

Client Advisory

Product Strategy

Mark Prondzinski

Sep. 24 | Roadmap Recap & Interactive Feedback Session

Sep. 25 | Co-Designing the Future State



Mark Prondzinski
Director of Product

- **Leads product strategy and vision**, ensuring GovDocs solutions evolve with customer and market needs.
- **Oversees product development and innovation**, from concept through launch.
- Collaborates across teams to align product direction with business goals and client feedback.
- **Advocates for the customer**, translating insights into features that drive compliance and efficiency.

Client Advisory

Roadmap Recap

Revisiting the major GovDocs innovations live this year

Mark Prondzinski

Sep. 24 | 2:30 p.m. to 3:30 p.m.

Session Preview

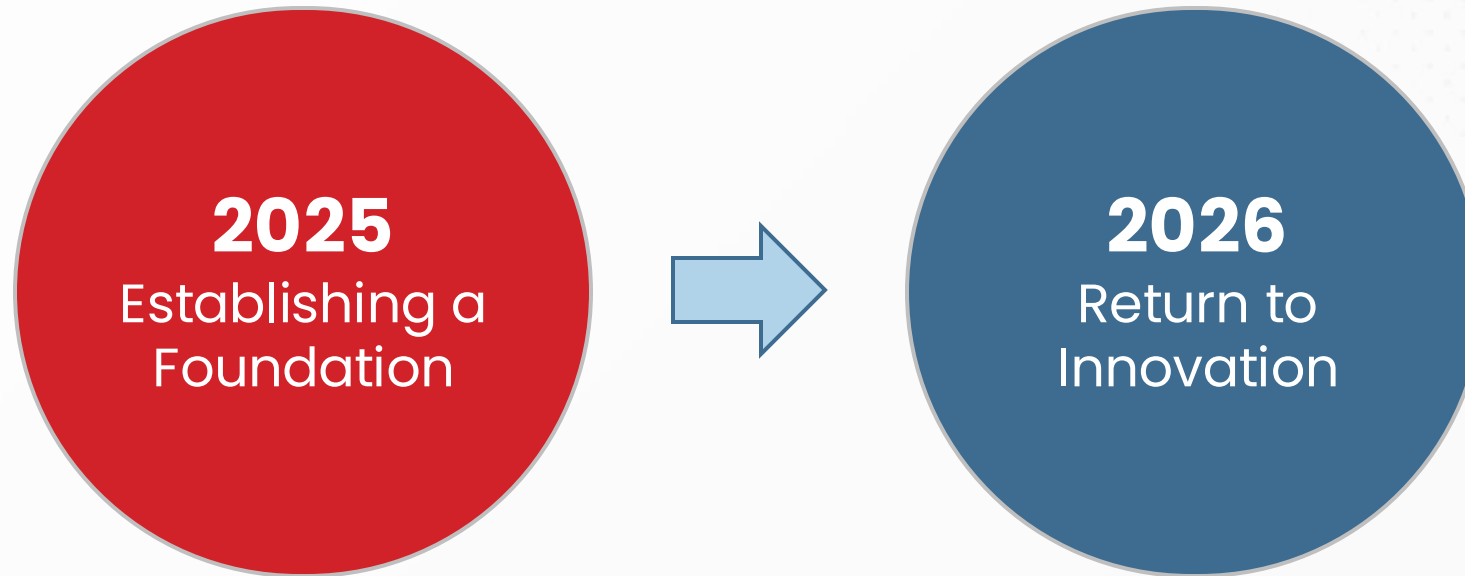
Our Goal for this session

Recap GovDocs product releases in 2026 and discuss next steps

Quick Overview – What we'll cover this hour:

