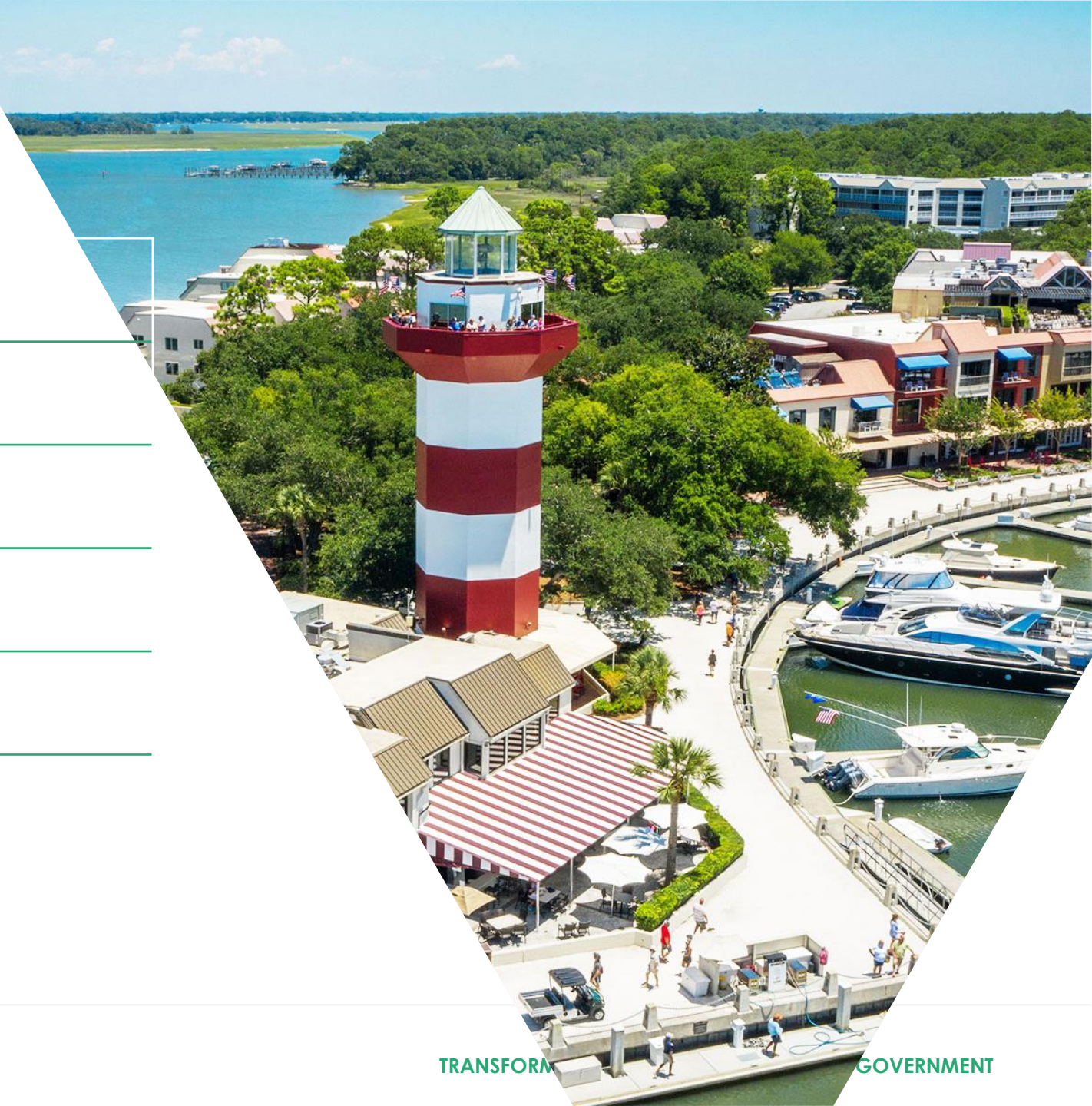# Agenda

10:00 – 10:02	Introductions to Your Team
10:02 – 10:05	Introduction to GovOS
10:05 – 10:07	STR Solution Overview
10:07-10:11	Executing on Your Vision
10:11 – 10:17	Onboarding & Support
10:20 – 10:30	Q&A / Closing Remarks

