Alpine Shire Council

symphony3

> *"It's an incredibly transparent and efficient way of communicating the performance of our project delivery to our community, councillors, government and internal team members."*

**Charlie Bird,
CEO Alpine Shire Council.**

Requirement: New website and project dashboard

Symphony3 implemented a shared platform with new corporate website and an integrated project dashboard.

The Challenge

- Old website delivering poor customer experience.
- Projects and services managed across multiple spreadsheets and systems.
- No accountability or transparency across projects and poor project visibility for executives.

Solution Symphony3 Delivered

- A secure SaaS platform providing:
  - A new visually impressive, easy to use website.
  - A capital works dashboard focused on providing simple visibility of projects to all stakeholders.
- Platform integration to data sources including the GIS and Xero finance system.

Client Benefits and Outcomes

- **Enhanced customer experience** – easy to use, visually impressive website.
- **Project dashboard** that provides all stakeholders with easy-to digest information and delivers on the council promise to be transparent and accountable.

 This means:

- Residents and stakeholders have **clear sight** of how money is spent.
  Projects are **better managed** by staff, ensuring better use of resources and taxpayers' money.
- CEO and General Managers can **see the progress** of every project.
- **Automation of manual processes**. Integration between platform and core system saves hundreds of hours of manual data entry every year.

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simple connected customer experiences

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