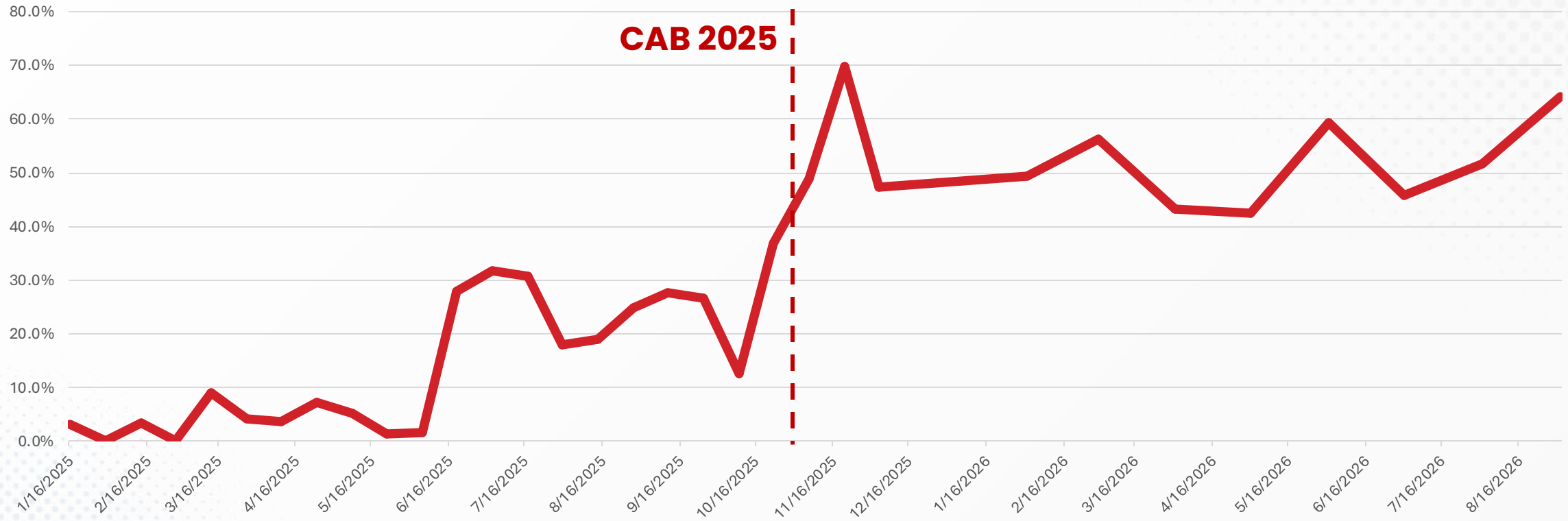
1. A Commitment to Innovation
2. Our Process: Capturing Customer Feedback
3. 2026 Highlighted Product Releases:
 - a. Address Validation
 - b. Bulk Uploads
 - c. Fill in the Blank & SSO
 - d. Configurable IPP
4. Shared Vision: How we delivered on 2025 promises

