

Local Government Service Management

velrada

Business first.  
Technology second.

THAT'S  
THE POINT



# What we do

We're a contemporary technology partner that brings true business context to the Microsoft stack



Technology should fundamentally improve business performance

Microsoft  
Partner



Gold Data Analytics  
Gold Data Platform  
Gold Enterprise Resource Planning  
Gold Application Development  
Gold Collaboration and Content

Gold Cloud Platform  
Gold Datacenter  
Gold Cloud Productivity  
Gold Cloud Customer Relationship Management

Microsoft  
Partner



2019 Partner of the Year Finalist  
Dynamics 365 for Field Service Award  
2018 Partner of the Year Winner  
Dynamics 365 for Field Service Award

2019/2020  
INNERCIRCLE  
for Microsoft Dynamics

2019/2020  
INNERCIRCLE  
for Microsoft AI

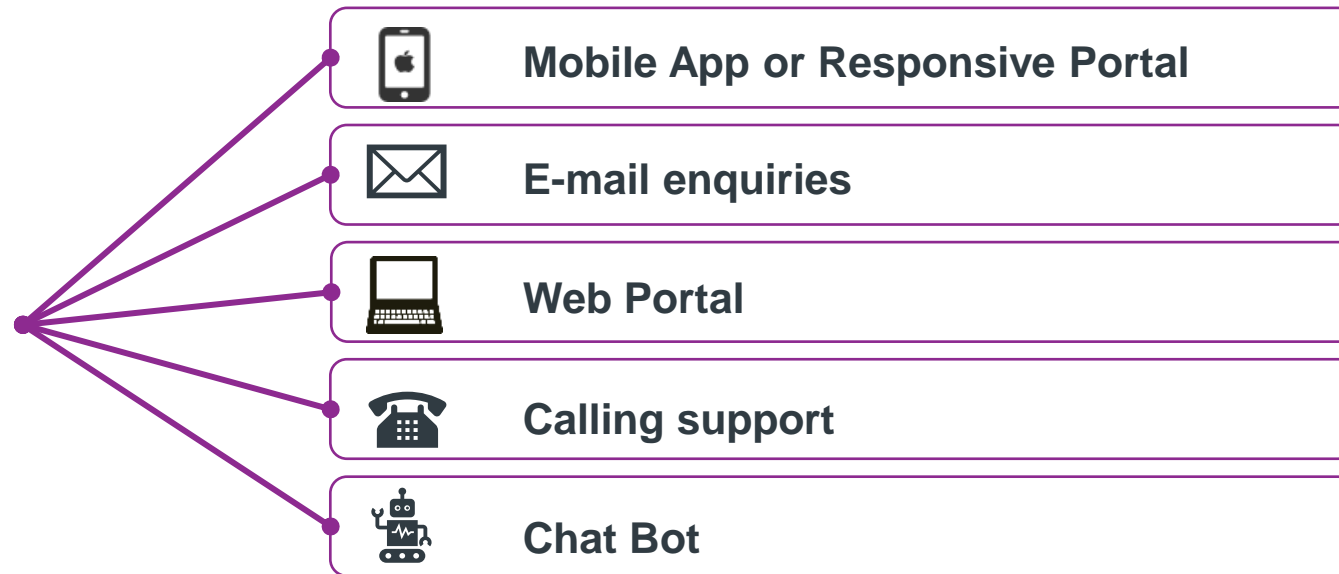
2019/2020  
PARTNERADVISORYCOUNCIL  
for Microsoft Business Applications

# Local Government Service Management

## Resident Portal

We have worked with a number of Local Government councils to create a solution that:

- Allows Residents to engage on-line the council for many Cases and Work Orders; missed bin, bulky waste collection, trees and vegetation, roads and footpaths.
- Allows a Customer Experience teams to receive & create cases, apply SLAs and route to resolve or indeed facilitate (via knowledge base) cases resolution at first Point of Contact (FPOC)
- Keep the Resident informed as the Case progresses and ultimately support Omni Channel and Channel Shift (Self Service )



# Our Solution – Residents Portal



“I expect my local council to assist me”



**RAISE A  
SUPPORT  
REQUEST**



**VIEW THE  
PROGRESS OF  
THE REQUEST**



**MANAGE MY  
DETAILS**



**UPCOMING  
TASKS**



**NOTIFICATIONS**



**OVERDUE  
ACTIONS**

“How do I participate in the process”

Home > My Requests History > Raise a Request

### Raise a Request

Use this page to make a request or report a problem relating to a council owned facility or service.

**Request Details**

Request Type \*

Service Type \*

Property Address \*

Note: Please enter your street name and click search

Request Details \*

Location/Address

**Additional Information**

Attach a file  
 No file chosen

**Requestor Details**

Please note, if you do not provide your details we will be unable to obtain additional information (if required) or provide you with relevant updates regarding your request.

