GRM® E-GOVERNMENT
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PROVIDES CONSTITUENTS EASY ACCESS TO RECORDS, PROPERTY AND TAX INFORMATION ON YOUR WEBSITE
THE ONLINE VERSION OF YOUR OFFICE

ALLOWS THE PUBLIC TO VIEW AND DOWNLOAD THE INFORMATION THEY NEED, WHILE PROVIDING THEM ROBUST E-COMMERCE FEATURES TO EASILY CONDUCT BUSINESS OVER THE INTERNET

GRM eGovernment is an easy-to-use and cost effective solution your government can use to provide a higher-level of customer-service while increasing operational efficiency and the satisfaction of your constituents. Secure and reliable, the system includes property information, online payment options, access to recorded documents, and integrated GIS functionality at a fraction of the cost that most jurisdictions can achieve.

INCREASED TRANSPARENCY & PRODUCTIVITY—SAME LOOK
Part of our Government Revenue Management® suite, GRM eGovernment provides true transparency of property values and transactions, reducing public inquiries and increasing the productivity of your staff by helping reduce foot traffic in your office.

YOU ARE IN CONTROL
Designed to integrate with your back office systems, GRM eGovernment can be configured to meet any specific data requirement and allow as much public access to information as you want, including—up-to-date vital and tax records, property data, and valuation information—even the ability to pay tax bills online. The unique content management tools provided through GRM eGovernment allow you complete control of your website. To ensure a seamless web experience for your constituents, the colors, fonts, terminology and informational messages may correspond to the look and feel of your jurisdiction’s website.

NEVER BEHIND
Developed to run on the DotNetNuke technology, GRM eGovernment is a highly modifiable system that seamlessly integrates with our entire GRM suite of products. And because it is insulated from technology changes, it will not become obsolete—as you enhance your back office solutions, the system will also be enhanced to remain in-sync.

Provides a higher-level of customer service while increasing operational efficiency and the satisfaction of your constituents.
GRM E-GOVERNMENT KEY COMPONENTS

Basic Services—delivers fast and easy searches of Records data—parcels, owners—as well as vital records, CAMA, Personal Property and Tax Data. It also provides images such as photos and sketches and integration with GIS.

Jurisdictional Control—provides you the ability to customize the content of your public-facing website. By giving you control over the look and feel, you may provide a uniform look for your constituents so it blends seamlessly with your jurisdiction’s main website.

Filing Services—all documents are managed and processed through GRM workflow. Supports two-way electronic document exchange with the public and other entities as well as web access and PRIA standards based eRecording of official public records. Documents can be pre populated to reduce errors and minimize the time it takes to fill out a form.

Billing Services—supports enrollment and multiple forms of verification. Notifies subscribers when bills are ready for viewing; giving them immediate access to paying bills on-line. Tracks e-mail notifications and logs when a bill has been viewed and sends automatic reminder notices if the bill has not been paid.

Public Access to Recorded Documents—provides robust search options for title searchers and others who need access to large amounts of recorded documents—subscription services are available. It includes access to document images while protecting copy revenues.

Up-to-Date Records—are always available—search reaches into system data and provides latest updated data in real time.

Search Capability—by customer designed fields such as parcel ID, owner name and owner or situs address.

Different Accounts—allow payments to be split by line item and mode of payment to accommodate different payer accounts.

Links—custom links and call outs to other key pages within or outside your website can be easily developed.

Payment Services—provides both your jurisdiction and the public with a highly secure “Collection Cart” experience. Reach-In Technology provides confidence that only correct amounts are displayed and paid. To ensure prompt deposits, jurisdictions maintain all banking relationships and choose a payment processor of payment sources including credit and debit cards as well as e-checks. And collection floats are never held back.

Creative Capability—helps you create custom header artwork or simply utilize your county’s current header.

Update Content—whenever needed. Your staff will have the ability to easily update content that is important to your constituents.
Assurance of a Reliable Website—Websites are viewed by the public as an extension of their elected officials. Users will see a reliable, high-availability site which will positively reflect on you and your office.

