

ONECOUNCIL

Creating connected communities

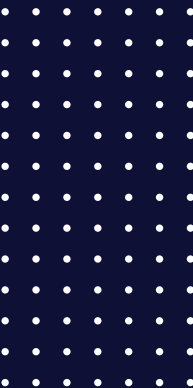


technology**one**

Partnering for success



“The solution has enabled us to remove a huge amount of complexity and save millions of dollars.”





Simplify the complex

Councils are multi-faceted organisations, often with stretched resources and budgets. While some councils opt to cobble together disparate systems in search of a council-wide solution, this often leads to a costly, complex, siloed and inefficient operating environment.

If you're committed to digital transformation and embracing a customer-centric approach to service delivery, it's time to question whether your current systems approach can really deliver on these goals.

In today's digital-first world, it's critical to have the right Enterprise Resource Planning (ERP) capabilities in place to run your council operations efficiently.



Creating better connected communities

TechnologyOne's OneCouncil Software as a Service (SaaS) solution delivers a seamless and engaging local government experience. Our integrated approach to SaaS ERP enables you to consolidate your technology stack, simplify council business systems in one platform, transform your digital experience and better connect with your community.

Whether you're in council management, administration, a field worker or a customer, you can connect through one integrated solution that's accessible on any device, anywhere, at any time.



Experience the OneCouncil advantage

Reduce costs, improve efficiency and streamline processes through end-to-end management of council operations.

A solution built for local government

A proven practice solution that's specifically designed for local government to reduce implementation time, cost and risk.

Intuitive, engaging software

Provide intuitive self-service access for council workers and residents.

Secure, reliable and scalable

Guarantee the privacy of your data by partnering with Australia's most trusted SaaS ERP provider.





Take a closer look at OneCouncil

Over 73 per cent of the Australian and New Zealand population live in a council powered by TechnologyOne software. Our global SaaS ERP solution supports the day-to-day operational and strategic requirements of councils in a single integrated solution.



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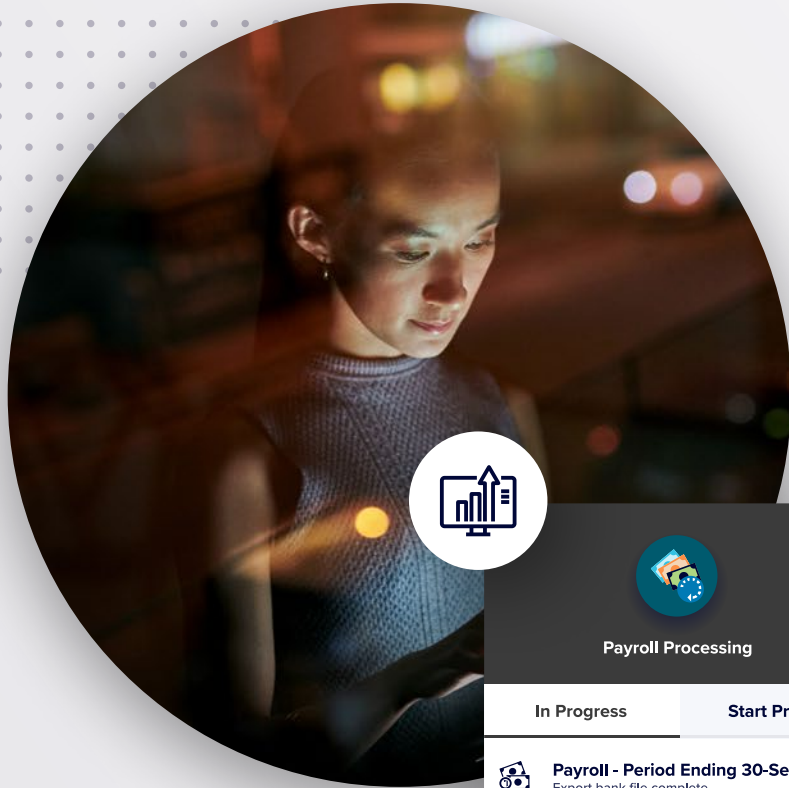
Corporate strategy and planning

Integrated planning and reporting

Simplify strategic and operational planning, reporting and analysis with a solution that aligns with the integrated planning and reporting framework.

Long-term financial planning

Plan effectively, measure progress against key performance indicators and report results to ensure organisational activities are transparent, accountable to the community and supports the long-term financial plan.