Given Names  Last Name

Email  Phone

# Our Solution – Residents Portal



“I expect my local council to assist me”

“I would like to see the status of the requests I have raised”



RAISE A  
SUPPORT  
REQUEST



VIEW THE  
PROGRESS OF  
THE REQUEST



MANAGE MY  
DETAILS



UPCOMING  
TASKS



NOTIFICATIONS



OVERDUE  
ACTIONS

[Home](#) | [My Properties](#) | [My Requests History](#) | [Raise Request](#) | [Announcements](#) | [John Smith](#)

Home > My Requests History

My Requests History

What can we help you with?

e.g. User login is failing

All My Cases

Search

Raise Request

Case Number	Case Title	Customer Case Status	Created On
P-03417-C0L0	Bulky Waste Collection - P-03417-C0L0		06/03/2020 12:43 PM
P-02920-H9G5	Report Potholes - P-02920-H9G5	In Progress	30/08/2019 3:26 PM
P-02580-V2K0	Bin not fully emptied - P-02580-V2K0	In Progress	29/07/2019 11:02 AM

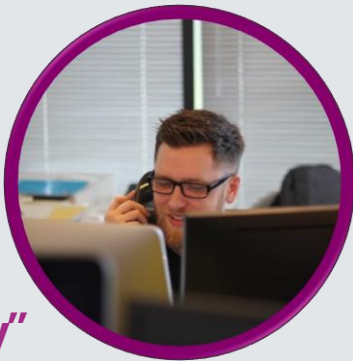
**Online services**  
Track a DA  
Online Applications  
Available jobs  
Library catalogue  
Pay your rates  
Upcoming Events  
Community Services Directory

**Other sites**  
Your Say  
Regional Gallery  
Performing Arts Centre  
Regatta Centre

**Keep up to date**  
Have your say  
News  
Newsletters


**Contact Us**  
(02) 9999 9999  
Translation Service: 131 000  
council@penrith.city  
1 Local Street  
Mail to: PO Box 01  
Local NSW 0000 Australia  
ABN: 00 000 000 000

# Our Solution – Support Operators




“We need to assist our residents”


“How can we triage and respond quickly”




**VIEW ALL  
REQUIRED INFO**




**WORK WITH  
STATUSES**




**STORE RELATED  
DOCUMENTS**



**DASHBOARDS &  
REPORTING**



**TRENDS &  
ANALYTICS**



**MANAGE  
INVESTIGATIONS**

Dynamics 365

City Council App

Customers > Cases

SANDBOX

Show Chart

New Case

Delete

Refresh

Run Report

Email a Link

Flow

Excel Templates

Home

Recent

Pinned

My Work

Dashboards

Activities

Timesheets

Schedule Board

Customers

Accounts

Contacts

Service Delivery

Cases

Work Orders

Resource Bookings

Agreements

Forms

Customers

Active Cases

Case Title	Case Type	Priority	Origin	Source	Customer
Hyde Park - Sporting Field Maintenance	Request Sporting Field M	Medium	Bot	General Public	Ben Murdoch
Market St - Request for service	Missed Service	Medium	Bot	Contractors	Bella Nixon
Matt Ave - Cleaning for Sporting Facilities	Compliment	Medium	Walk-In	Managed En...	Willow Harris
Main St - Adding the additional fences	Installation	Medium	Social	Property Ag...	Tori Morgan
Bondi Beach - Garbage Removal Request	Additional Service	Medium	Walk-In	Residents	Ryder Jackson
Karl Downtown - Syringes outside this Pharmacy..	Report Syringes	Medium	Phone	General Public	John Palmer
Edgecliff Rd - Removal of Posters	Report Graffiti	Medium	Social	General Public	Tori Morgan
Cecil St - Request to collect bulky waste	Bulky Waste Collection	Medium	Staff	General Public	Marilyn Chambers
Grandis Road - Trees have fallen down	Report Fallen Public Tree	Medium	Phone	Property Ag...	Jasmine Delaney
Neutral Bay - Abandoned Vehicle	General Enquiry	Medium	Email	Residents	Irene Roberts
Wynyard Station Park - graffiti cleaning request	Report Graffiti	Medium	Bot	General Public	Dean Thompson
Rembrandt Road Park - Tree Pruning Request	Request Tree Pruning, Rei	Medium	Bot	General Public	Bella Nixon
Hyde Park - Sporting Field Maintenance	Request Sporting Field M	Medium	Bot	General Public	Ben Murdoch
Yonge Road - Illegal dumping to be addressed	Illegal Dumping	Medium	Social	General Public	Archer Tablin

All

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# Local Government Service Management

## Resident Portal – Key Features

- Residents Portal for all Waste Service e.g. Missed bin, Bulky waste collection,
  - Pre-configured Process Mapping
  - “White labelled” for Branding to Council
  - Weekly uploads of Council assets and customer data
  - Capability to link to Council Payment gateway
  - Integration into Existing Council Internet/Intranet
  - Case Management within Dynamics 365
  - The solution consumes asset, resident data and addresses in D365 and fed from existing Council system (A daily one way update to d365 will be provided)
  - Can provide Integration/APIs with Legacy Applications including specialist Waste Provider Systems to raise request details and status updates between two systems. with user or full Integration in future,
- *Designed, Implemented and Operational within a Month and for under \$50k.*



# Investment

The table below estimates are based upon pragmatic approach for supporting the Production Deployment of the Residents Portal / Council Application

#	Description	Cost
1	Portal and Case Management	\$60,000
2	Portal, Case Management with SharePoint and TechOne integration	\$120,000
3	Portal, Case Management, Field Management and advanced integration	\$290,000

Please note that this is a Time and Materials estimate and all prices above are quoted exclusive of GST and are expressed in Australian Dollars



# Progress is impossible without change.

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**PROGRESS  
IS THE POINT**

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## Perth

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Terrace Perth WA 6000

## Adelaide

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Adelaide SA 5000

## Melbourne

6/170 Queen Street  
Melbourne VIC 3000

## Sydney

11/89 York Street  
Sydney NSW 2000

## Brisbane

7/348 Edward Street  
Brisbane QLD 4000

## London

14 Grays Inn Rd, Holborn,  
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## Paris

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