2026: A Commitment to Innovation



Redefining the GovDocs platform – *A core shift in focus*

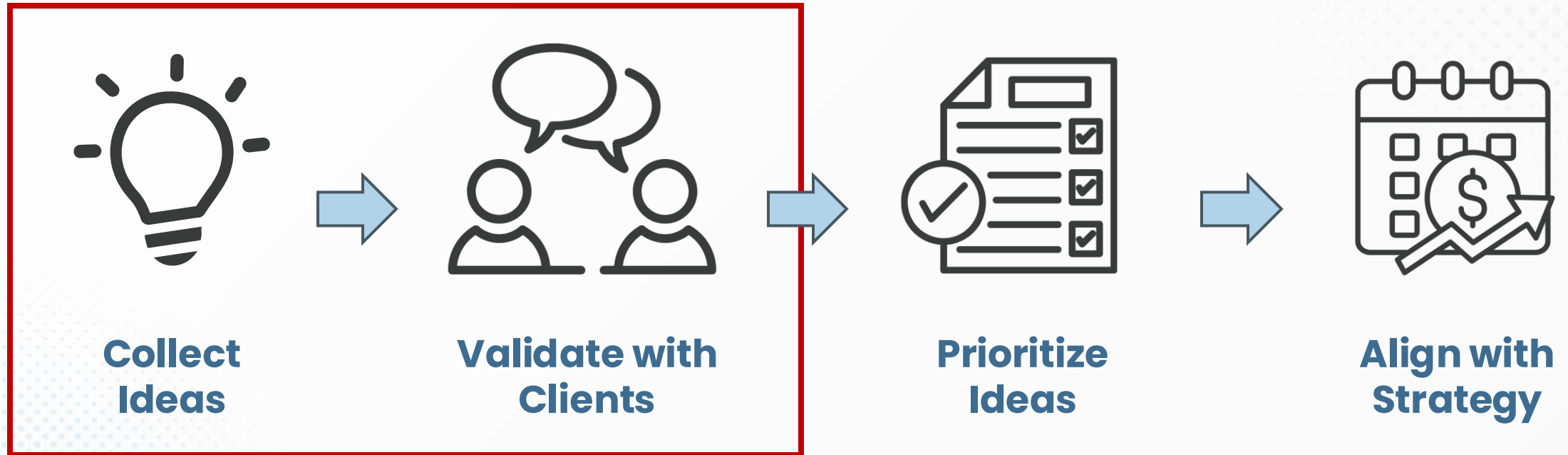
Delivering on Our Promise



Resource Allocation to Product Innovation

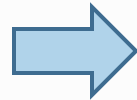
Innovation: A Partnership with Clients

What is our ideation process?

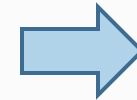


Collecting Ideas

The best ideas for “what’s next” come from our clients!



productboard



Curated from over **1,000 insights** in the past year
From over **500 clients**

Validating with Clients

Client Advisory
Board

+

**Client
Beta Testing**

Validating with Clients

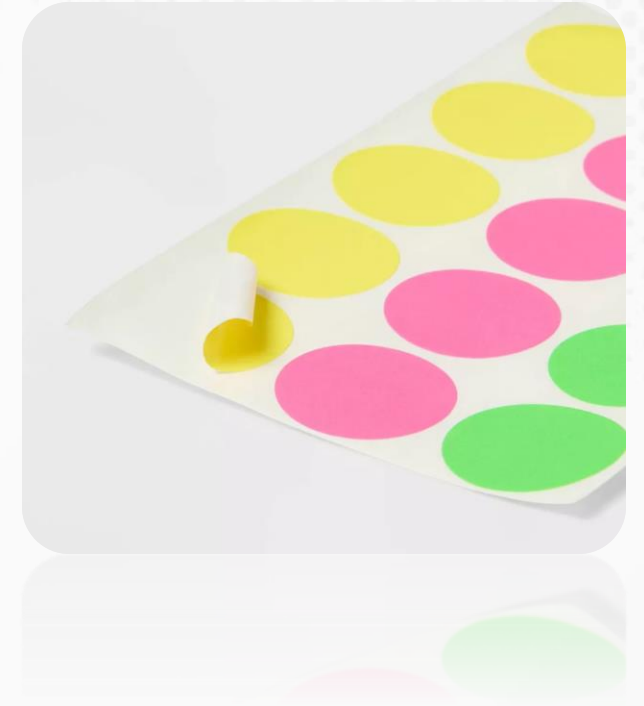
2025 Client Advisory Board Recap

Product Strategy Discussions

- 2026 Roadmap Preview
- Roadmap Dot Voting Exercise
- Fill in the Blank Ideation: Must-haves & Nice-to-haves
- Address Validation Ideation: Problem Exploration

This is your opportunity to guide our roadmap into 2027.
CAB 2025 was a major driver of the 2026 roadmap.

Client Advisory
Board



Validating with Clients

How does beta testing work?

- **When?** Before we launch major feature changes to the full client population
- **What?** Clients gain early access to new features
- **How?** Clients try out the new feature for 1-2 weeks then meet with GovDocs
- **Why?** Confirm that all new changes are ready for the general client population
 - If a feature is not ready (no-go), we iterate and delay the launch

How many Beta tests have we conducted in 2026?

- **6 completed** tests
 - Address Validation, Bulk Uploads, Fill in the Blank (x2), SSO, Configurable IPP
- **1 test in process**
 - MW/PL Location Management (*not a Postings project*)

PRODUCT ROADMAP

GovDocs Innovations in This Year

The screenshot shows a table with three rows of address data. The first row has an 'Address Error' status, the second is 'Address Validated', and the third is 'User Reviewed'.

