

# TECHNOLOGYONE ENTERPRISE CONTENT MANAGEMENT FOR LOCAL GOVERNMENT



Document, records and process management designed for council business

- Strong understanding of council business
- Local product development
- Easy access to business-critical information
- Support for legislative compliance
- Manage documents from your business perspectives
- Automate processes to work more efficiently
- Integration with your business systems



# YOUR LOCAL GOVERNMENT PARTNER

TechnologyOne Enterprise Content Management (ECM) originated in the Local Government sector and council requirements have influenced much of the product functionality. We have worked with councils for more than 15 years to provide software which meets their document, records and process management needs.

Our understanding of council business is reflected in our strong presence in the Local Government market, with more than 120 councils currently using TechnologyOne ECM. The product can be scaled to meet the needs of varying sized councils and currently supports customers ranging from 150 to 150,000 rateable properties.

We recognise that engagement with users is important during a software implementation. The implementation of any new system is often seen simply as a technical implementation and training of staff. However this initial phase really only provides the tool. It is the reactions of the people who are affected by any changes that will determine whether a new system is successfully adopted and maximum benefits are obtained. TechnologyOne can assist you to engage your users in an effective change management plan that will support council's goals and improve system acceptance and use.

We have our own skilled consulting team to assist with project delivery, and provide a fully staffed helpdesk so a person will answer your call, not a queue.



# Capture all critical business information with integrated systems

Many councils face challenges when capturing documents created and received in multiple business systems, such as email, word processing, land information, financial, and asset management systems. To help organisations deal with these issues, and to enable easy document capture and access with minimal user effort, TechnologyOne ECM offers advanced integration to councils' core business applications.

Our Connected Content concept ensures that users can access documents captured in any TechnologyOne product from any other TechnologyOne product that references the document. Each document is automatically profiled according to its business context and made available to other systems based on this profile. Users can remain within a familiar workplace and focus on core tasks while

capturing and accessing all documents needed for effective decision-making from a central repository.

TechnologyOne ECM can also be integrated with other information systems to provide an effective end-to-end information management solution.

# BETTER INFORMATION AND PROCESS MANAGEMENT

Once information is captured, it is important to be able to find and use it. Users within council will be able to easily retrieve documents based on their particular business perspective.

TechnologyOne ECM indexes documents in a variety of ways, which enables users to easily retrieve information in a business context that's relevant to them. For example users can search by project, properties, customers or subject.

Information management is a means to an end; the real goal for any council is to provide quality service to its customers. Workflow tools

included as part of the TechnologyOne ECM core product help councils automate business processes to achieve time and cost efficiencies, which aids staff in improving service delivery.

Using TechnologyOne ECM workflows, councils are better equipped to report against agreed service levels and to demonstrate their effectiveness to all key

stakeholders. Workflows can be deployed to enable a council to control the movement of information and to ensure all tasks relating to a specific process have been completed.

Workflows are easily configured without development knowledge and the ease of use of the workflow editor places the power of process management in your hands.



SHARED PATH FOR  
PEDESTRIANS AND CYCLISTS



NO HORSES

# MEET COMPLIANCE MANDATES

With today's business environments demanding increased compliance with legal and government regulations, TechnologyOne ECM can help councils with record keeping, reporting and regulatory compliance.

Documents captured within TechnologyOne ECM can be managed to help meet legislative compliance obligations such as Public Records, Privacy and Freedom of Information (FOI), which assists in legal discovery.

TechnologyOne ECM helps organisations maximise their business efficiency and meet compliance mandates. This is done through the provision of a single secure repository to manage all documents with extensive metadata capture, controlled document access, and comprehensive document history and audit trails.

Most of these functions work behind the scenes to allow the organisation to meet its legislative requirements while minimising the impact on end users. Documents can be captured as part of council's business processes without users needing to understand complex compliance requirements.

## About TechnologyOne

TechnologyOne (ASX:TNE) is a leading enterprise software solutions provider. For more than 20 years we have been providing deeply integrated software solutions for business, government, financial services, health and community, education and utilities organisations. Tens of thousands of people each day use our world class solutions, which we develop, implement and support.

Our organisation wide solution suite, integrated solutions, and custom designed solutions provide world-class services that are based on leading edge technology and are backed up by a substantial R&D program, providing our customers with a long-term, secure and valuable partnership. TechnologyOne employs more than 700 people and has a presence in seven countries.



### AUSTRALIA

FREE CALL: 1800 671 978

#### BRISBANE

Level 11, TechnologyOne HQ  
540 Wickham Street  
Fortitude Valley QLD 4006  
Phone: +61 7 3167 7300

#### SYDNEY

Level 4, 76 Berry Street  
NORTH SYDNEY NSW 2060  
Phone: +61 2 9460 1000

#### MELBOURNE

Level 4, 420 St Kilda Road  
MELBOURNE VIC 3004  
Phone: +61 3 9526 4300

#### CANBERRA

Level 11 Canberra House  
40 Marcus Clarke Street  
CANBERRA ACT 2600  
Phone: +61 2 6198 6000

#### ADELAIDE

203 Fullarton Road  
EASTWOOD SA 5063  
Phone: +61 8 8373 8500

#### DARWIN

Level 1, Paspalis Centrepoint  
48-50 Smith Street Mall  
DARWIN NT 0800  
Phone: +61 8 8943 0600

#### PERTH

1 Agnew Way  
SUBIACO WA 6008  
Phone: +61 8 9210 2300

#### HOBART

Melville House, 35 Melville Street  
HOBART TAS 7000  
Phone: +61 3 6231 5338

### NEW ZEALAND

FREE CALL: 0800 174 091

#### AUCKLAND

Level 14, West Plaza,  
1-3 Albert Street  
AUCKLAND 1010  
Phone: +64 9 915 9300

#### WELLINGTON

Level 8 TechnologyOne House  
86 Victoria Street  
WELLINGTON 6011  
Phone: +64 4 913 8300

### UNITED KINGDOM

#### LONDON

Technology One UK Limited  
Siena Court, The Broadway  
Maidenhead Berkshire SL6 1NJ  
Phone: +44 870 770 8874

### MALAYSIA

#### KUALA LUMPUR

Technology One Corporation Sdn Bhd  
Level 36, Menara Maxis  
Kuala Lumpur  
50088 KUALA LUMPUR  
Phone: +603 2615 0106



One vision. One vendor. One experience.

For additional information, visit [www.TechnologyOneCorp.com](http://www.TechnologyOneCorp.com)