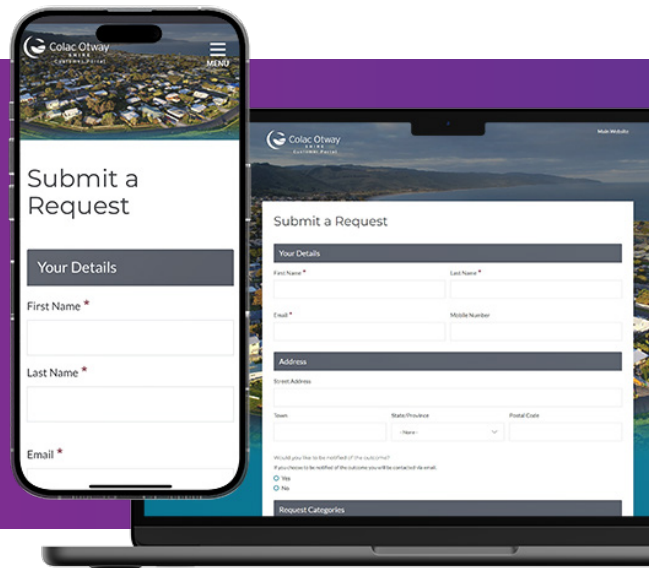# Colac Otway Shire Council

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A seamless customer experience with no data-entry

Requirement: DIY Forms

Symphony3 developed a customer portal, intranet with forms portal, and integration to core council systems.

The Challenge

- Poor digital service delivery - collection of pdf forms and stand-alone non-integrated forms delivered a frustrating experience to citizens.
- Old, outdated intranet delivering no internal value. Content was no longer relevant and there were no tools for streamlining internal processes.
- Difficulty connecting existing digital applications (online forms and intranet) to internal systems as existing platforms lacked integration capability.

Solution Symphony3 Delivered

- Delivery of a new customer portal and intranet on a secure and stable platform.
- Implementation of internal and external forms. Many forms were copied from Symphony3 forms library (e.g. replication of forms from other councils).
- Integration of digital platform with core systems including Civica Authority, HP Content Manager, MS Active, and Merit CRMS.
- Staff training to build own digital services/forms.

Client Benefits and Outcomes

- **Enhanced customer experience** and 24/7 service delivery. Citizens can quickly and easily access content and services.
- **Better employee experience** – staff use the intranet to apply for internal services including annual leave applications and to book training courses.
- **Automation of processes** via integration with core systems eliminates time-consuming manual processes.
- **Integration** allows new systems to be plugged into existing core systems ensuring use of existing systems is maximised.
- SaaS model **removes security and upgrade responsibility from the IT department**. – Symphony3 manages all software patches and upgrades on its platform, meaning council IT staff can focus on core systems and core tasks.
- **Unlocking of Staff potential** – employees can build and expand the platform by adding their own integrated forms and digital services.

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simple connected customer experiences

To get started visit www.symphony3.com or email fcoleman@symphony3.com