Payroll Processing

In Progress

Start Process



Payroll - Period Ending 30-Sep
Export bank file complete



Payroll - Period Ending 02-Nov
Calculation Complete

5 In Progress



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Financial management

General ledger

Track, analyse and report up-to-date financial information from across the organisation with a flexible, integrated multi-ledger and multi-chart of accounts.

Budgeting and forecasting

Deliver unified and integrated driver-based budgeting and forecasting that links to the strategic goals of your council.

Expense management

Take control of spend, automate expense management and ensure greater policy compliance.

Asset accounting

From acquisition and depreciation to revaluation and disposal, accurately capture, track and report on the lifecycle costs and valuations of your fixed assets.

Project accounting

Manage accurate project budgets and billing throughout project lifecycles and easily review financial performance for any single project.

Payroll processing

Reduce the time and risk involved in payroll processing by automating the entire process with an integrated payroll solution that complies with all current legislated reporting requirements in Australia, New Zealand, United Kingdom and Papua New Guinea.

Grants management

Manage every step in the grants process, from sourcing to reporting, and provide visibility across your entire grants portfolio, whether it be acquiring grants or distributing grant funds.

Property and revenue management

Property and land management

Manage property, land subdivisions and amalgamations through defined processes maintaining record history. Leverage spatial data to provide map-based views of property and land records and update property and land-based attributes.

Property transfers

Keep a complete history of property ownership through a defined property transfer process.

Debt and debtor management

Centralise and manage customer debt within a single solution. View all outstanding debt, by type, by date including instalments and payment arrangements. Leverage bulk processing for invoice generation, statements, reminders and debt management processes.

Enterprise receipting

Streamline the receipting process with a solution that supports multiple payment types, EFTPOS integration and provides self-service web receipting.

Service management

Centralise the management and visibility of water and waste services. Define service types, for example bins and/or meters, and utilise this metadata in rates or other charge calculations.

Rates

Define rate type and charge options with multiple calculation methods and input variables. Identify criteria to automatically assign rate types to relevant properties with manual overrides and updates. Undertake rates runs to calculate rates charges, rebates and installments with review and analysis before finalising and generating notices.

Water billing

Leverage defined water services from service management to generate water rates and charges based on meter readings or other billing calculations. Manage the meter reading process through defined export/import processes.

Rates modelling

Baseline, create and compare multiple models utilising 'goal seek' and 'what if' scenarios across all or selected rate types. Visualise and drill-down by rate type or property. Apply selected model calculations into next year's rates book.





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Procurement and inventory management

Contract and contractor management

Manage the full contract lifecycle and collaborate with suppliers while strengthening compliance and reducing risk. Keep supplier information and contracts accurate and produce detailed contract KPI and financial reports. Support for all types of contracts including materials, services and construction, both lump sum and schedule of rates.

Source to contract

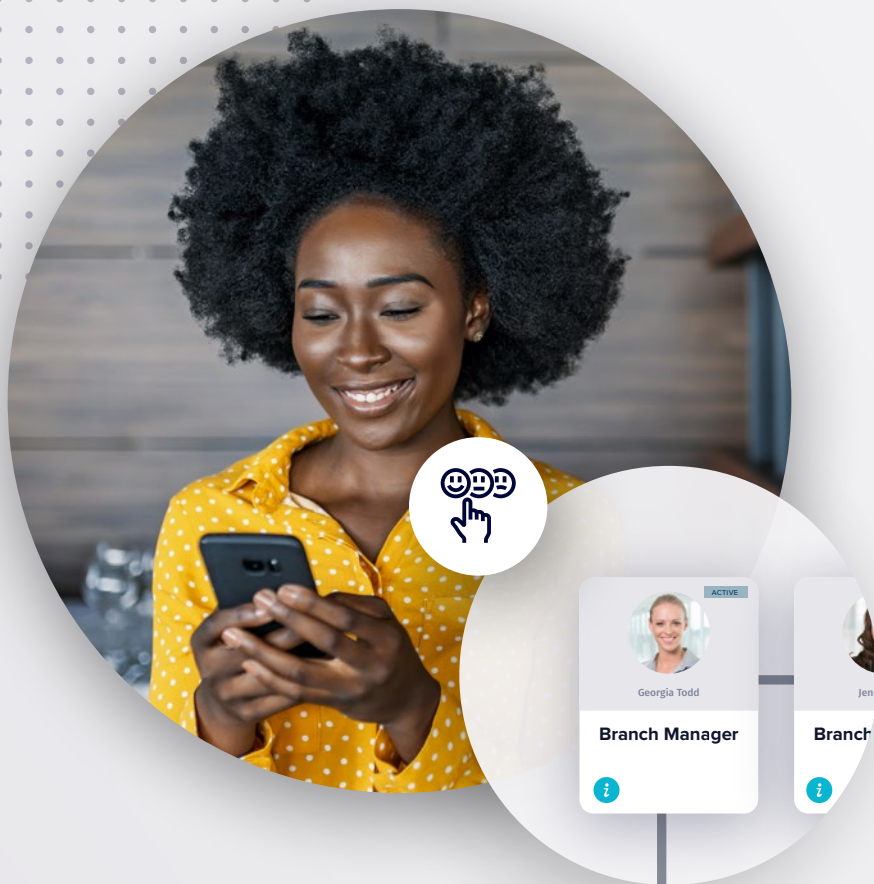
Identify, evaluate and engage suppliers for all your council's procurement needs with comprehensive RFx management tools for highly configurable approaches to market.

