

LOCAL GOVERNMENT



Transforming
Local Government
through sector specific software



CHALLENGES

Local Government is a unique, diverse and constantly evolving sector that delivers a range of services in its role as a community business, focused on providing value to its stakeholders.

Changes in legislation and community expectations mean councils are under growing pressure to implement new initiatives and improve service levels without significant increases in funding or resources. Choosing the right mix of enabling technology is vital.

Local Government is no longer just about 'roads, rates and rubbish', Councils are now responsible for delivering significant infrastructure services, managing community assets, driving community engagement, developing sustainable community plans, delivering exceptional customer service and maintaining beneficial relationships with key stakeholders such as ratepayers, residents, business owners, developers and council staff.

TechnologyOne offers local government organisations market focused software solutions that deliver a whole-of-organisation approach to the management of corporate, operational, stakeholder and strategic management functions.



ENABLING LOCAL GOVERNMENT

Meeting local government challenges requires a proven, scalable solution with strong functionality and the flexibility to adapt as council, stakeholder and legislative requirements evolve.

The TechnologyOne whole-of-organisation system for local government, OneCouncil, enables local councils to manage budgets, financial performance, community engagement, performance planning, asset management, revenue and regulatory activities, as well as mobile workforces. It also seamlessly integrates with other third party systems such as GIS to improve ease of use and ensure data relevance and security. These powerful automated tools assist councils to effectively meet their objectives.

Whether you're focused on community engagement, customer service, budgeting, finance, development, planning, community laws, or strategic asset management, our solutions will provide the functionality to:

- Provide faster and more responsive services under tight budgets
- Deliver innovative and quality services to all stakeholders
- Focus on transparency, accountability and adherence to regulations
- Reduce duplication, streamline operations, improve departmental operations and achieve integration between council business units through the seamless sharing of information
- Deliver timely, accurate and relevant budget and management reporting
- Improve communication channels between ratepayers and local residents
- Develop long-term, sustainable plans for the community, and deliver communication and events to support this
- Manage asset lifecycles and plan for the long-term strategic management of assets
- Provide council staff with the tools to deliver on council objectives
- Collaborate with governments and neighboring councils
- Gain a strategic and visionary approach to fulfilling mandated responsibilities
- Achieve savings and maximise value from technology investments

LOCAL GOVERNMENT PARTNERSHIPS

A young girl with long brown hair, wearing a bright pink helmet, a pink sleeveless top, and blue denim shorts, is riding a bicycle away from the camera on a paved path. The bicycle has purple tassels on the handlebars. The background is a lush green park with trees and bushes. The overall scene is bright and sunny.

For more than 15 years, TechnologyOne has built long-term partnerships with over 250 local councils in Australia, New Zealand and the United Kingdom.

TechnologyOne employs a team of local government experts who have a strong knowledge of local government issues and business requirements.

Our commitment to this sector means we will work with our customers to ensure the solutions we develop meet their requirements and remain flexible enough to comply with change. We are committed to providing our local government customers with a long-term development strategy that delivers solutions to meet the challenges of local government.

Some of TechnologyOne's local government partners include:

- Sunshine Coast Regional Council
- Scenic Rim Regional Council
- Townsville City Council
- City of Sydney
- Tweed Shire Council
- Logan City Council
- Warringah Council
- City of Melbourne
- City of Port Adelaide Enfield
- Queanbeyan City Council
- City of Gosnells
- Far North District Council
- New Plymouth District Council
- Whangarei District Council
- Scarborough Borough District Council
- City of Charles Sturt

and hundreds more ...

"The driver for us was the new integrated planning legislation; it was really requiring integrated solutions to make things run smoothly."

Mark Johnson, Finance Manager,
Queanbeyan City Council

"TechnologyOne was very good about taking on board the requirements and suggestions we had and factoring them into the development,"

Tom Curry, Team Leader of Application Services,
City of Charles Sturt

"The advice I would give to other councils is to think outside the box. This is not just about numbers, but business processes and a much broader tool. TechnologyOne is not just an accounting package with reports, but a really powerful business management tool that is easy to use,"

Ian Sivyler, General Manager Finance and Business,
Far North District Council

"The service delivered to the Burdekin Shire by the TechnologyOne consultants was nothing short of excellent, they are truly focused on providing excellent customer service,"

Battista Covolo, IT Manager,
Burdekin Shire Council



THE SOLUTION FOR LOCAL GOVERNMENT

ONECOUNCIL

OneCouncil for local government is a totally integrated, whole-of-council solution, developed to meet the unique and varied business requirements of local councils.

