



Customer Success Story

San Diego's Economic Development Department (EDD)

EDD 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 two months. This short time to value highlights the configurability of GovGrants. Since launch, San Diego's EDD has seen the following benefits from using GovGrants:

- **More than 30%** increase in the number of recipient applications received due to easier, more intuitive application submission process.
- **More than 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."