Procure to pay

Streamline the entire procure-to-pay process by automating requisitioning, authorising, purchasing, receiving and payment processing.

Inventory management

Accurately track and manage your inventory with automated order processing and replenishment and support for multi-location inventory management.



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Human resource management

Organisation management

Optimise workforce planning with visual tools and embedded analytics that provide actionable insights into your current workforce. Identify critical gaps and develop workforce strategies that align with and support your council's strategic plan.

Employee lifecycle management

Manage the entire employee lifecycle from headcount and cost budgeting and approval through recruitment, onboarding, performance management, learning and succession.

Learning and training

Manage every aspect of your organisation's learning and development programs and easily tailor training plans to each employee's career development and succession plans.

Workforce management

Support a modern workforce and manage all aspects of employment including positions, time and attendance, leave and pay.



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Project lifecycle management

Budget bid submission

Capture budget bid submissions and take initiatives through rigorous investment selection, scoring, ranking and prioritisation to realise project goals.

Investment prioritisation and optimisation

Prioritise project and capital work candidates and optimise budgeting and sources of funding options for a range of long-term financial scenarios.

Project delivery

Develop and maintain project and program plans, and work breakdown structures within an interactive Gantt chart.

Portfolio, programme and project management

Manage whole-of-life portfolio, programme and project processes with a global methodology-based solution. Adopt best practice guidelines including PRINCE2, PMBOK, MoP and MSP to ensure successful project delivery.

Project cashflow and forecast management

Manage projects to budget, track costs and expenses in real-time, and ensure robust cost controls are in place to avoid budget overruns.



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Enterprise asset management

IIMM and ISO55000

Align with industry best practices including IIMM and ISO 55000x by optimising the lifecycle performance of assets in a single, integrated solution.

Asset management

Manage the performance of your assets with full visibility into cost, utilisation and performance of all council assets including:

