

Evolving Australia's local councils for a digital world

A solution guide

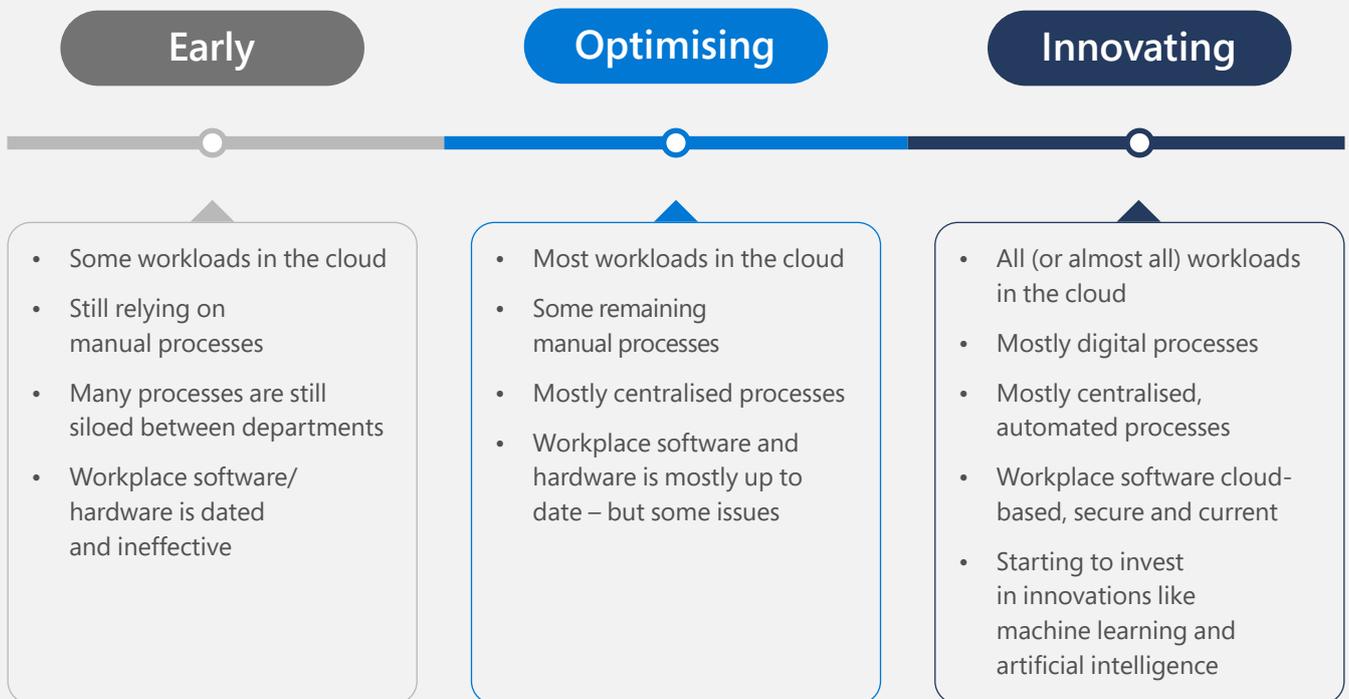


Every local council is unique and has different priorities. When it comes to digital transformation, there's also no 'one size fits all' solution. It's why, at Microsoft, we offer a fully customised technology solution for local councils. We will take the time to understand your specific requirements and recommend an approach and combination of technologies that are right for you, and the stage you're at.

What stage is your local council at?

According to a recent report by KPMG and the Public Sector Network, Australian councils are at various stages of digital transformation – with 65% yet to make the move from on-premise to digital or cloud-based apps, and working with processes that are paper-based or siloed between departments¹.

Typically, local councils fall into one of three stages:



Microsoft can help you identify the stage your business is at, and recommend a path for moving forward in a way that's right for your council.



1. KPMG and Public Sector Network Local Government Transformation Series, Key steps to local council transformation, 2018



What are your council's key priorities?

Though every local council's specific needs will differ, key priorities usually fall under three key areas:

