

**Transforming Local Government**

**velrada**

Business first.  
Technology second.

**THAT'S  
THE POINT**



# Who we are

- 150+ consultants and solution specialists
- 6 offices across Australia and United Kingdom
- Active engagements in NA, EMEA, APAC regions
- 4 Microsoft MVPs
- Microsoft Consulting Services sub-contractor
- Microsoft AU Managed-Partner
- Leaders in field services and connected operations
- Passionate about not-for-profits and citizen services
- Experts in modernizing legacy solutions

Microsoft  
Partner



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

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

🏆 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*

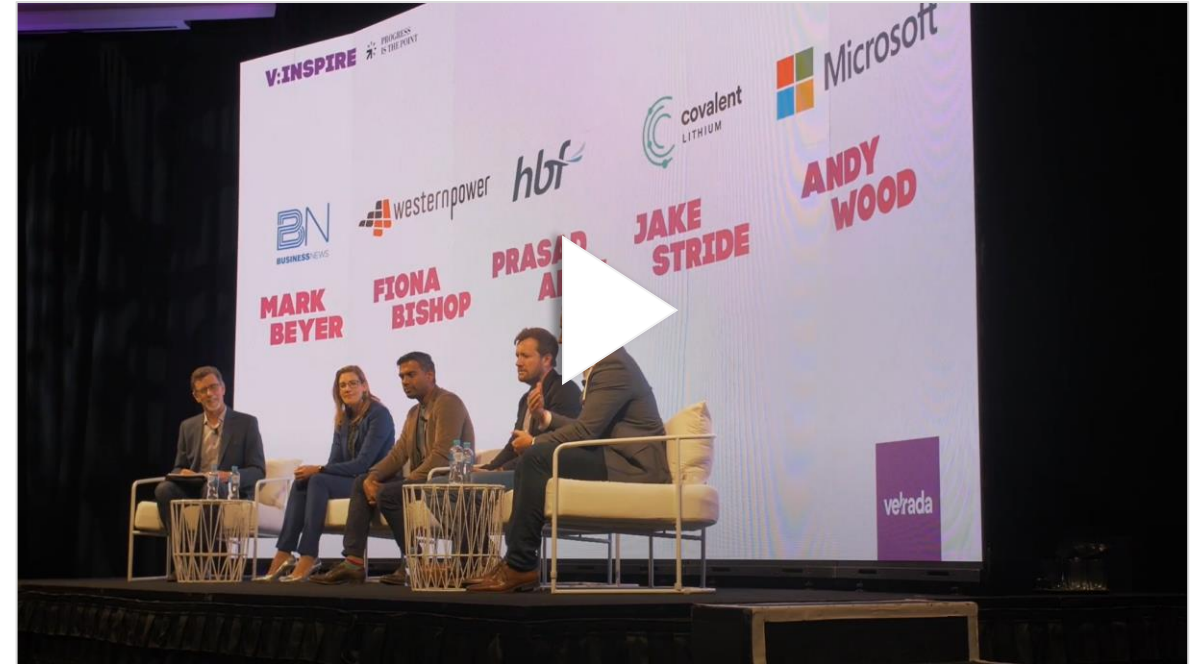
2019/2020  
INNERCIRCLE  
*for Microsoft AI*

2019/2020  
PARTNERADVISORYCOUNCIL  
*for Microsoft Business Applications*

# Our industry engagement



**Microsoft News: Penrith City Council cloud transformation**  
<https://news.microsoft.com/en-au/features/penrith-city-council-gears-for-growth-with-cloud-transformation>



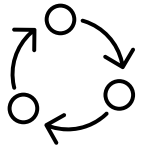
**Video: Velrada intro to Local Government and Councils**  
<https://www.youtube.com/watch?v=4TyPFgPPy9A>

A close-up, artistic photograph of a person's face, focusing on the eyes and nose. The person is wearing dark-rimmed glasses. The image is slightly blurred and has a dark, moody color palette. The text is overlaid on the left side of the image.

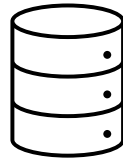
# Accelerating Local Government Service Management

# Current challenge

Meeting the increased service demand from population growth while transforming to modern digital services.