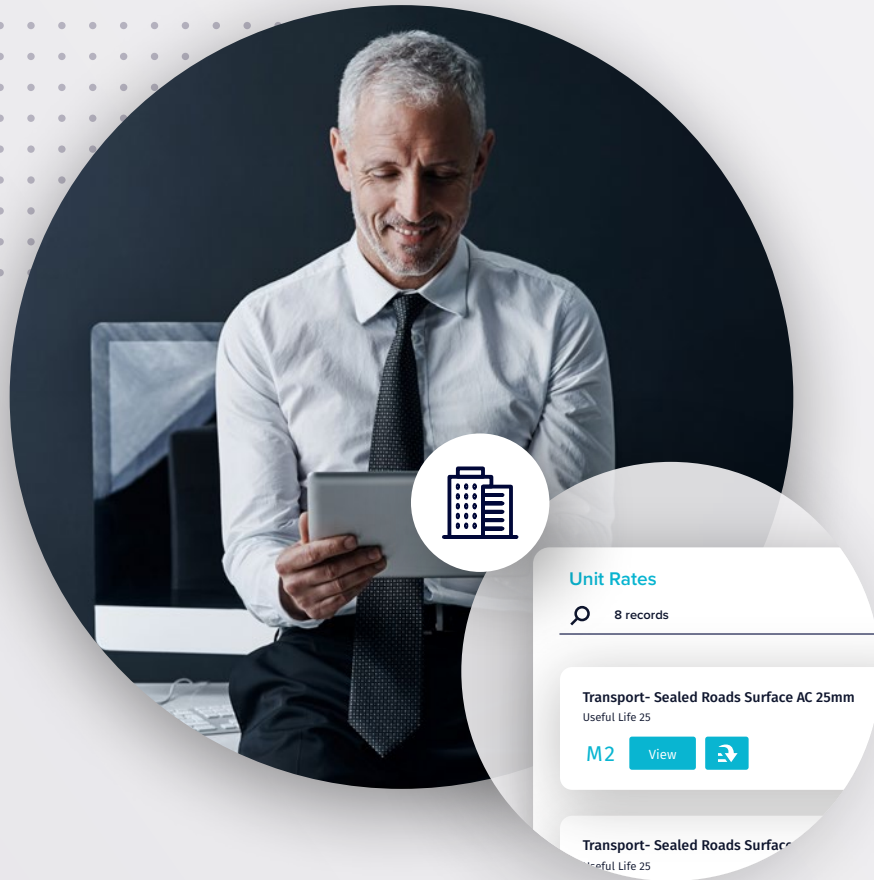
- Infrastructure assets such as roads and water
- Parks and open space
- Buildings and facilities
- Plant and fleet
- Mechanical and electrical assets

Work management

Manage all types of work, including planned inspections and scheduled maintenance as well as reactive work, defect management, and optimise work scheduling and utilisation.

Field mobile

Enable field teams to process work orders, capture asset data, inspect assets and raise defects on any device in the field, in both connected and disconnected environments.



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Strategic asset management

Prediction modelling based on condition, capacity and functionality

Understand the lifecycle costs of your assets, including renewal, maintenance, upgrade and operating costs.

ISO31000 risk management

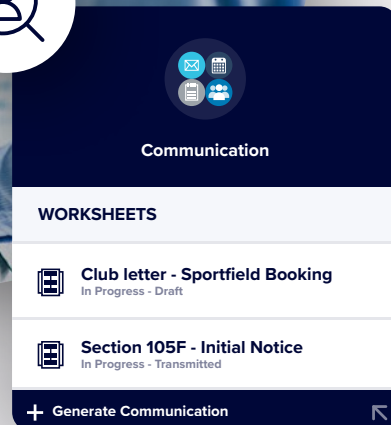
Incorporate a risk management approach and make informed, evidence-based asset investment decisions that are prioritised based on asset criticality and risk.

Optimised treatment planning

Predict asset maintenance costs and treatments required to achieve required level of service.

Revaluations

Determine remaining life of assets by applying degradation patterns at a component level and perform revaluations based on unit rates.



Customer management

Request management

Deliver 24/7 access for your community to lodge and track customer requests. Define request metadata and business processes to accurately capture responsibility, time-based key performance indicators and request resolutions.

Request management provides process flows over:

- Work management for work related requests
- Service management for waste/water related requests
- Compliance for enforcement related requests

Interactions and notifications

Automate multi-channel notifications to customers for key events in request and compliance processing.

Perform bulk communication generation across SMS, email and print for defined or ad-hoc purposes.

Surveys and consultations

Undertake targeted surveys leveraging definable forms and contact data to reach out to the community.

Support legislative consultation

requirements, such as development based neighbour notifications, with defined processes to notify, receive and manage submissions.

Master data management

Maintain up-to-date name records with simple name merge and name deduplication processes. Define weighting factors to identify potential and possible name duplicates allowing for review and merging of duplicate names.

Customer management

Provide a single view of the customer detailing key customer-centric information including multi-channel contact details.

View all interactions and transactions within council, including:

- Property ownership
- Outstanding debt
- Submitted requests
- Lodged applications and consents
- Animals and other associations

Provide customer registration and self service to your community through online portals.



Animals

Summary

	Active dogs	125
	Active cats	72

Register animal

197 Active animals



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Regulatory and compliance management

Development, building and planning applications and consents

Manage regulatory applications end-to-end, from lodgement through assessment to determination and verification.

Deliver consistency for staff by managing all regulatory processes in a single, enterprise framework.

Permits and licenses

Manage environmental health, food and other operational permits within a single, enterprise solution. Generate bulk renewals and reminders including renewal documentation and fees and charges. Undertake compliance inspections using integration mobile architecture.

