

INFORMATION DRIVES SERVICE EXCELLENCE IN COUNCILS

AND DELIVERS REAL BUSINESS VALUE

70%
PROCESSING TIME

IMPROVED RESPONSE
in processing Development Applications

SAVE \$270,000_{pa}

REDUCED COSTS
in manual data entry

5 FROM DAYS TO 15 MINS

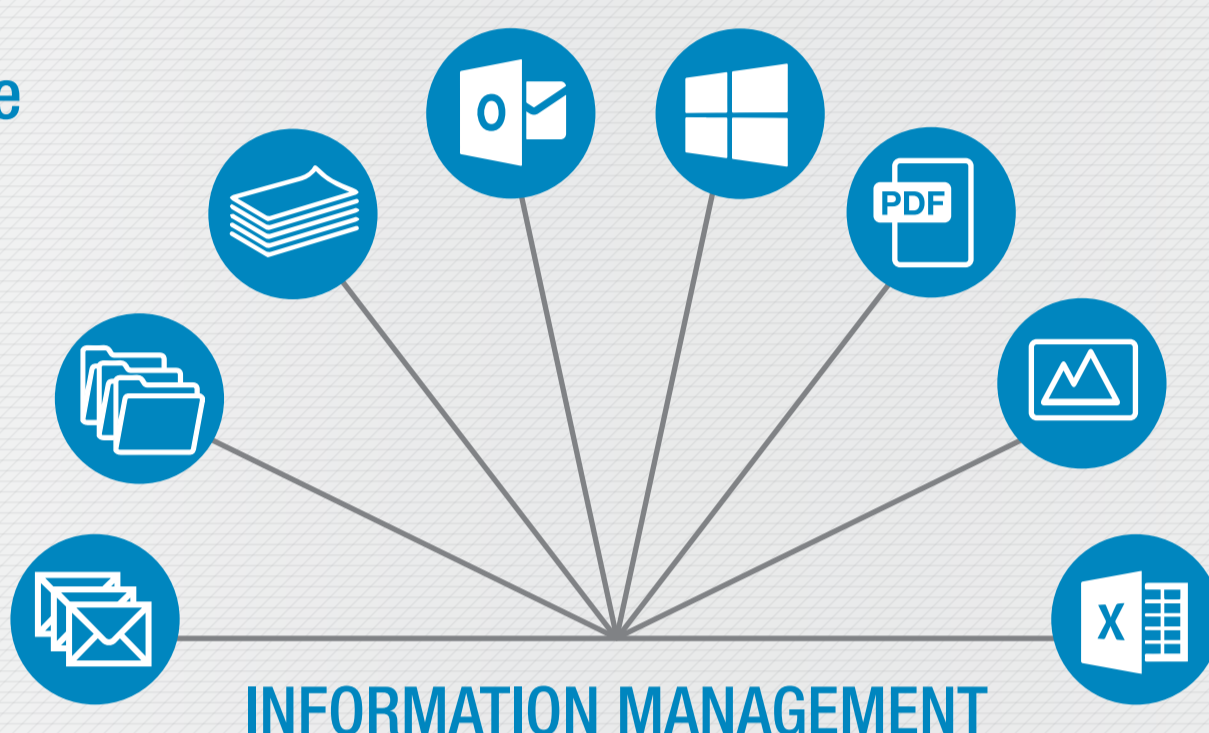
INCREASED EFFICIENCY
in production of Land Information Certificates

A practical 3-step approach supports their journey to service excellence.

STEP 1 REFORM

DIGITISE & CENTRALISE

Digitise and centralise information for good governance and a single source of the truth.