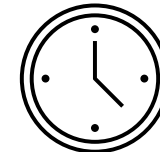
Manual  
processes



Unreliable  
data



Growing  
compliance



Delayed  
responses

# Our solution

## Design Principles

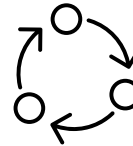
- Customer centric, self-service, multi-channel
- Automated processes and integrated operations
- Digitally-enabled mobile workforce
- Adaptable to council's requirements

## Benefits

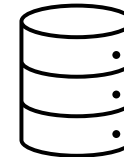
- Improved citizen experiences
- Reduced operating costs
- Higher service performance
- Increased compliance and reporting

## Solution Components

- Dynamics 365 Customer Services, Field Services
- Power Platform – Portal, Virtual Agents, Automate
- Common Data Service (CDS)
- Azure Integration Services



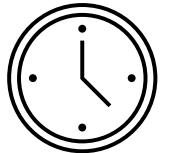
Automated  
processes



Consistent  
data



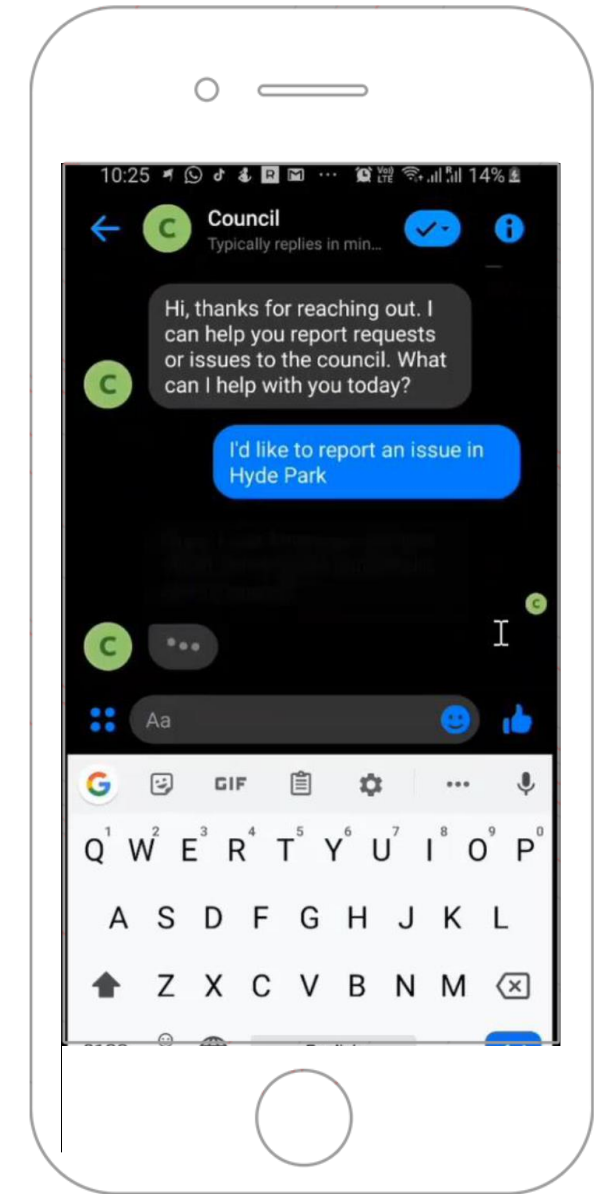
Aligned  
compliance



Increased  
response times

# Key features

- Self-service engagement allowing residents to raise issues immediately
- Streamlined case management aligned with service level agreements
- End-to-end work order management for mobile workforce
- Knowledge base and automated resolution prompts
- Integration with existing citizen portals, systems, and resident data
- Digital payment enablement and payment provider integration



# Investment required

## Option 1 £30k

### Includes Portal and Case Management

- Delivery of an online portal where residents can create and update service requests and provide feedback (MS Dynamics 365 CE Portals)
- Case management solution for client staff to manage the end-to-end service request lifecycle (MS Dynamics 365 CE)

## Option 2 £50k

### Includes Integration with SharePoint & Finance

- Portal and Case Management as per Option 1
- Integration from D365 to a SharePoint instance for document storage
- Simple integration to the client's finance system such as TechOne, Dynamics F&O, or Dynamics Business Central

## Option 3 £100k

### Includes Field Service Management and Enhanced Integration

- Portal and Case Management as per Option 1 and integration to SharePoint and a finance system as per Option 2
- Implementation of D365 Field Services for work order management including mobile app for use in the field
- Enhanced integration into existing Council intranet/extranet pages, other Council systems or payment gateways

# Case study



**65%** reduction in requests for updates on open cases

**80%** of processes automated

↑ Significant improvement in the visibility of real time and historical data

*“Since July 2019 over 20,000 waste and city presentation requests have been captured, and where relevant directly integrated to a third-party provider in real time”*

**Improved customer experience through** faster turn-around of requests, self-service apps with up to date information, and 24/7 case submission.

**Significant SLA delivery improvement** from the third-party providers thanks to the elimination of manual processing tasks.