Animal management

Manage the registration, renewal and ongoing fees for all animals within council. Provide self-service functionality for the community to create and update their animals details.

Infringement management




Define and monitor configurable infringement types and associated fines and charges. Issue directly or import data from common hand-held devices. Relate infringements to other records, including properties, animals or compliance applications.

Contributions and obligations

Define contribution plans, projects and calculations within a centralised management area.

View and report on raised contributions per application and index raised charges over time. Capture and manage obligations including bonds and guarantees.



MY ECM		
	Unregistered	2
	Pending	3
	Collaborating	17

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Document and records management

Attachment management

Automatically capture and store any type of document or attachment and improve access to information across the organisation.

Document management

Integrate every record and information asset across your council with a unified content management solution that enables instant searchability, organisation-wide collaboration and industry-standard compliance.

Retention and disposal

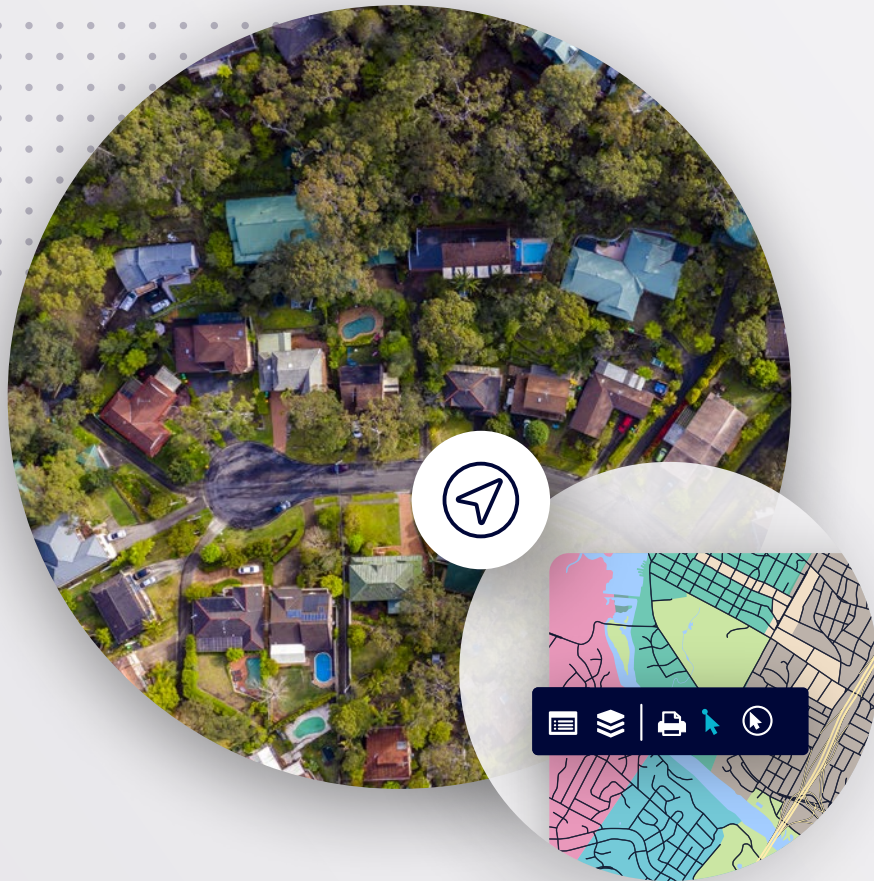
Automate the retention and disposal of records and documents and comply with government-level records management standards.

Meetings

Streamline the capture and distribution of meeting and agenda documents.

Microsoft 365 integration

Enable employees to continue to use the applications they are familiar with via Microsoft 365 integration.



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Spatial management

GIS integration

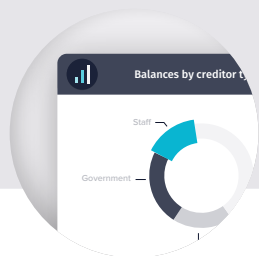
Transform data into maps and turn insight into action, with integrated GIS and embedded mapping. Gain a new perspective on your properties, assets and infrastructure to better visualise and deeply understand complex information.

Empower more users to interact with your information and drive decisions and deploy spatial information to the general public.

Web-based spatial viewing

Provide web based access to spatial information for the workforce and customers in an easy-to-use but powerful spatial viewing platform.