“ We have united our data and now **collaborate more efficiently** both internally and with the community ”



Create a **SINGLE VERSION** of the truth

Comply with **LEGISLATIVE** requirements

Information **SECURITY** and privacy

STEP 2 TRANSFORM

INTEGRATE & COLLABORATE

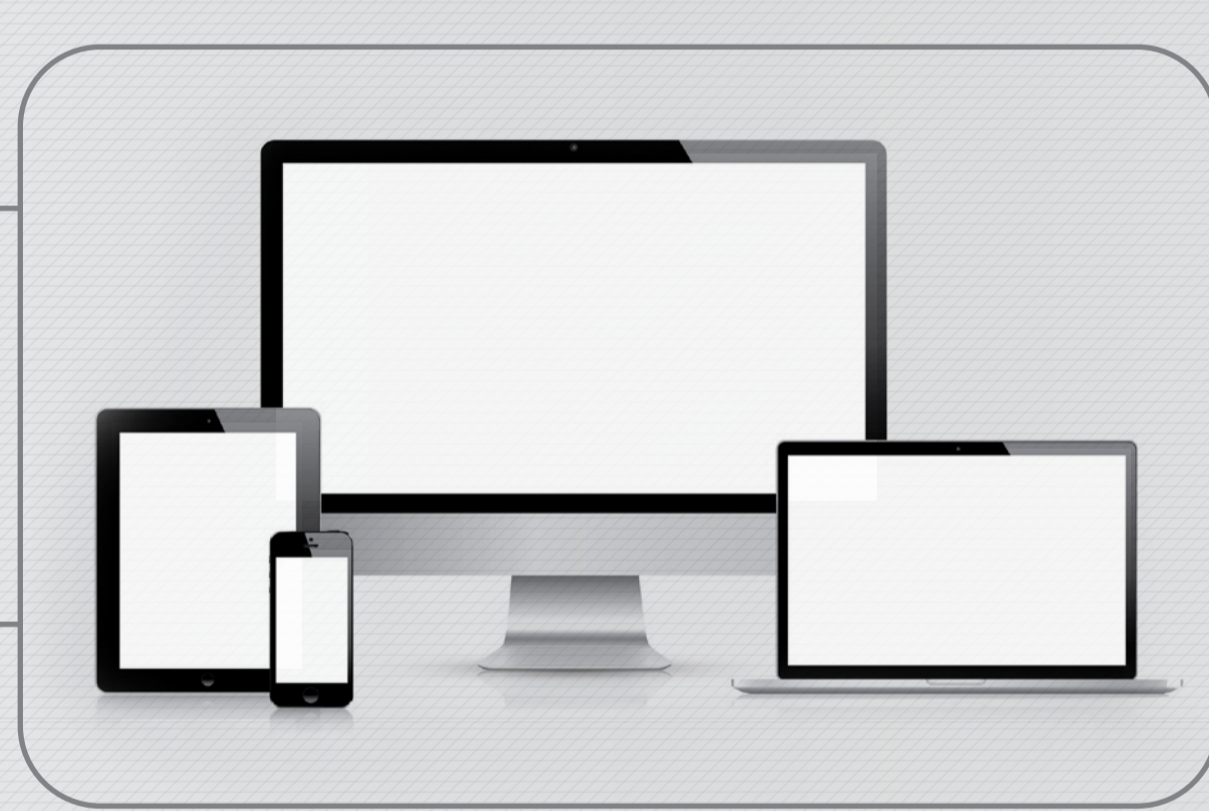
Integrate with other Council systems and provide mobile technology for improved access and collaboration.

“ Staff in our Rates department work in their **familiar property and billing system**, while instantly accessing any support information they need **from the ECM** ”



