

Customer Success Story

San Diego's Economic Development Department (EDD)

The Department encourages community revitalization and promotes economic opportunity to ensure a high quality of life for all residents. It is responsible for retaining and attracting businesses that contribute positively to the City's economy.



of Grant Staff & Recipients
162 Individuals



Volume of Grants
\$10 Million



Key Grant Programs
Community Development
Block Grant (CDBG)

The Challenge



Lack of real-time reporting tools and structured data



Poor collaboration and sharing between recipients and grants staff



Numerous errors and inefficiencies due to manual business processes and paper-based forms



Difficulty tracking recipient compliance with terms and conditions

The GovGrants[®] Advantage

GovGrants was able to meet the City's aggressive implementation timeline and was being used by staff within 2 months. This short time to value highlights the configurability of GovGrants. Since launch, San Diego's Economic Development Department has seen the following benefits from using GovGrants:

- **30%+** increase in the number of recipient applications received due to easier, more intuitive application submission process.
- **25%+** reduction in the number of incomplete, non-compliant, or erroneous applications submitted as a result of automatic business rules and error messages from the system.
- Reporting requirements for securing new grant funding decisions from City Council reduced from 100+ hours of staff effort to essentially real-time (**zero effort**).



"With GovGrants in place, the City has experienced a 30% increase in applications received. Applications are of much higher quality as only 3 applications have been rejected this year because of completeness and correctness errors."