TechnologyOne has worked closely with a number of our local government partner organisations to determine the strategic and operational challenges in local government, and the specific solutions required to overcome these challenges. The solution manages a number of functions that relate to the corporate, operational, stakeholder and strategic management of a local council, including finance, asset services, people and culture, property management, community engagement, customer relationship management, governance, and strategic planning.

- Effectively manage your council's financial performance.
- Produce reports in real-time, gaining timely insight into your organisation to act immediately.
- Manage community assets and develop long-term strategic plans for the future of these assets.
- Manage and develop your organisation's people and culture.
- Effortlessly manage names, properties and addresses.
- Facilitate online self-service for ratepayers, residents, businesses and developers.
- Manage grants, provided by council, and grants received.
- Engage your community stakeholders and deliver on planned outcomes.
- Manage risk and sustainability practices.
- Provide good governance.



The current trend towards flexible work patterns, deploying mobile field workers, and geographically disparate offices has changed the way councils manage and access information. TechnologyOne's solution can share your business critical information in real-time across a dispersed organisation, as well as integrate with mobile devices, websites and other third party products for data sharing.

TechnologyOne's strong partnership with local government has allowed us to work closely with our customers to identify the current and emerging business challenges and develop solutions that overcome these challenges. We deliver a rich user experience, improving data quality and maximising transparency and communication between council departments. Utilising technology that is specifically designed for local government will ensure your council remains accountable, sustainable, and in touch with the local community.



WHO WILL BENEFIT?

Your council's staff will benefit from a totally integrated system designed to automate business processes, deliver consistent and secure information, and enhance the user experience. TechnologyOne's Mobility Solutions for local government will also ensure mobile field workers can reduce the time taken to complete jobs and deliver your council with a true return on investment.

Along with this, your local community will benefit through improved service delivery, sound community engagement practices, better management of assets and infrastructure projects, automated developer applications and online customer self-service, improved services to ratepayers and residents, and sound long-term plans for the future of your community.



PROVIDING VALUE

Many organisations do not realise to the full extent the ways in which technology can improve and automate processes, reduce costs, and facilitate cost effective, meaningful and consistent interaction with stakeholders. TechnologyOne will work with your organisation to facilitate the following:

- Full implementation services – ensuring our solutions fit with your business
- Project management – solutions implemented on time and on budget
- Data conversion – populating your new solution with meaningful information
- Customer relationship management – one point of contact for all your ongoing business needs
- Ongoing service and support – simple access to local service resources both onsite and online, and a rapid response to support issues

Why TechnologyOne as your preferred software vendor?

TechnologyOne has a proven track record of successfully delivering integrated business solutions to local government organisations for more than 15 years.

Local government organisations are diverse in their nature and scope, and need software that can offer full integration and true flexibility. Fragmented software solutions compromise efficiency and increase organisational risk. As technology is becoming increasingly viewed as a driver for transforming the operations of local government, why not choose one integrated solutions partner like TechnologyOne?

This means we provide a whole-of-council enterprise solution, one committed vendor relationship, one point of contact for all your questions, one consistent interface for all your business tools, and one supplier of consistently excellent software and services.

Other reasons to partner with TechnologyOne include:

- More than 15,000 people use our Financials solution every day.
- More than 800 organisations, including councils, government organisations, large corporations, utility providers, universities, and health and community service organisations rely on TechnologyOne software to improve their business performance.
- Over one third of rates notices in Australia and New Zealand are produced using TechnologyOne software.
- TechnologyOne's corporate headquarters is home to Australia's largest commercial R&D centre for software development.
- We partner with our local government customers in research and development to ensure we design best in class, market leading solutions for the industry.
- TechnologyOne invests more than 20 percent of revenue in research and development to ensure our software maintains pace with changing regulatory, legislative and customer requirements.
- We have 13 offices across Australia, New Zealand and the United Kingdom, and a presence in seven countries.
- We are a major publicly-listed Australian company, which means we are stable, secure, and growing.
- Our Connected Intelligence (Ci) platform is a generation ahead of the functionality centric ERP applications of our competitors.

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.



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One vision. One vendor. One experience.

For additional information, visit www.TechnologyOneCorp.com