



Smaart
Council

Built for
Councils.
Serving
Communities.



COUNTERPART
SOLUTIONS

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Smart
Council

**“we believe transformation success
comes from line of sight of delivery
to strategic goals.”**



Why simplify YOUR TRANSFORMATION



The local government sector in Australia is facing increasing pressure to deliver better services to its communities while also reducing costs and increasing efficiency.

SMAaRTCouncil is a cutting-edge software solution designed specifically for local government. It helps councils to streamline their processes and automate many of their manual tasks, freeing up valuable time and resources. With SMAaRTCouncil, councils can manage their operations more effectively, delivering better outcomes for their communities.

One of the key benefits of SMAaRTCouncil is its ability to automate many of the manual tasks that councils face. For example, councils can automate the processing of permits, licenses, and fees, reducing the time and resources required to complete these tasks. SMAaRTCouncil also provides a centralized platform for managing council assets, including roads, parks, and buildings, ensuring that maintenance and repair tasks are completed efficiently and effectively.

SMAaRTCouncil also provides councils with valuable data and insights into their operations. This information can be used to make informed decisions about future investments and to identify areas where improvements can be made. With SMAaRTCouncil, councils have access to real-time data on their operations, enabling them to respond quickly and effectively to any issues that arise.

Another important benefit of SMAaRTCouncil is its ability to improve communication between councils and their communities. With SMAaRTCouncil, councils can communicate more effectively with their residents, providing them with up-to-date information on council services and activities. Additionally, SMAaRTCouncil provides residents with a platform to voice their concerns and provide feedback, helping councils to better understand the needs of their communities.

In today's world, it's more important than ever for councils to be responsive and adaptable to change. SMAaRTCouncil is designed to be flexible and scalable, allowing councils to easily adapt to changing circumstances and respond to new challenges as they arise. Whether a council is looking to expand its services, improve its operations, or reduce costs, SMAaRTCouncil can help.



Finally, SMAaRTCouncil provides councils with peace of mind. With SMAaRTCouncil, councils can be confident that their data is secure and that their operations are managed effectively.

SMAaRTCouncil is designed to be user-friendly and easy to use, ensuring that councils can get the most out of their investment with minimal effort.

In conclusion, the SMAaRTCouncil solution is a valuable investment for any Council looking to improve their operations and deliver better outcomes for their communities.

With SMAaRTCouncil, councils can automate their manual tasks, access valuable data and insights, improve communication with their communities, and respond effectively to change. Don't wait – invest in SMAaRTCouncil today and take your council operations to the next level.ion across people, process and technology.

City of Greater Geelong is leading the Australian Councils Sector with the SmaartCouncil Integrated Customer and Property Solution - The Waste Management solution has gone live.



Did you know that ~61-72% of Council FTEs are tied up in community service lines of activity.

Councils that use an integrated CRM and Property solution that integrates other operating systems into their CRM find a much higher ROI.

The SMAaRTCouncil Customer Request Management solution extends far beyond the relationship with the customer. It incorporates the lifecycle of a customer contact to completion of a community service request. It also has a full customer golden record through integration and data management.

The main reason for the success of SMAaRTCouncil is that you're establishing your CRM as a single source of truth. Through Oracle customer data management, Councils obtain a good overview of data management and a golden customer record. This includes integration of the customer from other Council systems like Library, Leisure and Community Support systems. Essentially, your CRM is the single source of truth that provides a 360 degree of the customer.

SMAaRTCouncil architects the systems supporting your CRM to achieve this out of the box. For example your accounts receivable and billing and rating system will push account data, collections or receivables information back to your CRM.

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Your CRM is also pushing online payments directly into the accounting system avoiding double entry.

Your CRM is also fully integrated into your Asset Management system for service requests that trigger work orders on assets. This is two way as a council is a service-based business so the customer is kept up to date by the progress of your works management system.

A Service management team could quickly look into the CRM to find out where a works service request is without ever having to go into a project and works management tool.

Everything flows back into the CRM.

Why?

It's because that's where all of the customer information is. Customer information is your single most important asset in your Council business.

That's the case with CRM.

Your SMAaRTCouncil CRM is the future of integrated customer management for a council in 2023.

Here is an example of the SMAaRTCouncil CRM supporting the waste management function. We know that rubbish and recycling requests account for ~55 to 65% of all customer calls and requests. We have built automated rubbish and recycling workflows to facilitate ROI and customer satisfaction.

Please review our solution at the following demonstration videos.

https://youtu.be/aVzd_1Zj_D0

<https://youtu.be/crBEuNia1SQ>



Smaart Council

‘request a time for a demo today’

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