



Burdekin Shire Council's Journey of Continuous Improvement

In 2007, as part of Burdekin Shire Council's ongoing development of its strategic management plan, the Council requested TechnologyOne implement and provide training for the Customer Request Module of TechnologyOne's Property & Rating solution.

TechnologyOne's Customer Request Module presented a number of features and benefits and Burdekin Shire Council required a specific set. These included; document generation, event workflow to record core decisions throughout the lifecycle of each request and clocks to calculate completion targets and determine if requests have been completed within predetermined key performance indicators.

The Customer Request Module links requests to financial accounts, such as boat ramps or main roads and this is where integration with Council's existing TechnologyOne Property & Rating and ECM, DataWorks solutions presented real benefits.

Analysis revealed that a common event workflow could be applied to all customer request types. TechnologyOne established document templates for generic Acknowledgement and Completion letters and ensured the workflow recorded core decisions throughout the lifecycle of a request, such as; whether an acknowledgement notice should be issued or if an onsite inspection would be required.

Since implementation, Burdekin Shire Council's Customer Request System tracks the progress of all customer requests and can provide up to date information to customers and staff. For example if a customer requests information about plumbing or water services, the Customer Service Centre can now deliver instant online information.

The Customer Request Module has improved business processes for the Council. Prior to the Council working with TechnologyOne, its Building, Planning and Development areas were still running manual systems. The implementation of TechnologyOne's Customer Request Module went smoothly with the system seamlessly integrating with Burdekin Shire's existing TechnologyOne Property & Rating solution.

Burdekin Shire Council has seen a marked improvement on information recording and delivery to customers since the implementation of TechnologyOne solutions. Burdekin Shire Council is now moving towards integrating all customer interactions with the council, for example, by checking first whether the customer who is also seeking a building application is already on the system as a ratepayer. The ability to view and utilise seemingly disparate pieces of information simultaneously is resulting in more efficient customer service.



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