**Improved data visibility for reports and auditing** by centralised access with Dynamics 365, meaning escalations can be resolved much quicker.

**Significant reduction in internal phone calls, email traffic and memos** as all communication can be done directly through the solution.



*“It goes to the core of what Penrith is trying to achieve in terms of enhanced customer service and the delivery of our Customer Promise”*

**Jane Howard**  
ICT Operations Manager, PCC



# Velrada overview

# What we do

**Cloud-first.  
Data everywhere.  
Outcomes led.  
User focused.**



# Global centers and client locations



# Business Applications

Modular, connected business applications to streamline service delivery and operations are critical to realising the benefits of digital transformation.

Dynamics 365 breaks down the silos between ERP and CRM, bringing people, data and processes together in a lightweight but robust architecture improving efficiency, productivity and service delivery, both inside and outside of your organisation.



“Many organisations work to traditional measures like cost of labour or the cost of raw materials. This system allows us to go deeper and understand where efficiencies can be delivered.”

Paul Bean, *CEO Mining*  
**Sodexo APAC**

## CONNECTED ENTERPRISE

The Connected Enterprise vision is to deliver whole-of-business systems which leverage the modular but integrated architecture of the Dynamics 365 suite of applications to meet key digital transformation challenges across industries.

- ERP Strategy & Architecture
- Integrated Service Delivery
- Case Management
- Workflow & Process Automation
- Field Service Management
- Customer Engagement
- Client Management

## LINE OF BUSINESS

We have also used the Dynamics 365 platform to deliver enterprise solutions to integrate traditional ERP and CRM capabilities as well as automate core processes for emerging business functions.

- Project Service Automation
- Talent Management
- Operations
- Customer Service
- Sales & Marketing
- Customer Insights

## CLOUD, IOT & MOBILITY

Dynamics 365 and Azure provide the platform for scalable process automation, integration of IoT connected devices and real-time execution architecture. The cloud platform and integrated applications can then coordinate actions throughout the organisation and in the field.

- Azure IoT Suite
- Field Service Management
- Cloud Infrastructure & Integration

## CLIENT SUCCESS



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# Power Platform Capability

The ability to innovate faster is critical to maintaining business competitiveness.

Velrada is able to take your investment in Office 365 and Dynamics 365 and make it even more powerful by showing you how to build powerful apps that span productivity, roles and business data.

From strategy to governance, we can help you build apps that mean business and create practical solutions that address your Digital Transformation.



## Service Highlight: PowerPlatform Governance

Already underway in the likes of **BHP** and **Rio Tinto**, our offer enables the bringing together business units to establish a company wide governance framework.

We do everything from entry level engagements i.e. starting the journey, all the way through to skilling a customer's employees, and selling apps and IP in to the customer.



### Create and Run Apps & Portals

Building apps with PowerApps makes it easy to co-design better solutions enabling your business users and IT teams to work effectively with our professional developers to solve business problems based on role or scenario.

- **Create & Run external Apps & Portals**
- **Create & run canvas or model-driven apps**
- **Run apps in the browser or Power Apps mobile for IOS and Android**
- **Run canvas Apps in context with Office 365**
- **Run Apps offline**



### Connect Data

Utilising the Common Data Service you can maintain a single source of truth across the organisation and build and run apps that use the same data. Office 365 and Dynamics 365 applications can be built natively incorporating enterprise data with security built in.

- **Access your on-premises data, connect to Legacy data or Dynamics 365 entities**
- **Connect to cloud based services or use one of a number of existing premium connectors or create your own custom connectors**



### Automate Processes

Using Power Automate, Microsoft's powerful, built-in workflow engine, we can quickly automate your workflows, enable business logic and model your processes to guide users through them across connected data sources and services.

- **Automate workflows with Microsoft's Power Automate Flow**
- **Create and use entities with complex business logic and real time workflows**
- **Use business process modelling in your apps**



### Client Success



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# Data & AI

The ability to analyse and act on insights from customer and operational data is a key driver of competitive advantage and operational efficiency.

From strategy and governance to creating practical solutions that move beyond the buzzwords of Data Science, Big Data and IoT, we have the know-how to integrate business intelligence seamlessly into your operation.



Microsoft



Power BI



Azure

“We’re in unprecedented territory as no one else is doing what we’re doing as a service. What we’ve proven is this is a unique service and a unique solution which is also safe and robust.”

Dr Daryl Kroschel,  
*Director Clinical Operations,*  
*Home Hospital Silver Chain*

## ANALYTICS & INSIGHTS

Data and analytics is at the core of driving business improvement. Developing a data and BI strategy with the capability to execute and bring data to life through technology has moved our clients to the next level of business insight.