Protection from Hackers—Government websites are a favorite target of hackers. By hosting your GRM eGovernment site in our state-of-the-art facility we help to eliminate any threat against your website. If a threat is detected, our team of experts will take appropriate measures to eliminate the threat while you continue with your daily business activities.

Upgrade Assurance—As technology demands change, our systems will continue to be upgraded with no on-going programming or consulting requirements by your jurisdiction. This means a predictable budget for keeping the website running.

Legislative Compliance—GRM eGovernment will design your site to always be compliant with your state’s legislative demands.

Funding of the Site—Through subscriptions for advanced functions and searches, jurisdictions can offset the cost of hosting. In addition, protection of valuable “copy” revenues can be maintained by applying per-hit charge to downloading of images.

Reduction of Office Traffic—By having current data available online, fewer professionals will need to visit your office. As a result, jurisdictions using the system have experienced a reduction in office traffic for routine data gathering tasks of 30 percent or more.

Increases Staff Productivity—By allowing the public to self-serve their informational needs, existing staff has fewer routine tasks to perform and can focus on providing a higher quality of service.

GIS—It provides integrated access to parcel maps and other mapping data. This is especially useful for users wishing to make comparable searches of their neighboring properties.

Increases Self-Serve Features—With a non-ending commitment to enhancing the systems’ self-serve features, jurisdictions will be able to offer additional components to their public as they are released. Some of these features include: filing of property sale documents, emailing of property tax bills, online exemption applications, online tax sales, online eRecording of deeds and other official record documents, and many more.

Awareness of Your Office—The public will visit your jurisdiction’s website every day, providing you an unprecedented opportunity to convey messages to the community and to drive awareness of the services your office provides.

Website Integration & Management—Jurisdictions can choose whomever they want—local firms, IT department or others—to create and maintain their GRM eGovernment website. During implementation we will configure color scheme and graphics to blend with your existing site. In addition, you have complete control over the content management of your site.

Site Activity Reports—Tracking Reports are provided so you can analyze site traffic and trends. This allows you to make important customer-service and budget-saving decisions.
One of the challenges facing governments is the need to do more with less—to be as efficient and effective in serving their constituents, and doing it at the lowest-possible cost. That is one of the key reasons that Sarasota County, Florida, deployed our GRM eGovernment system. Now the tax-paying public is able to access the services of the Tax Collectors office, 24-hours a day. Sarasota County calls it “service at your fingertips.” By going to the GRM provided County website, individuals can link directly to their tax bill and use the system’s process to pay their tax bill online. Sarasota County Tax Collector, Barbara Ford-Coates says she feels secure in the fact that from one end of the United States to the other and around the world, we are a leader in providing technology solutions to governments large and small.

“Using GRM eGovernment, our customers have the ability to touch our office 24 hours a day. They can go through our Website, and access their tax bill and pay that tax bill online.”

Barbara Ford-Coates, Tax Collector
Sarasota County, Florida
LOWER COST OF OWNERSHIP
BUILT FOR MAXIMUM FLEXIBILITY

GRM is a browser-centric application built on our internally developed iFramework platform utilizing Microsoft.NET technology. It provides fast and secure access to databases throughout all GRM applications—helping you to easily navigate from screen to screen, interact-in-workflows and run reports and batch jobs. GRM supports robust business features and facilitates legislative updates while insulating that functionality from technology updates and changes.

GRM has been designed to be highly configurable and adaptable providing you with a wider range of uniform application features and benefits—at a lower cost of acquisition and ownership. GRM not only saves you money, but it is easier and faster to deploy, helping to reduce the time and project management cycle from installation to operation. This time and cost savings, coupled with GRM’s flexible service-oriented architecture which allows for integration with other government information management systems, results in reduced risk for you.
GLOBAL LEADERSHIP

Thomson Reuters is the world’s leading source of intelligent information for governments, businesses, and professionals. Combining industry expertise with innovative technology, we deliver critical information to leading decision makers.

GRM—our Government Revenue Management suite—simplifies the tax management lifecycle for governments around the world. Our unique combination of technology enhanced by experience enables you to optimize revenue generation, support sustainable growth and improve services to the public.