MODERNISING
THE WORKPLACE

DIGITALISING COMMUNITY
EXPERIENCES
AND OPERATIONS

CREATING BETTER
CONNECTIONS

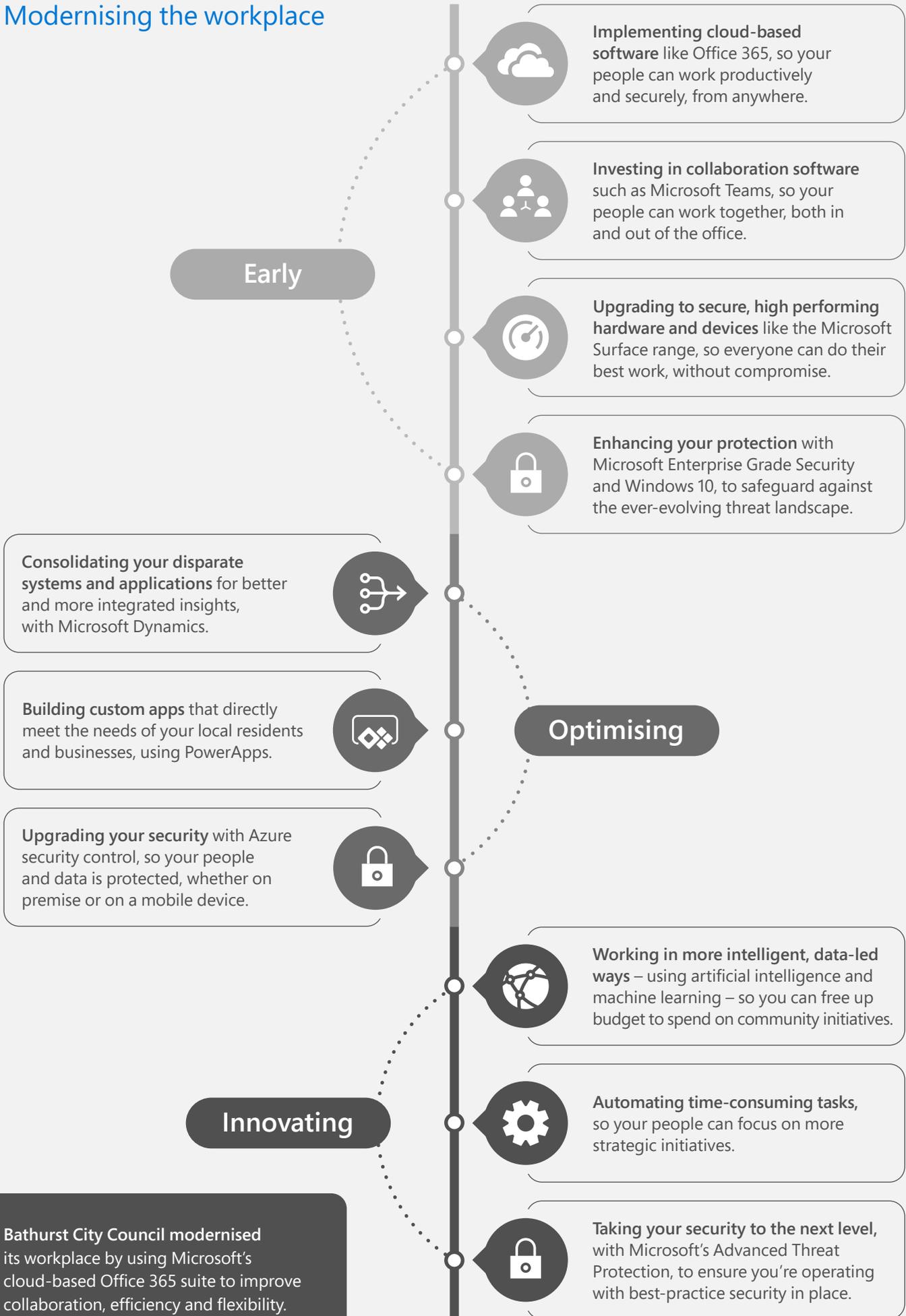
Modernising the workplace

Today, employees expect to have modern technology at their fingertips – whether they're working in the office, at home, or out in the field.

By implementing new, modern workplace technology, you can help your people work as productively and efficiently as possible – and give them access to the information they need, when they need it. As well as helping your local council be more responsive to the needs of local residents, a more modern workplace can also result in cost-savings – which can translate to more initiatives in your community.

The modern workplace solution that's right for your local council depends on a range of factors, including where you currently are in your digital journey, and could include:

Modernising the workplace



Bathurst City Council modernised its workplace by using Microsoft's cloud-based Office 365 suite to improve collaboration, efficiency and flexibility.

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Digitalising community experiences and operations

Increasingly, both residents and businesses expect to be able to interact with their local council via digital channels – just as they do with their bank, insurer, internet provider or telco. When it comes to digitalising community experiences and operations, key steps for your council may include:



Digitalising community experiences and operations

Early

Moving more of your infrastructure to the Azure cloud – including your servers and other infrastructure – to enable you to be even more responsive, agile and effective.

Capturing and pulling together data from different cloud-based tools and systems, so you can give residents and businesses more cohesive information – ensuring you're not tackling each interaction with your council in isolation.

Innovating

Cardinia Shire Council now uses Microsoft Power BI to and interpret a whole range of data from its local community. This information is presented to citizens so they can find out what's happening in their local area, and is also used to enable much faster, better and more informed decision-making.

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Moving key workloads to the **Azure cloud** – so information can be accessed more securely and efficiently, at the right time, by the right people.



Providing residents and businesses with access to **digital assistant tools**, enabled by Dynamics 365, so they can self-service as much as possible.



Building **customised PowerApps** to meet specific community needs.



Optimising



Connecting your **disparate applications** with Dynamics 365.



