



## NEWS RELEASE

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**Media contact:** Jennie Olson  
Director of Marketing  
651-757-4111  
[jennie.olson@govdelivery.com](mailto:jennie.olson@govdelivery.com)

### **GovDelivery Announces Partnership with Comcate**

*GovDelivery Partners with Comcate to offer expanded solution to include citizen relationship management (CRM) for government agencies*

St. Paul, MN — Dec. 18, 2008 – GovDelivery, the world’s leading email and digital subscription services provider for the public sector, today announced a partnership with Comcate. Comcate is the leading provider of web-based customer relationship management (CRM) and code enforcement software for public agencies. GovDelivery will use Comcate’s eFeedback Manager (eFM), which provides customer relationship management and request tracking for government agencies, to add CRM capabilities to GovDelivery’s extensive suite of government software solutions.

The product solution will enable GovDelivery’s government clients to more effectively manage internal and external requests. They will be able to more efficiently manage citizen requests with better internal collaboration and improved visibility of departmental workflow, response time and staff resource allocation. The main advantage of this partnership and approach is that government clients can offer better customer service through improved request management, while integrating with and building upon GovDelivery’s email and digital subscription management platform.

“We’re expanding the range of solutions we offer our clients,” says Scott Burns, CEO and co-Founder of GovDelivery. “GovDelivery’s offering of a citizen relationship management solution furthers our mission of providing a comprehensive communication platform that enables effective government-to-citizen communication through all relevant channels.”

“This partnership will provide value to government agencies in an extended product offering and as a single source provider for government solutions,” commented Dave Richmond, President and CEO of Comcate. “I look forward to working with GovDelivery’s team to support government’s mission in providing better customer service to the public.”

#### **About Comcate**

Comcate is a leading provider of web-based software for local government agencies throughout the US. With over 200 agreements with public agencies and an exclusive focus on the local government sector, we build software to solve local agencies’ citizen

communication and case management problems. Comcate is headquartered in San Francisco, CA and was founded in 2001. For more information, visit [www.comcate.com](http://www.comcate.com).

### **About GovDelivery**

GovDelivery is the world's leading provider of government-to-citizen communication solutions. GovDelivery's email and digital subscription management solution is a software as a service (SaaS) platform that provides organizations with a fully-automated, on-demand public communication system. Organizations using GovDelivery provide citizens with better service and access to relevant information by proactively delivering new information through email, wireless alerts and RSS. Clients include the British Parliament, the U.S. Departments of State, Commerce, Labor, Transportation, Treasury, Homeland Security, and Health and Human Services, the California Department of Insurance, the cities of Washington, D.C. and Minneapolis, Orange County, California and hundreds of other organizations across the public sector. For more information, visit [www.govdelivery.com](http://www.govdelivery.com).

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