Name	Address	Status
ACME Group Inc. - G0009	4710 E St Ste 10 Suite 100 Phoenix, AZ 85040-1995 Attn: Store	Address Error
ACME Group Inc. - G0020	1730 Ganges Ave El Cerrito, CA 94530-1960 Attn: DC Office Manager	Address Validated
ACME Group Inc. - G0055	28810 Douglas Park Rd Evergreen, CO 80439 Attn:	User Reviewed

Address Validation
March 17

The 'Upload Notes' dialog box is shown with a progress bar at the top. Step 1, 'Get Started', is active. It instructs the user to download a location file and provides a 'Get Location File' button. Step 2, 'Review', is also visible, showing a 'Browse Files' button. Step 3, 'Complete', is at the end of the process.

Bulk Uploads
June 2

The screenshot shows a form titled 'STATE OF ALABAMA WORKERS' COMPENSATION INFORMATION'. It includes a section for 'Workers' Comp Insurance Carrier' with the name 'United Workers Inc' and telephone number '715-24-3432'. There is also a 'Download Filled PDF' button at the bottom.

Fill in the Blank & SSO
August 11

The screenshot shows the 'Welcome to GovDocs Intranet Poster Program' page. It features a table with columns for 'Jurisdiction', 'Posting Name', 'Posting Code', and 'View'. The table lists various postings for California, including 'Notice to Employees - UI & DI & Paid Family Leave', 'Safety & Health Protection on the job', and 'California Law Prohibits Workplace Discrimination and Harassment'.

Configurable IPP
September 22
NEW!

New Feature: Address Validation

GovDocs GovDocs Postings ▾

Locations

Shipments

Updates

Posters

Fill in the Blank NEW

Mark ▾

Filter By Locale ▾

Showing 265 Locations

Upload ↗

CSVs ↘

Q Search

There are locations that have been flagged as invalid based on USPS data and need review; filter the Status column to view these errors.

Name ⇅	Address ⇅	Status ▾ ?	Update Service ?	City/County ▾ ?	Note
ACME Group Inc. - G0009 ✎	4710 E St Ste 10 Suite 100 Phoenix, AZ 85040-1995 Attn: Store	⚠ Address Error ▾	• All on One English Update Service - 2 services • Federal-on-One Poster Kit Update Service - 2 services		> 📄
ACME Group Inc. - G0020 ✎	1730 Ganges Ave El Cerrito, CA 94530-1960 Attn: DC Office Manager	✅ Address Validated	• All on One English Update Service - 2 services • Federal-on-One Poster Kit Update Service - 2 services • Federal Right to Work With E-Verify Poster Update Service - 2 services	🏠	> 📄
ACME Group Inc. - G0055 ✎	28810 Douglas Park Rd Evergreen, CO 80439 Attn:	👤 User Reviewed ▾	• All on One English Update Service - 2 services • Federal-on-One Poster Kit Update Service - 2 services • Federal Right to Work With E-Verify Poster Update Service - 2 services		> 📄

