

Feature Comparison Table: OpenGov vs. CSEAM

Feature	OpenGov	Lucity (CSEAM)
Field Staff Mobile App	Modern, intuitive, field ready app with real time updates, fast workflows	Outdated, clunky mobile app with limited functionality and slower workflows
System Integration & Openness	Modern, open API architecture with easy integrations and seamless two-way Esri connectivity	Integrations often require more configuration and vendor support.
Configurability	Easily configurable by staff without vendor involvement or added cost	Less flexible, many changes require vendor support or additional cost
Analytics & Planning	Advanced tools for lifecycle forecasting, capital planning, and deterioration modeling	Limited analytics, basic reporting, and no advanced lifecycle forecasting tools
User Experience	Simple, intuitive design developed with customer input, faster adoption for field and office staff	Outdated interface with a steeper learning curve, inconsistent user experience
Customer Support	Strong end to end support model accessible to all authorized staff.	Support weakened post CentralSquare acquisition, access requires specific account
Public Facing App	Fully integrated resident app that submits requests directly into the system	No integrated public facing app, relies on myFullerton app, which does not connect to CSEAM