CIVICA

Authority Altitude delivers a single source of truth for Wellington Shire Council

Through its cloud-first strategy, Civica's SaaS Cloud Solution – Authority Altitude has helped the council make a transition completely to the cloud.

Covering a diverse region across southeastern Victoria, Wellington Shire Council's (WSC) reputation for seeking out the most innovative fit-for-purpose solutions continues to grow, especially when it comes to the systems its staff use every day.

Mat Dyce, Coordinator Business Transformation, is a long-time employee of 16 years at WSC and was the main champion of the recently implemented enterprise SaaS solution – Authority Altitude. Before the implementation took place due diligence was undertaken to ensure that the right product was procured.

Easy transition to the Cloud

WCS recognised the many positives Authority Altitude would provide and Mat knew that exploiting these benefits was key to an easier transition. "Knowing that you don't need to learn a whole new product was a very attractive proposition for us," Mat revealed. "We have so much IP invested in Authority already, in moving it to the cloud, most of the functionality remained the same. We now plan to capitalise on this by utilising fully the additional capability of being on Azure."

For WSC, the prospect of becoming a cloud-first council was an exciting time but it was also a time to set priorities for the implementation process which for WSC was to minimise disruption while maintaining data integrity.

More Transparency

"Going from on-premise to the cloud there were no issues with data, everything was perfectly fine," Mat said. "There wasn't a heap of training needed as the boxes and fields remained the same - just the screens looked a bit different. For most staff, their world didn't change at all as requesting leave or purchasing something remained unchanged. However, some of the new financial and document management processes did change, and those working in these areas were given training."

A single source of truth for many organisations is the IT holy grail. For WSC this has finally become a reality and a game changer for everyone who works there.

- **Key outcomes**

1 | One single source of truth

2 | Freed up IT staff enabling focus on business processes

3 | Better data integrity and compliance

"Now 80% of our rates payments are automated and require no staff to be involved."

Mat Dyce, Coordinator Business Transformation, Wellington Shire Council

Learn more:

civica.com/altitude

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"We were aiming for a single source of truth and Authority Altitude does this really well," Mat said."

"Our support teams can now spend the time to work with a department to improve their business process. It's that type of collaboration that will bring onboard further efficiencies."

Mat Dyce, Coordinator Business Transformation, Wellington Shire Council

"There is now only one name and address record and one transaction regardless of which module you are coming from. With Authority Altitude's APIs we can tie in other software too which further eliminates any duplication. For example, our daily receipting files come from all different sources - Australia Post and BPay etc. These files now come into the Wellington network via the APIs - automatically moving them to Authority Altitude so they can be processed. No one needs to be involved in this process - it's brilliant", Mat continued.

Less mistakes

"Improvements don't always involve being able to do four clicks instead of 10, it's often about making things robust from a process point of view so you don't have to fix up mistakes that can take a long time," Mat explained. "For staff used to do work arounds this can be frustrating in the beginning but in the long run it saves a lot of time having one robust process that cannot be changed or messed up. The time saving is in the accuracy, especially when residents ring up and you have certainty that the information is accurate."

Less stress for IT team

"The workload of our IT team is now totally different," Mat reflected. "We have just completed end of year and I can't tell you how much stress it has taken off all our team at an individual level. Previously, we had to do a backup and then restore that back up into one of our test environments under considerable time restraints – it was very stressful. This time, I could just focus on the front end and our IT team could just do the job they needed to do rather than worrying about all the back-end stuff. It's a whole new world, so much less to worry about in terms of managing the environment and patching. We have so much more time since going live 6 months ago to focus on improvement work, probably more than the previous 5 years."

Further efficiencies and economy of scale on the horizon

"At the moment we are working on directing all email documents to Authority Altitude while automatically recording each transaction," Mat said. "This will dramatically change the workload for staff, who will no longer need to go through a series of steps to achieve the same outcome. Later this year we hope to share the benefits and efficiencies with our colleagues at East Gippsland Council (EGC) -who we have a shared services MoU in place for business systems and shared IT resources."

Authority Altitude delivers to councils

- Fully managed service, eliminating all costs for on-premise servers

- Automated patching

- Freed up IT staff able to focus on business processes

- Better data integrity and compliance through tamper-proof processes

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