- Data Strategy & Governance
- Information & Solution Architecture
- Self-service BI
- Data Visualisation
- Advanced Analytics
- Data Warehousing & Migration

## DATA SCIENCE & BIG DATA

Businesses are harnessing their data by adopting tools, methods and platforms to optimise operations in real time and deliver strategic insight into performance. The good news is you can start small, deliver quick wins and get comfortable with how to deploy for maximum impact.

- Propensity Modelling
- Social Sentiment Analysis
- Data Cleansing & Enrichment

## AI, CLOUD & IOT

The intelligent business is built on the foundation of a cloud-first platform able to collect and continuously synthesise massive volumes of data from numerous sources using Machine Learning and AI algorithms. We’ve used this help clients optimise operations, build more profitable products and move from being reactive to proactive.

- Machine Learning
- Predictive Analytics
- Azure IoT Suite

## CLIENT SUCCESS



TREASURY  
WINE ESTATES

Beyond  
Bank  
AUSTRALIA

ARTC



sodexo

velrada



PROGRESS  
IS THE POINT

# Modern Workplace

The modern workplace must amplify productivity, efficiency and intelligence to help individuals and teams create, collaborate and connect.

We use the Office 365 platform and its ecosystem of productivity tools to build a team-centric, intuitive experience that can radically increase productivity and unlock value from tacit knowledge in the organisation.



“OneWay has allowed us to capture our intellectual property in project development and delivery and create a backbone for continuous improvement and ultimately value creation”

Ray Paulk  
Manager Project Services  
BHP Billiton Ltd

## STRATEGY & PLANNING

Creating new ways of work to support DX relies on empowering individuals to create, connect, and collaborate any time, from anywhere. We'll partner with you to develop a practical strategy, roadmap and set of requirements based on your specific digital workplace needs and aspirations.

- Digital Workplace Strategy
- Information Architecture
- Knowledge Management
- Workplace Analytics
- Governance, Risk & Compliance

## TECHNOLOGY PLATFORM

Once the focus areas and requirements of your digital workplace are understood, we'll map the technology ecosystem to your specific combination of needs. We understand the use cases for different technology options and the most effective way to combine Microsoft's cloud productivity tools and applications to transform the way you work.

- Solution Architecture
- Collaboration & Social Business
- Search & Discovery
- Mobility

## UX & DESIGN THINKING

Ultimately the success of any DX initiative relies creating solutions that fit intuitively into your teams' daily lives and 'just work'. A user centred approach to solution design is critical to ensuring adoption and these methodologies are built in to our engagement DNA.

- UX Blueprint
- Requirements & Research
- Interaction Design
- User Testing & Feedback

## CLIENT SUCCESS



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# Cloud Services & Automation

Digital transformation can be challenging for businesses. Organisational inertia, legacy systems and a lack of bandwidth for key people can create challenges.

Velrada lead the way by leveraging Microsoft's Azure Platform and bringing to life your existing investments through creative thinking and experience in Microsoft technologies. Velrada connect the enterprise to the Cloud bringing the Cloud closer than ever to the finger tips of organisations and agencies.



“Many organisations work to traditional measures like cost of labour or the cost of raw materials. This system allows us to go deeper and understand where efficiencies can be delivered.”

Paul Bean, *CEO Mining*  
**Sodexo APAC**

## STRATEGY & FOUNDATIONS

Where enterprise meets cloud, enabling organisations to elevate their digital transformation strategy towards a serverless, integrated and connected platform.

- Enterprise Thinking
- Cloud Strategy & Governance
- Azure Foundations
- DevOps Strategy
- Integration Strategy
- Microservices Approach

## TEST AUTOMATION

Further promoting quality and governance are further enabled through Azure DevOps and brought to life through Automation of both Testing and Releases. Automation provides repeatable and consistent delivery; and coupling this with Automated Testing assures quality of the delivery.

- Azure DevOps
- Automation – Test and Release
- Governance and Quality

## TECHNOLOGY PLATFORM

Everything-as-Code ensures that the strategy is sustainable throughout the digital transformation implementation. Velrada puts into practice the strategy and foundations to architect, automate, verify and deliver on Hybrid and/or Cloud-first.

- iPaaS & Connected Systems
- Hybrid & Cloud-first
- Azure Service Bus, Logic Apps, Function Apps
- Monitoring, Log Analytics, Application Insights
- Identity & Access Management
- Security

## CLIENT SUCCESS



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# Progress is impossible without change.

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**PROGRESS  
IS THE POINT**

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