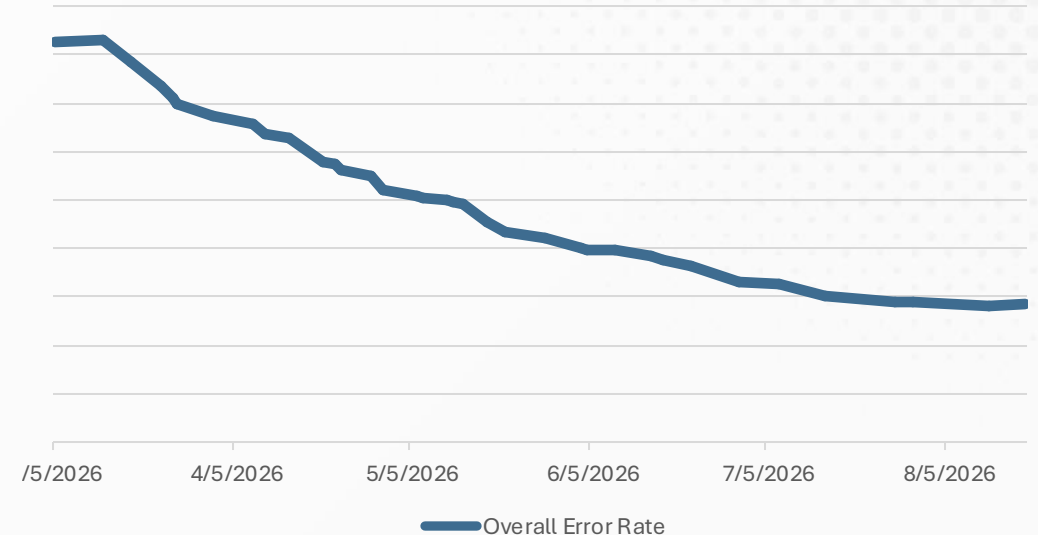
New Feature: Address Validation

Key Stats

- **600+ clients** participated (about half)
- **740 unique users**
- Resolved more than **2,000 errors**
- Reduced our overall error rate

Client Learnings & Feedback

- Fixing addresses is hard
- Not all errors are created equal
- Need more clarity around recommendations
- Help/support articles are valuable



New Feature: Bulk Uploads (for Notes)

Upload Notes and Starting Rates

×

1

Get Started

2

Review

3

Complete

Step 1 - Download your location file

Add or edit Notes and Starting Rates, then upload the file to apply changes. Uploading a new file will replace existing data.

Get Location File ↓

Important: Use text only. No images. Save as an XLSX file. Do not rename or delete columns.

Step 2 - Drag and drop your completed file here

or

Browse Files

Cancel

Next

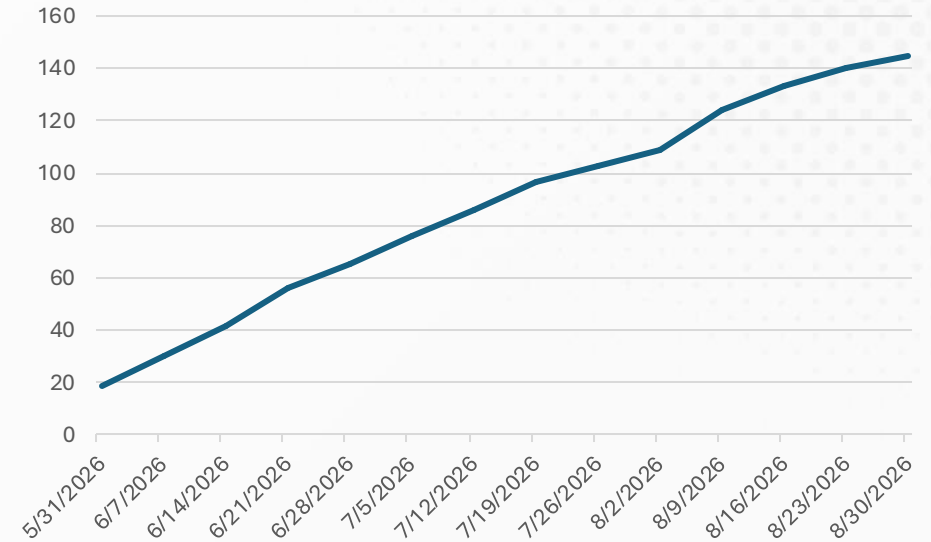
New Feature: Bulk Uploads

Key Stats

- **20,000+ locations updated** so far
- **117 clients** have tried out the feature
- **80%** upload completion rate

Client Learnings & Feedback

- Easy-to-use workflow
- Quick way to update thousands of locations
- Excited about future possibilities!