TRANSFORM GOVERNMENT

Meet Your GovOS Team

Alexandrea Cohen
Account Executive
Alex.Cohen@GovOS.com

Garrett Lundberg
Solutions Consultant
Garrett.Lundberg@GovOS.com

David Montville
SVP of Sales
David.Montville@GovOS.com

Kim Clinard
Program Management Office Lead
Kimberly.Clinard@GovOS.com

Lauren Gonzalez
Conversion Manager
Lauren.Gonzalez@GovOS.com

Company Overview

"**GovOS changed the way we'll do business forever.**"

John Warren,
Dallas County

Customers

- 800+ Counties, Cities, Municipalities & State Governments
- 100M+ Citizens connected to our solutions
- Tier 1 customers include: Washington, D.C., Dallas, Bay County, FL

Short-Term Rental Solution

- End-to-End Suite includes Identification, Tax Collection, Business Licensing
- Native cloud technology through Amazon Web Services,
- Industry-Leading Partners Rent Responsibly, NoiseAware, FAVR

Success

- Customer satisfaction leader for all stakeholders– agency, business & citizens
- Direct business/property-owner support
- Most efficient on-boarding process in the industry (3-6 months)

Future

- Accelerate product development and maturity – (20% of revs. invested)
- Twice the Customer Commitment – dedicated support / success teams

TRANSFORMING HOW PEOPLE EXPERIENCE GOVERNMENT

Hilton Head Island's Configuration

IDENTIFICATION
Identifying the longitude and latitude of each listing and reverse geocoding the address.

COMPLIANCE
Crosschecking every listing to ensure they meet all requirements of compliance.

REGISTRATION
Online licensing of all short-term rentals with streamlined business user workflows.

HOTLINE
24/7 bilingual, live-operated complaint hotline gives community members a voice.

