

OneCouncil



Simplify. Engage. Plan.

- Effective financial management and improved budgeting processes
- Manage staff and your organisation's culture
- Improve asset management and project delivery
- Manage people, names, properties and addresses
- Manage regulatory and compliance issues
- Effortlessly capture stakeholder information
- Develop and drive long-term community planning practices
- Enhance internal processes and stakeholder management
- Control risk and sustainability
- Ensure resources are allocated where they are needed most



TECHNOLOGYONE'S STRONG
PARTNERSHIPS IN
LOCAL GOVERNMENT
ALLOW US TO WORK WITH OUR
CUSTOMERS TO DEVELOP
SOLUTIONS SPECIFIC
TO THE SECTOR, KEEPING
PACE WITH CHANGING
EXPECTATIONS, LEGISLATION
AND EMERGING
SOCIAL TRENDS.

LOCAL GOVERNMENT

Traditionally, councils have been depicted as being concerned with the ‘three Rs’ – roads, rates and rubbish. This perception has been driven by a large expectation from ratepayers that local government will provide important infrastructure services in an efficient and cost effective way. However, this narrow viewpoint does not even scratch the surface of the broad role councils now play within their communities.

As well as continuing to provide essential services, community expectations and legislative changes now require local councils to deliver much more, including but not limited to community engagement and events, large infrastructure projects and asset maintenance, quality customer service and online customer self service, development approvals, local laws, and health and safety inspections.

At the core of effectively meeting expectations, complying with legislation and delivering services to the local community, is effective financial management and resource allocation, management of people and culture, flexibility and security in managing names, people, property and addresses, developing sound long-term community plans, maintaining community assets, and delivering new projects.

Flexible and robust enabling tools and technology can help your organisation to deliver and plan for the sustainable and successful future of your local community.



WHAT IS ONECOUNCIL?

Effective financial management

Our solution allows councils to effectively manage and monitor revenue and expenses; real-time reporting and alerts mean you can take action immediately when required. The intuitive enterprise budgeting tool also enables departments to take control of budget processes and allocate council resources to where they are needed most.

Manage people and culture

Effectively manage human resource functions and employee development, and integrate this information with data uploaded through the employee self service functionality. Allow employees to monitor payroll information, leave entitlements, and training and development information online, at any time.

Improve asset management functions

Gain a complete view of the asset life-cycle. Manage community

assets, save money and improve maintenance scheduling and completion. Deliver new infrastructure projects on-time and on-budget, managing project budgets and project contracts.

Manage people, names, properties and addresses

Use a robust, central property database to manage local properties and addresses, ratepayers and residents, businesses and developers. Seamless integration with GIS systems will complete your view of local properties and addresses. Automate the production of rates notices and integrate payments with the core enterprise financials system.

Control regulatory activities carried out by council

Manage local laws and automate the management of regulatory inspections for buildings and health and safety. Capture information in one central database and match data fields against names, properties and addresses. You can also equip mobile


field workers with the latest in mobility solutions, so jobs can be carried out onsite with information recorded instantly, improving the relevance and security of data and reducing administration time and costs.

Manage grants in and out

Oversee the entire grants management lifecycle, from application to funds transfer. Manage grants received and deliver on community grant projects.

Deliver quality customer service

Provide customer service staff with intuitive software to deliver exceptional customer service and record important customer information using automated prompts configured to your council's requirements. You can also use eService functionality to provide residents, ratepayers, businesses and developers with the ability to complete requests, submit applications and make payments online.



ONECOUNCIL IS A PROVEN PRACTICE, WHOLE-OF- COUNCIL ENTERPRISE SOLUTION. ONECOUNCIL PROVIDES LOCAL GOVERNMENT ORGANISATIONS WITH A TOTAL SOLUTION FOR THE MANAGEMENT OF CORPORATE, OPERATIONAL, STAKEHOLDER AND STRATEGIC MANAGEMENT PROCESSES WITHIN THE COUNCIL.

Automate the processing of development applications and related charges

Provide developers and solicitors with the functionality to submit applications, make payments and track the approval process online. Generate and deliver approval certificates online and automatically calculate developer levies and charges.

Develop and execute elements of your long-term community plans

The OneCouncil solution provides your organisation with the tools to assist in the development and execution of your council's long-term community plan. An intuitive CRM, robust property database, asset management functionality, and a financial management and budgeting system allows you to plan for all the elements of the community plan and execute tactics relative to time and budget.

Enhance the management of information and documentation

Use a totally integrated content management system to manage your council's incoming and outgoing information, meeting information, and to create workflows for actioned tasks.

Good Governance

For councils to support communities they need easy access to sound and reliable information. OneCouncil enables information to be delivered from a single access-point across multiple systems, allowing for complete transparency and visibility across departments. This will help drive improvements, save money, enhance business processes, and facilitate effective decision-making.

Manage risk and sustainability

Use information available across the OneCouncil solution to develop future plans and devise strategies to improve their execution and overall effectiveness. Effective planning and sound decision-making reduces the risk to your organisation and ensures the long-term sustainability of your community.

Flexibility

Take advantage of regular solution upgrades that are designed to meet changing business requirements and new legislation. The intuitive roles and workplace driven user interface as part of OneCouncil, along with superior integration capabilities across departments, will also allow for an improved user experience and a reduction in training related costs for new and existing staff.

HOW WAS ONECOUNCIL DEVELOPED?