PRODUCT ROADMAP

New Feature: Fill in the Blank & SSO

GovDocsGovDocsPostingsLocationsShipmentsUpdatesPostersFill in the BlankMark

Filter By Jurisdiction

Showing 156 Fill in the Blank Postings

Search

Jurisdiction	Posting Title	Posting Requirement	Status	Posting PDF
Alabama	Workers' Compensation Information LAL02	Required for all employers	Completed	
Alabama	Workers' Compensation Information (Spanish) LAL14	Required for all employers	Completed	
Alaska	Notice of Workers' Compensation Insurance LAK02	Required for all employers and must be posted in three places on employer's premises: at the office of the employer, at the mess house or boarding house if there is one, and in some conspicuous place on the premises or works	To Do	
Alaska	Emergency Information LAK07	Required for all employers and must be posted near one or more telephones	Download Only	
Alaska	No Smoking or Vaping within Employer Identified Number of Feet LAK20	Required within a reasonable distance, as determined by the owner or operator, of an entrance, open window, or heating or ventilation system air intake vent of (i) a vessel covered by AS 43.75; or (ii) a long term care facility as defined in AS 47.62.090	Download Only	
Arizona	Workers' Compensation	Required for employers providing insurance or	To Do	

GovDocsGovDocsPostingsLocationsShipmentsUpdatesPostersFill in the BlankMark

Back to Fill in the Blank

100%

STATE OF ALABAMA
WORKERS' COMPENSATION
INFORMATION



If you are injured on the job, or contract an occupational disease, notify your employer immediately.

Your employer will advise you of the physician to see for authorized medical treatment.

WORKERS' COMP INSURANCE
CARRIER ABC Company

TELEPHONE NUMBER 123-456-7890

Download Filled PDF

LAL02 - Workers' Compensation Information

Last updated by Kimberly Nygren on May 14, 2026

Workers' Comp Insurance Carrier
ABC Company

Telephone Number
123-456-7890

Save

GovDocs

Why SSO?

The Importance of Securing Client Data in IPP

- FITB introduces a **shift in data ownership** of IPP
 - *Old Model*: GovDocs data; GovDocs risk
 - *New Model*: Add Client data; Client risk
- Client data likely contains:
 - **PII & Private** company data
- Old IPP links are **Public links**
 - Anyone with the link has full access
- Client data needs to be **protected** from distribution
- Access control (required login) fails **at scale**
 - Clients can have *millions of employees*
 - Managing accounts and access at this scale is impractical
- **Enter SSO**

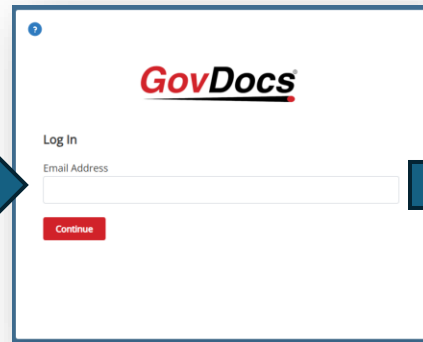


SSO: How it works

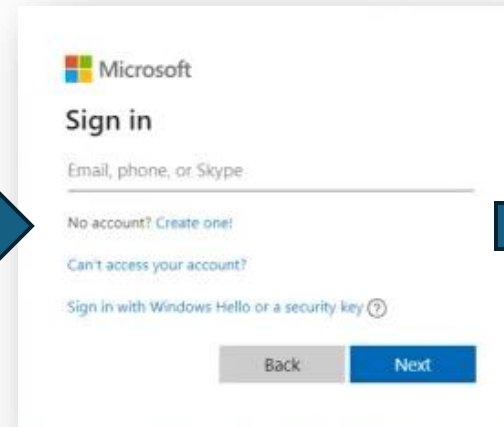
Securing IPP at Scale



Employee visits IPP
(secured FITB)