GovOS – Executing on Hilton Head Island's Vision

Manage your STR Market with Ease and Accuracy

- Highest accuracy rating in the industry

- Dedicated property review team to unburden town staff

- Complete Admin Autonomy

- Instant targeted notifications

Preserve the character of Hilton Head Island

- 24/7 Live, Human-operated Hotline

- Cross departmental collaboration for community development

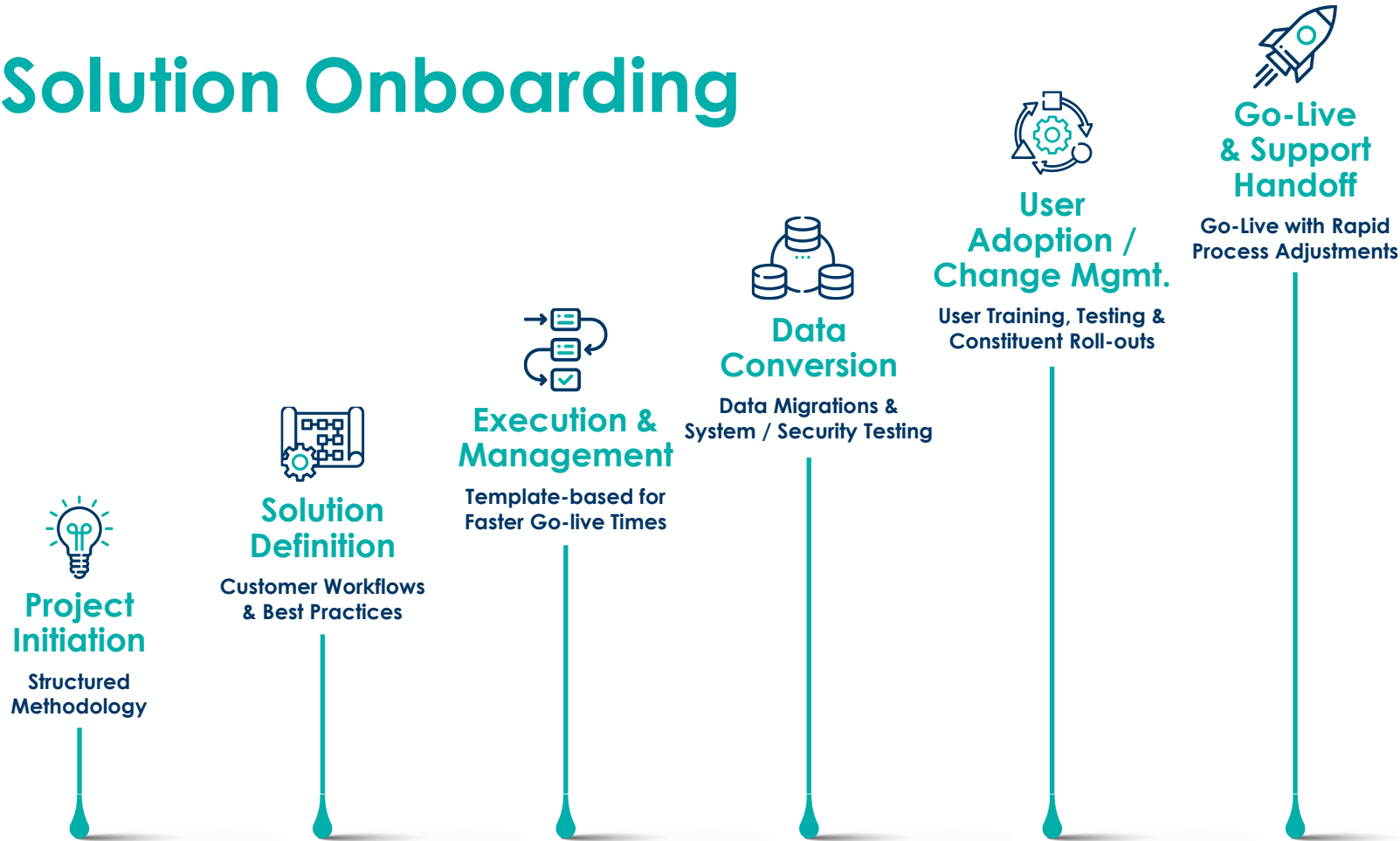- Ability to distinguish properties that would be considered restricted

Risk-Free Partner

- Proven implementation methodology

- Customer Support

- Highest Security Standards

Maximizing Return on Investment

Solution Onboarding

Go-Live & Support Handoff
Go-Live with Rapid Process Adjustments

User Adoption / Change Mgmt.
User Training, Testing & Constituent Roll-outs

Data Conversion
Data Migrations & System / Security Testing

Execution & Management
Template-based for Faster Go-live Times

Solution Definition
Customer Workflows & Best Practices

Project Initiation
Structured Methodology

TRANSFORMING HOW PEOPLE EXPERIENCE GOVERNMENT

GovOS Support Model

Support for Your Agency

Designated Account Manager, single point of contact to address your questions and concerns

Support for Your Business

We support your business users and constituents, we field their questions and comments around registration, renewal, and payments

Support for Your Success

Dedicated Customer Success Manager to ensure software optimization, and software satisfaction.

Support for Your Community

A 24/7 Bilingual STR Complaint Hotline- live operators who field calls from your community members and route them appropriately.

The Highest-Level Security Standards

- **SOC 2 Certified**, independent auditor verified

- Hosted with **Amazon Web Services (AWS).**

- Our servers all have **24/7 monitoring and instant alerts for any unusual activity**

- GovOS uses **encryption technologies** to protect customer data both at rest and in transit.

- **Multi-factor authentication (MFA**) is required for administrator access to the system and is limited to restricted personnel only.

- **Successfully protected our customers from all cybersecurity threats to date!**

GovOS's Goals for Hilton Head Island

Onboarding

- Proven, prescriptive onboarding methodology
- On-Time and On-Budget
- Assigned Executive Sponsor, Senior Experienced Team

Compliance

- 90% compliance in year 1,
- Best In Class Reporting, Greater Visibility into your STR Market
- 85% paperless applications in year 1

Customer Satisfaction

- Constituent and staff success/satisfaction
- Allow Hilton Head to serve as an example of successful/innovative STR enforcement

August 31, 2022

Q&A