

A customer first approach to digital planning



Client Success Story





JADE REED

Senior Consultant



ALISTER GILL

Technology Officer





Built for Local Government

When engaged **people**, blend the best **process**, with the right **technology**, they produce consistently great **outcomes**.



**Digital Planning
and Building**



**Community
Engagement**



**Information
Management**

22,000

Rateable Properties

30,000 Residents

340 Staff



EXTERNAL CUSTOMERS



“Why can’t I do this online?”

“You want how many copies?!”



INTERNAL CUSTOMERS



“How can we cut out double handling?”

“We need a single source of truth!”





OUR PRIMARY DRIVER

“To make it easy for our community to conduct business with Council online”

Better customer service
More sustainable approach
More efficient processes



CHALLENGES

Integration Between Core Systems

Change Resistance

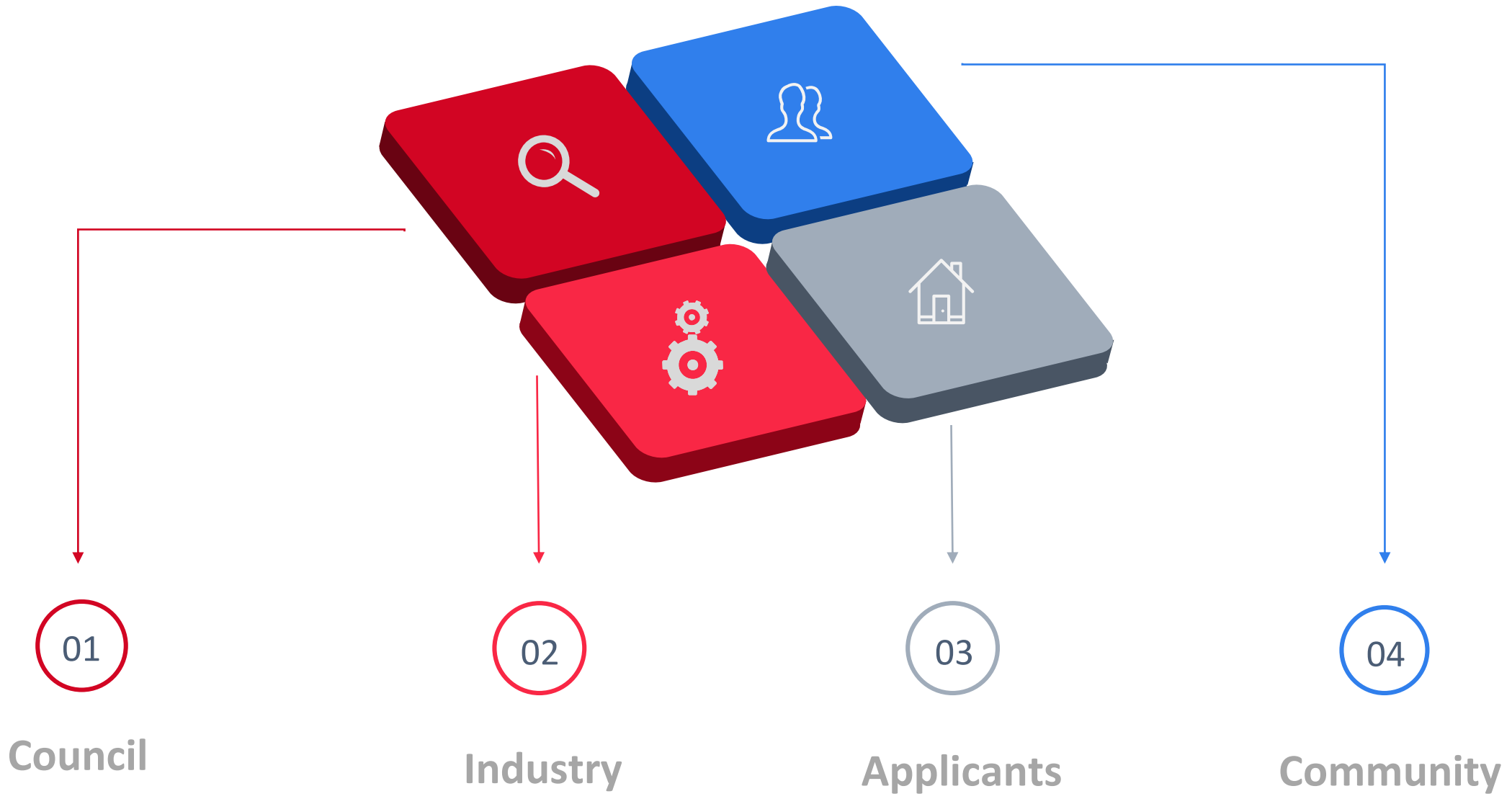
Need to meet Customer Expectations

Duplication of Effort



APPROACH







**We targeted external customers up front.
They told us what they wanted to experience and we
did whatever it took to make the back-end deliver
what the customer wanted on the front-end.**