INFORMATION MANAGEMENT

GEOGRAPHICAL INFORMATION SYSTEMS



CUSTOMER REQUEST MANAGEMENT

LAND INFORMATION SYSTEMS

Easy to **FIND** what you need

Take **ACTION** from field

Give customers **MOBILE ACCESS** to services

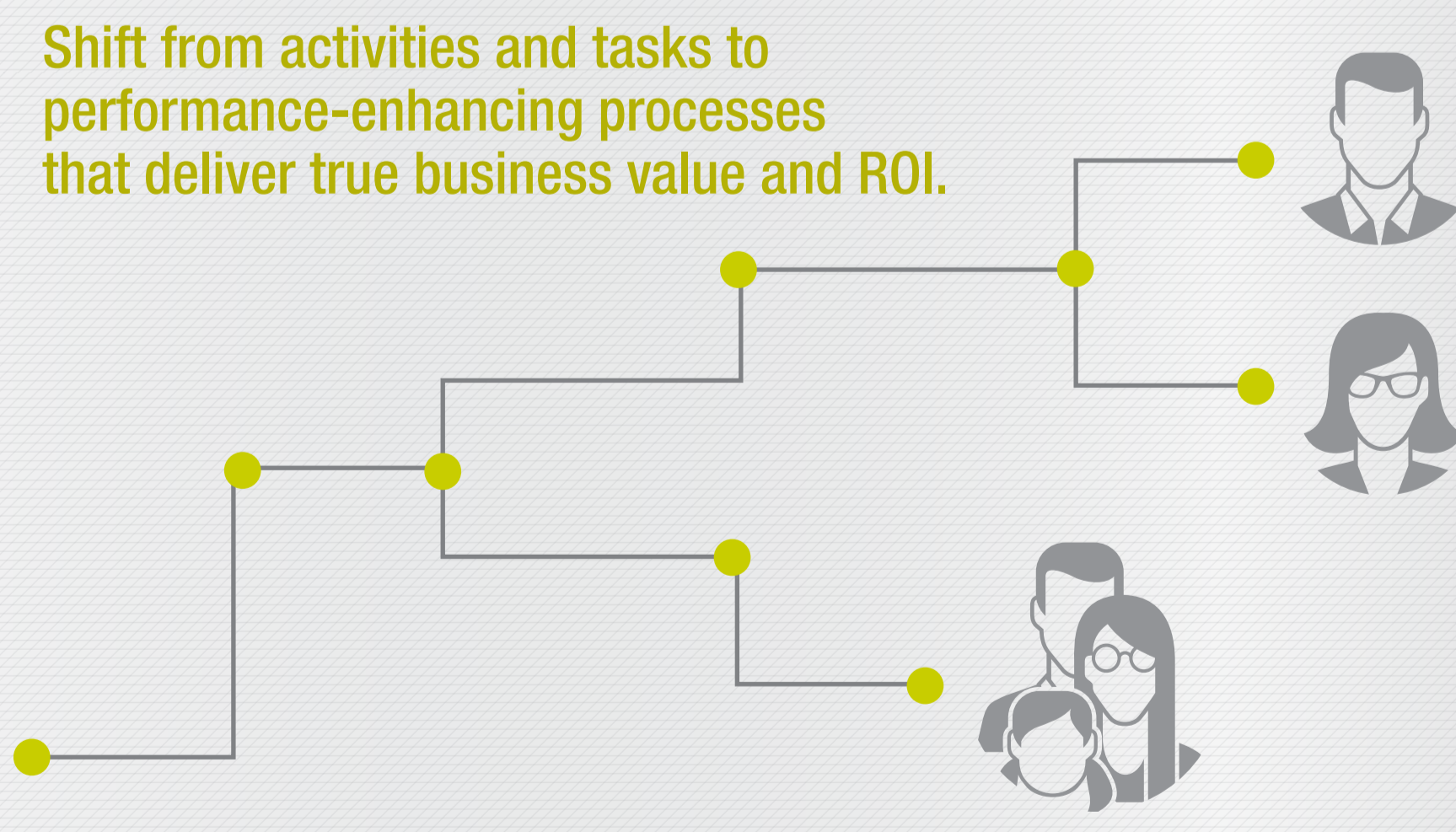
STEP 3 PERFORM

AUTOMATE & INNOVATE

“ We are now able to provide a **faster, more accurate response** to enquiries received from our community ”



Shift from activities and tasks to **performance-enhancing processes** that deliver true business value and ROI.



Be more **RESPONSIVE** to citizens

Make **INFORMED** decisions

Drive **PRODUCTIVITY** at all levels

SERVE THE COMMUNITY

CONNECT WITH CITIZENS

IMPROVE PRODUCTIVITY & EFFICIENCY

REDUCE COSTS TO RATEPAYERS

RESPOND WITH SPEED

Discover how Objective ECM integrated with core local government business applications helps Councils work smarter, squarely positioning them for the future. For more information visit www.objective.com/local-government or request contact from one of our Business Process Specialists on +61 (0)2 9955 2288

Objective