Enhancing your **PowerApps** to meet ever-evolving needs and key pain points.



Using the **Internet of Things** to collect insights from the community and respond to them in a timely fashion.



Using a tool like **Power BI** to quickly interpret and use data about community needs, and how your council is meeting them, in positive ways.



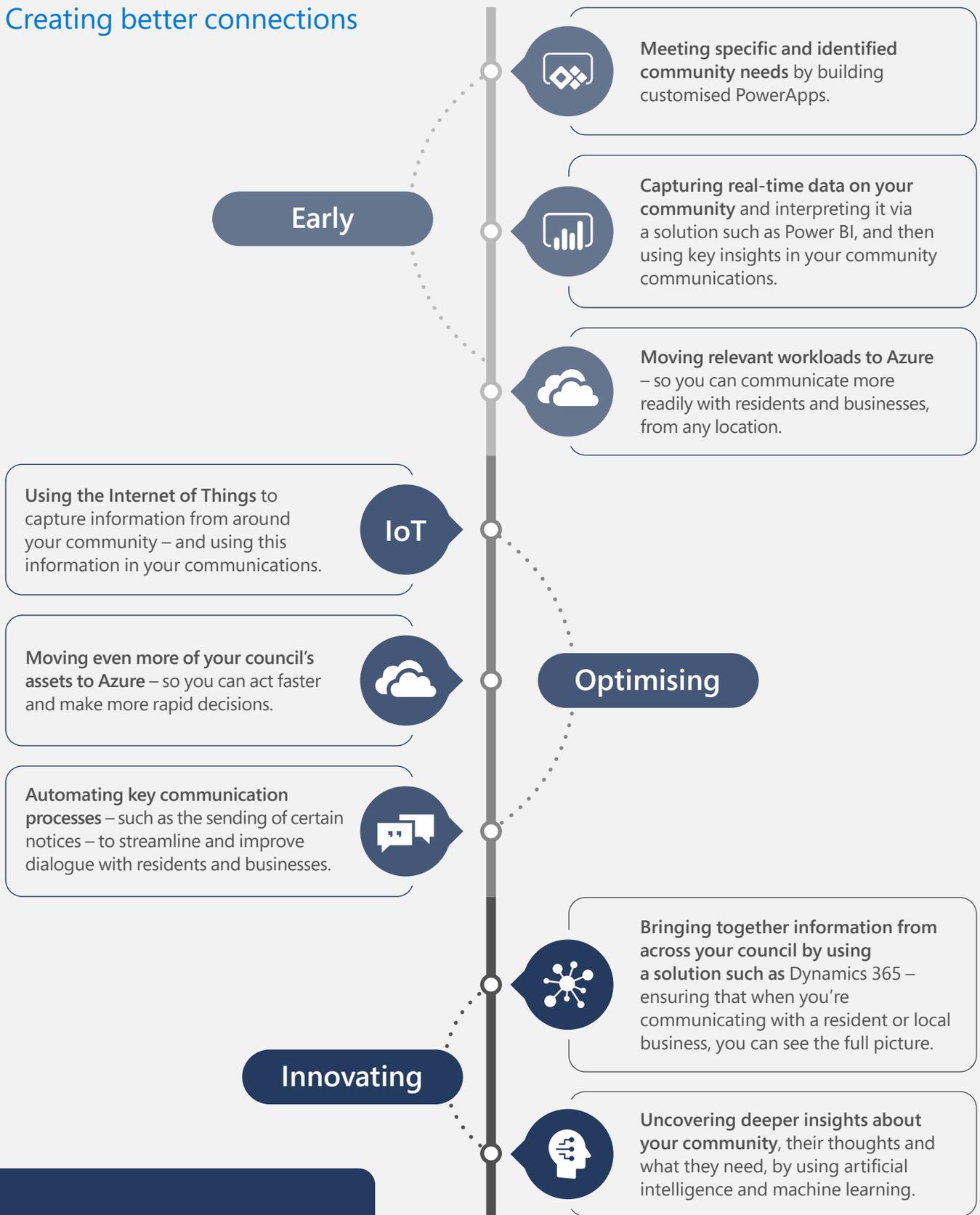
Using **artificial intelligence** to drive greater efficiency and predict future needs.



Creating better connections

The way in which you engage with your local community, and foster strong two-way communication, can make all the difference in enabling you to achieve your goals, and ensure you're acting in the best interests of local residents and businesses. For your local council, creating better connections could involve:

Creating better connections



Northern Beaches Council now uses footage from CCTV cameras, as well as artificial intelligence and machine learning to proactively police parking areas, as well as monitor crowd control and even predict surf conditions for locals.

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Partnering for success

Through our network of partners, Microsoft can offer in-depth solution expertise and experience. Get in touch with a member of our team who can help you identify your priorities, and help put you on the right transformation path.

Want to learn more?

To learn more, get in touch on 13 20 58 or visit [THE LOCAL COUNCIL HUB](#) >