Employee is asked to
log in



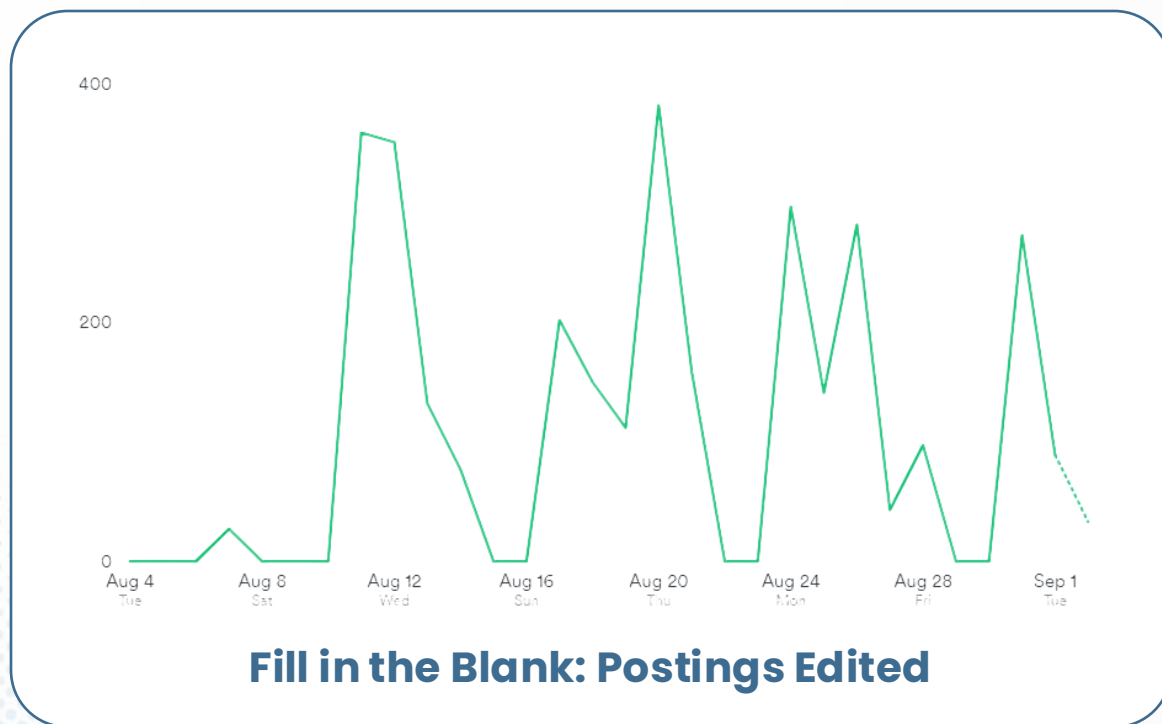
Employee Logs In
with SSO



IPP is shown with
FITB Data

PRODUCT ROADMAP

New Feature: Fill in the Blank & SSO



Key Stats

- **170 clients** have added FITB data
- **14,000+ fields** have been entered
- **3,800+ postings** have been completed
- **12 clients** have setup SSO
- **10 clients** have configured FITB + IPP

New Feature: Fill in the Blank & SSO

A talk of the town: What do clients like?

