus back into Laserfiche, maintaining a single source of truth for your records.
- The integration automatically maps Laserfiche templates to fields within Legistar, which saves countless hours of manual data entry and ensures consistency.

This is a deep, bi-directional integration that has been praised by city clerks for its effectiveness.

Microsoft Office and Outlook

Legistar has a **dedicated integration with Microsoft Word and Office 365** that is a core part of its functionality.

- **Microsoft Word:** The software allows staff to create, edit, and manage documents within Word, which are then automatically linked to agenda items in Legistar. This means your team can continue to use the familiar Word interface for drafting reports and other materials, eliminating the need to learn a new text editor.
- **Microsoft Outlook:** Legistar's **Approval Tracking System (ATS)** integrates directly with Outlook. When a legislative file needs approval, the system sends an email notification to the designated reviewer. This allows you to manage the entire approval workflow directly from your Outlook inbox.

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Oracle PeopleSoft

While Granicus and Oracle PeopleSoft do not have a pre-built, out-of-the-box integration, it is important to note that this is a common scenario for highly specialized applications like Legistar. The integration would likely be handled through a custom **API connection**. Granicus has a **web API** that allows for the retrieval, creation, and updating of legislative records. This API can be used to build a connection to PeopleSoft, enabling data exchange for things like department codes, budget information, or user data. This would require custom development, but the technical capability is available.