Solution enablers



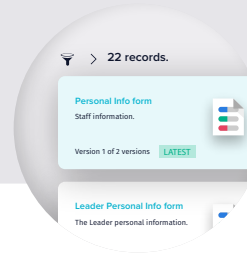
Business analytics

Analyse operational and strategic information and present this in reports and dashboards using a range of visualisation tools such as charts, tables, word clouds, slicers, media and more.



Business process automation

Build best practice into your everyday processes. Automate simple tasks and sophisticated processes with customisable clocks, workflows and approvals.



Digital Forms

Streamline and automate the collection of information from suppliers, customers, employees and other stakeholders with integrated forms.



Interactions and correspondence

Create a 360 degree view of all customer interactions. Simplify your communications with powerful interactions tools that links each correspondence to a customer.



Digital branding

Standardise digital stationery across your business to produce recruitment letters and rates notices seamlessly.



Portals

Streamline internal and external interactions with your council. Access a range of online portals including, Customer, Supplier, Recruitment, Contractor, Volunteer, Employee, Contractor and Tenderer

Consulting services

From implementation to transformation, get the consulting services and support you need to ensure continued success.

Work shoulder-to-shoulder with experienced consultants who are aligned to your industry and have instant access to the latest TechnologyOne software. Our consulting team has a proven implementation methodology and track record of project delivery, ensuring a seamless implementation and onboarding experience in the lead up to 'go live'.

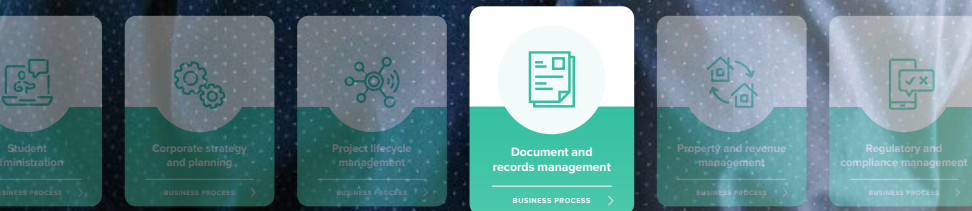
Access ongoing consulting services to operate, maintain and optimise your solution. Our Application Managed Services (AMS) team will assign you with a dedicated Service Delivery Manager so you can keep pace with enhancements and leverage a best practice approach.

Support

Access self-help options, collaborate with others, find answers to questions and manage your support cases in our online Customer Community. Our global support teams take a collaborative approach to ensure your success, engaging with you through multiple channels to ensure you receive an exceptional support experience.

Training and resources

Gain the knowledge to succeed and work more efficiently in your day-to-day role. Led by our expert consultants, our training courses will teach you new skills and helpful tips and tricks. You can also access hundreds of online resources via the TechnologyOne University, so you can learn at your own pace.





THE TECHNOLOGYONE difference

Power of One

**One vision. One vendor.
One code-line. One experience.**

Making life simple is at the heart of what we do. We take complete responsibility for building, marketing, selling, implementing, supporting and running our enterprise solutions to guarantee your long-term success.



THE TECHNOLOGYONE difference

SaaS Platform

Security. Reliability. Accessibility.

We've spent hundreds of millions of dollars building the world's most trusted SaaS ERP solution that's secure, reliable and efficient. Our multi-tenanted SaaS solution has deep layers of security and the highest level of certification at every layer.



Ready to learn more?

Our team is here to help. Contact us for more information, product demos and advice.

technologyonecorp.com

THE TECHNOLOGYONE difference

Our people

Dedicated passionate individuals.

As the creators of our software, no one knows it like we do. When you partner with TechnologyOne you benefit from a direct relationship with us throughout every step of your journey - from implementation to transformation. Our trusted team of experts will partner with you to unlock the value of your technology investment and set your council up for success.

About TechnologyOne

TechnologyOne (ASX: TNE) is Australia's largest enterprise software company and one of Australia's top 150 ASX-listed companies, with offices across six countries. We provide a global SaaS ERP solution that transforms business and makes life simple for our customers. Our deeply integrated enterprise SaaS solution is available on any device, anywhere and anytime and is incredibly easy to use.

Over 1,200 leading corporations, government agencies, local councils and universities are powered by our software. For more than 33 years, we have been providing our customers enterprise software that evolves and adapts to new and emerging technologies, allowing them to focus on their business and not technology.

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