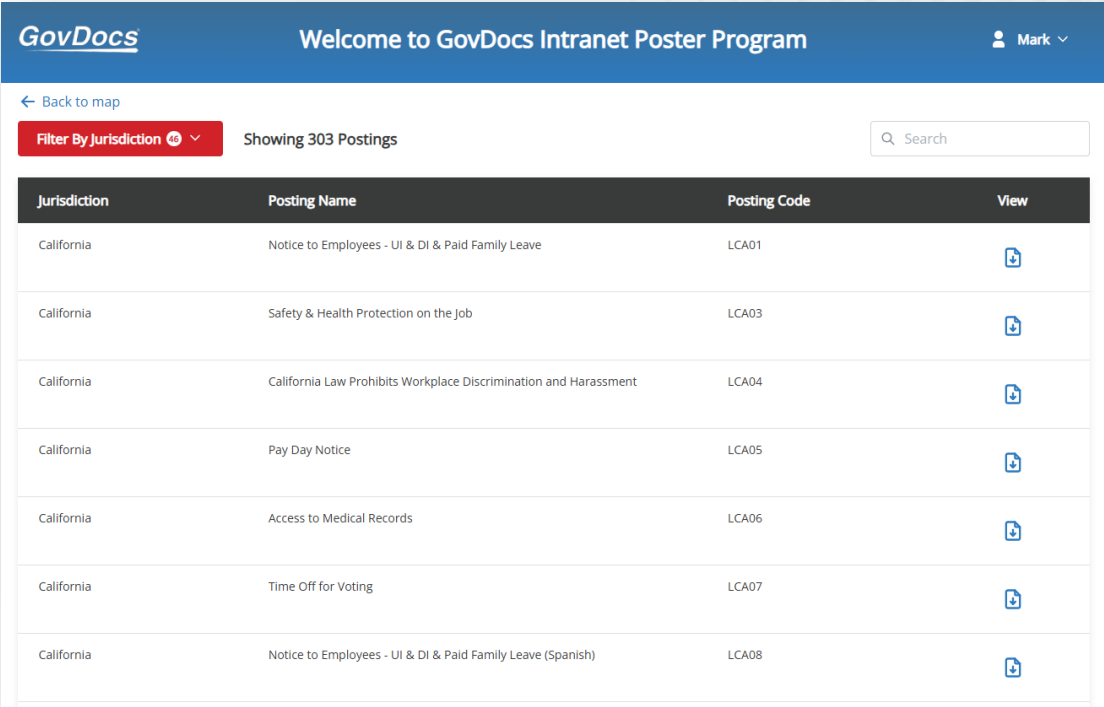
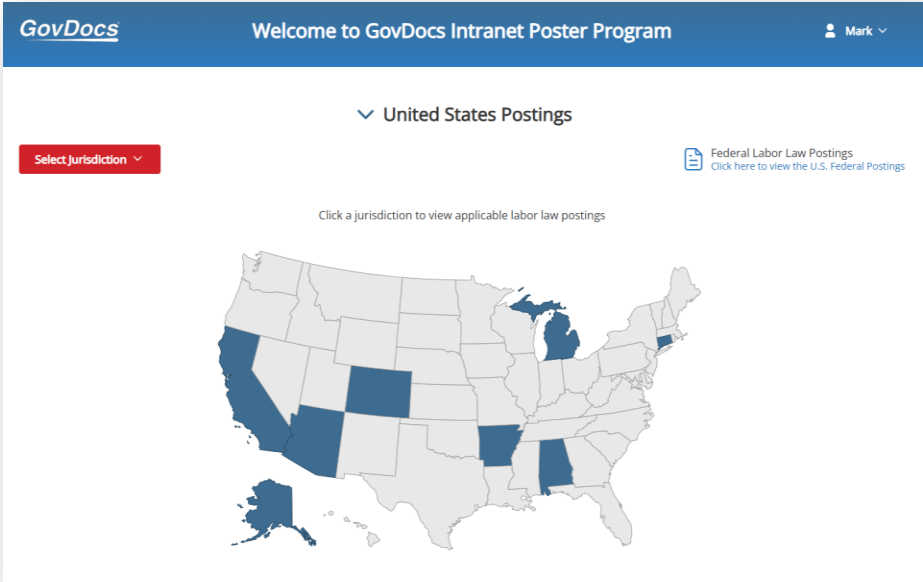
- Overall feedback has been positive
- Easy to use; Easy to navigate
- Everything accessible in one location
- Reduces the need to track data internally
- Simple download options
- Love that it's free/included

Feedback: What can we improve?

- FITB data to Printed Posters
- Support for Okta SSO
- Poster Data Variants
- Data Exporting
- Data Uploading
- Sorting & Filtering Options
- Notifications

CAB: What do you think? *Have you tried out FITB?*

New Feature: Configurable IPP



Launched earlier this week: **September 22** 🇺🇸 🇺🇸 🇺🇸

Other Notable Updates



Client Feedback In Action: Productboard

Top Ideas from Productboard in 2025

Rank	Idea	Status	Launch Timing	
1	Required Notices	In Development	March 2027	✓
2	Digital Fill-in-the-blank	Live	August 11	✓
3	Jurisdiction Clarity	Planned	TBD 2027	
4	Compliant As Of Date, Subscription Audit	Ready to Launch	October 13	✓
5	Address Validation & Deliverability Improvements	Live	March 17	✓

Client Feedback In Action: CAB

Fill in the Blank
2025 Session 2

Live

Address Validation
2026 Session 3

Live

Q1 2027 →

March 2027 →

Q2 2027 →

Q1 2027 →



← October 13

← Live

← Q2 2027