JO MCLENNAN
EXECUTIVE OFFICER - LIVEABILITY AND WELLBEING
LIVINGSTONE SHIRE COUNCIL





RESULTS



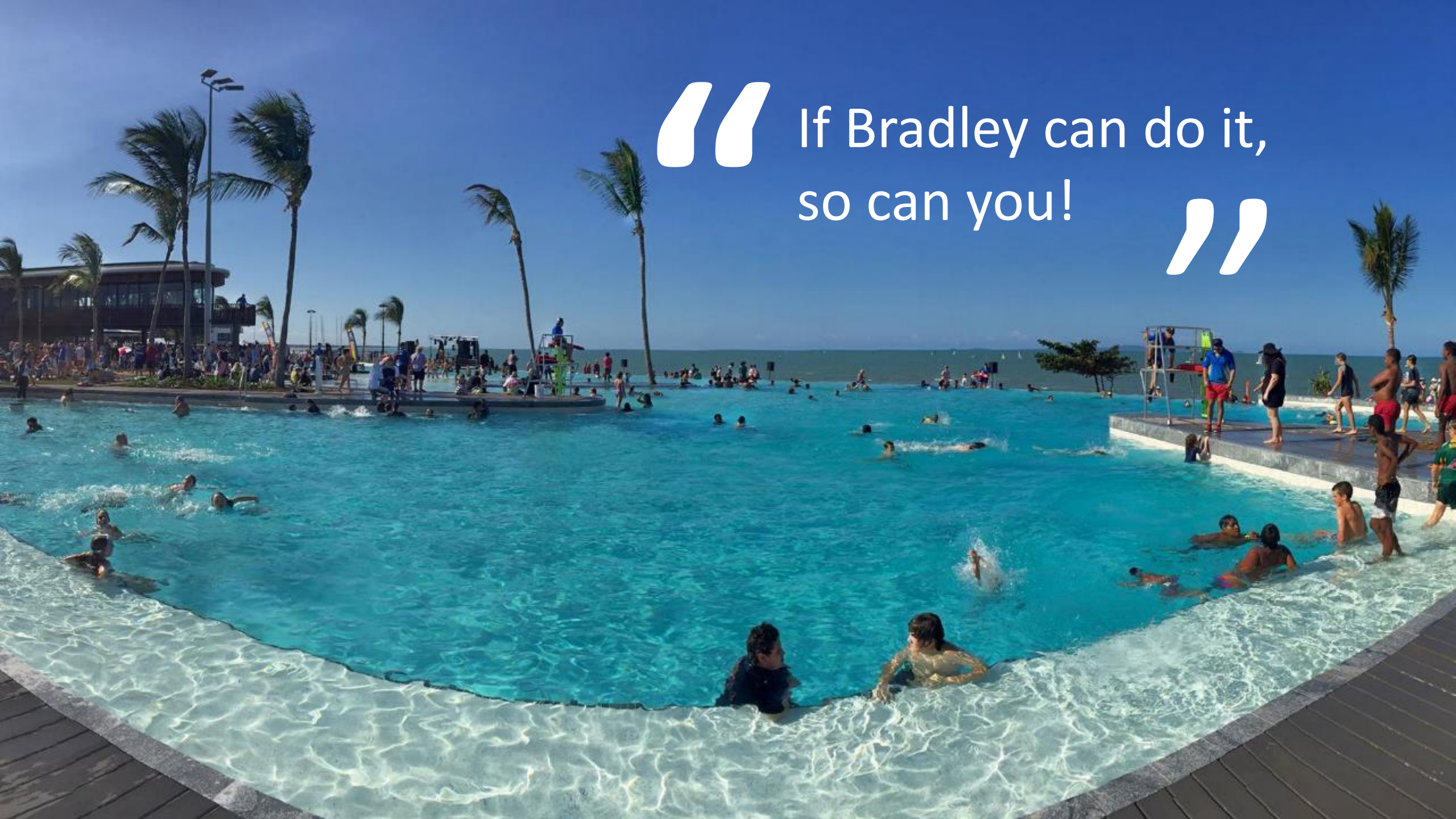
From
100% paper to
90% digital in
3 months



“

If Bradley can do it,
so can you!

”







Questions?