OneCouncil has been developed by TechnologyOne through close collaboration with over 250 of our local government customers throughout Australia, New Zealand and the United Kingdom.

Our local government solutions team has worked with customers and used their experience to develop the solutions that are required as part a whole-of-local government enterprise solution. Along with the solution configuration, TechnologyOne's local government team has also devised advanced implementation methodologies that improve implementation timeframes and costs.

The Local Government sector will benefit from processes that have been proven at other councils. These processes will promote the common practices that will underpin true resource sharing, generating further efficiencies and reducing the risks councils are exposed to when implementing new software solutions.

WHY?

Through its partnerships with many local government customers, TechnologyOne has realised the need to develop a whole-of-council solution to meet the diverse requirements and operational challenges faced by the sector.

Local government requires a solution that is flexible and robust, and provides functionality and integration across the whole organisation to improve processes and service provision. OneCouncil will deliver flexibility and integration, enabling your council to remain visible, sustainable and accountable to the local community.

Key Benefits

- One integrated, whole-of-council enterprise system
- A solution that is based on proven business practices drawn from broad local government experience
- A solution that will continually evolve with changes in local government trends and legislation
- Built on the best available technology platform
- Integration across the whole organisation
- Complete view of financial performance and comprehensive reporting capabilities
- Transparency and visibility between council departments and staff
- Improved communication and interaction with internal and external stakeholders
- Flexibility to adapt to legislative and organisational change
- Reduced implementation and ongoing service costs
- Rapid response support
- Superior service provision and consultants who are local government experts
- Ongoing customer relationship management
- Regular solution upgrades
- Continued interaction between TechnologyOne and customers for future developments
- Commitment to the sector for the long term.



WHO CAN USE ONECOUNCIL?

Finance

The Financials system as part of OneCouncil provides you with the tools to manage your organisation's financial data in one effective solution, with the ability to produce reports targeted to assist with strategic decision-making. The application of a unique 'Workplace' concept gives users a consistent user experience for the role or roles they are performing. Each user is delivered a set of menus and workflows that represent their business processes.

Procurement

The procurement system streamlines the procurement lifecycle from requisition and creation, through to order and payment. The procurement department can choose to automate all or just parts of the procurement lifecycle. This streamlined process provides reduced manual entry, enabling users to spend more time managing requisitions and ensuring service delivery standards are met by suppliers.

Human Resources

The OneCouncil solution provides an integrated system to manage people and organisational culture. The system provides functionality to enter and track information related to employee recruitment, retention and attrition, employee development, staff training and OH&S. The system also provides an intuitive employee self-service function.

Payroll

Payroll processes can be seamlessly managed with full integration to Financials, allowing for an integrated and accurate view of payroll expenditure across the whole organisation. Employees enter timesheet and leave information online, which is then sent through the Workflow module to obtain approvals. Timesheet accuracy is ensured, and multiple leave types can be administered easily.

Assets, Engineering and Planning

Use an intuitive system to control and manage projects and community assets across a broad range of scenarios, including public infrastructure, asset maintenance, facilities management, fleet management, subcontracting, and contract management. Develop project budgets and ensure KPIs are being met through real-time reports and alerts.



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.

Marketing and Communications

Improve marketing and communications functions with a flexible system for customer relationship management. The CRM system as part of OneCouncil manages relationships and all stakeholder contacts, including residents, ratepayers, community bodies, businesses, developers, suppliers, media and internal stakeholders. Track and manage campaigns, media, fundraising, direct marketing, awareness and event activity, and measure results.

Community Development and Engagement

Use technology to assist in delivering quality public services and engagement programs. The community engagement solution delivers functionality to help manage the complexities of fostering, implementing and managing the many organisational relationships and plans associated with council community engagement programs. Enhance and track all community

engagement related activities and communication efforts, and measure their success.

Customer Service

Take advantage of intuitive user interfaces to improve the processes of customer service staff, ensuring ease of use and a greater capacity to deliver exceptional service to council customers. Administration can also be reduced through the use of eServices and online customer self-service functionality.

Local Laws and Regulatory Inspections

Manage local laws and regulatory activities through a totally integrated system that automates processes and provides workflow alerts to regulatory managers and inspectors. Mobile solutions also provide the tools to complete all jobs on-site, with the ability for information to be directly entered into the system in real-time.

Rates, Revenue and Property Management

Produce rates notices and manage local properties in one integrated system. Sophisticated search capabilities allow information to be retrieved instantly and provided to third parties, including emergency services and government organisations, for information sharing and reporting purposes. Revenue generated from rates and regulatory revenue is also automatically integrated with the organisation's overall financial system as part of the OneCouncil solution. Process development applications and conduct inspections.



SAVE TIME AND MONEY

The implementation of OneCouncil is streamlined to reduce the risk to your organisation. The process will subsequently reduce the timeframe and resources required to guarantee a successful implementation. TechnologyOne has proven practices that have been successful in local government, and will execute and provide an analysis to ensure these practices are suitable for each organisation, making adjustments where necessary. The implementation is structured to ensure data is converted from the old system effectively, staff are trained, and the system is tested. These steps are all managed by our professional project managers who work alongside council staff to achieve a successful result. All of our staff have significant local government project and implementation experience, and can guide your organisation throughout the entire implementation and go-live process.



VALUE FOR YOUR COUNCIL

The true value of a sophisticated whole-of-council solution developed by local government experts is measured through its ability to improve processes, deliver a superior user experience, and drive the provision of services to your community stakeholders.

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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