

# TechnologyOne Presentation

## Navigating the Matrix

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**Peter Suchting – General Manager Local Government**

technology**one**  
transforming business, making life simple



# TechnologyOne Presentation

## Navigating the ~~Matrix~~ Pandemic

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**Peter Suchting – General Manager Local Government**

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# #10 Transformed fully to a SaaS Company

## TechnologyOne - Continuing Australian IT Success Story....



Transforming our business to a SaaS company



More than 700 ERP customers are now SaaS



Ongoing investment SaaS platform, security and certifications



Transitioning customers to SaaS



End of One Premise Support

# #9 Sharpened our Local Government Focus

## Local Government Focus & Commitment



**34+ years of Local Government experience**

340+ Local Government Customers



**Local Government specific R&D investment**



**Strong engagement in Local Government Sector**

Professional Bodies, Industry User Groups, Executive Strategy Groups



**Innovation & Technology Focus**



**Acquisitions and partnerships**

# #8 Continued to Grow our Customer Base



# #7 Evolved our Enterprise Architecture

## Enterprise Architecture

- Single code base
- Single schema
- Simplified data architecture
- Consistent UX
- Single authentication
- Configuration driven
- Common reporting tools



## Enterprise SaaS

- Active/Active/Active architecture
- Secure, scalable
- Multi tenanted application, single tenanted database
- Any device, any network
- Certifications – IRAP Protected, SOC1/SOC2, ISO27001/17/18
- AWS is our provider

## Platform/Fabric

API, REST Web  
Services driven

Adaptive UX

Portals

Embedded  
Spatial/Mapping

Embedded  
Attachment  
Management

Business  
Process  
Automation

Field Mobile

Scalable,  
Secure SaaS

# #6 Helped Customers Transition to SaaS



Well proven, repeatable, low risk methodology



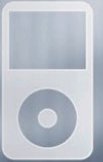
>120 Local Government SaaS Customers



Enhanced Ci to be optimised for SaaS



Developed proprietary technology to deliver Ci natively through the Browser







## Core

Name Management

Property Management

Communications

Address Validation



## Spatial

Embedded Mapping

GIS Spatial Import

Spatial Attribute Generator

Enterprise Viewer (IntraMaps)

# #5 Finished Property & Rating in CiA

Legend

Under Development

Connector



## Customer Service

Request Management

Snap Send Solve Connector

Cleanaway Connector



## Revenue & Billing

Billing

Debtors

Rating & Valuations

Rates Modelling

Water Services

Waste Services

Gov't & Other Integration Connectors

Special Rates & Charges



## Receipting

Payment Gateways

EFTPOS & BPAY

PayNow Web Payments

Reporting



## Compliance & Animals

### Compliance Framework

Bonds & Guarantees

Property Leases

Certificates

Permits & Licenses

By Laws Enforcement

Development & Building Applications

Trade Waste

Parking Permits

Animal Management

Infrastructure Charges

Infringements

Submission Management

Application Enquiry & Lodgement

Application Tracking

Cemeteries Register

Simple Registers (User Defined)

NZ Dog Database

VIC/NZ Food Reporting

VIC PPARS & DSE

Compliance Connector



## Policy

Council/District Plans

Planning Schemes

Policies

Technical Assessments



## Field Mobile

Mobile Requests

Mobile Inspections

Mobile Enquiries

Mobile Infringements



## Customer Portal

MyDetails

MyProperties

MyAnimals

Register Animals

MyRequests

MyAccount

MyApplications

Submit Applications

Track Requests & Applications

Make Submissions on Applications

Make Planning Enquiries

Apply for Permits & Licenses

Submit Feedback and Surveys

Apply for Parking Permits

Make Payments

Search & Download Documents



## Platform

DocOne

BPA Workflow

BPA Forms

Data Analysers

Business Analytics

XLOne

Attachment Management

CMIS/Records Compliance

ETL

Web Services/ BP Connect

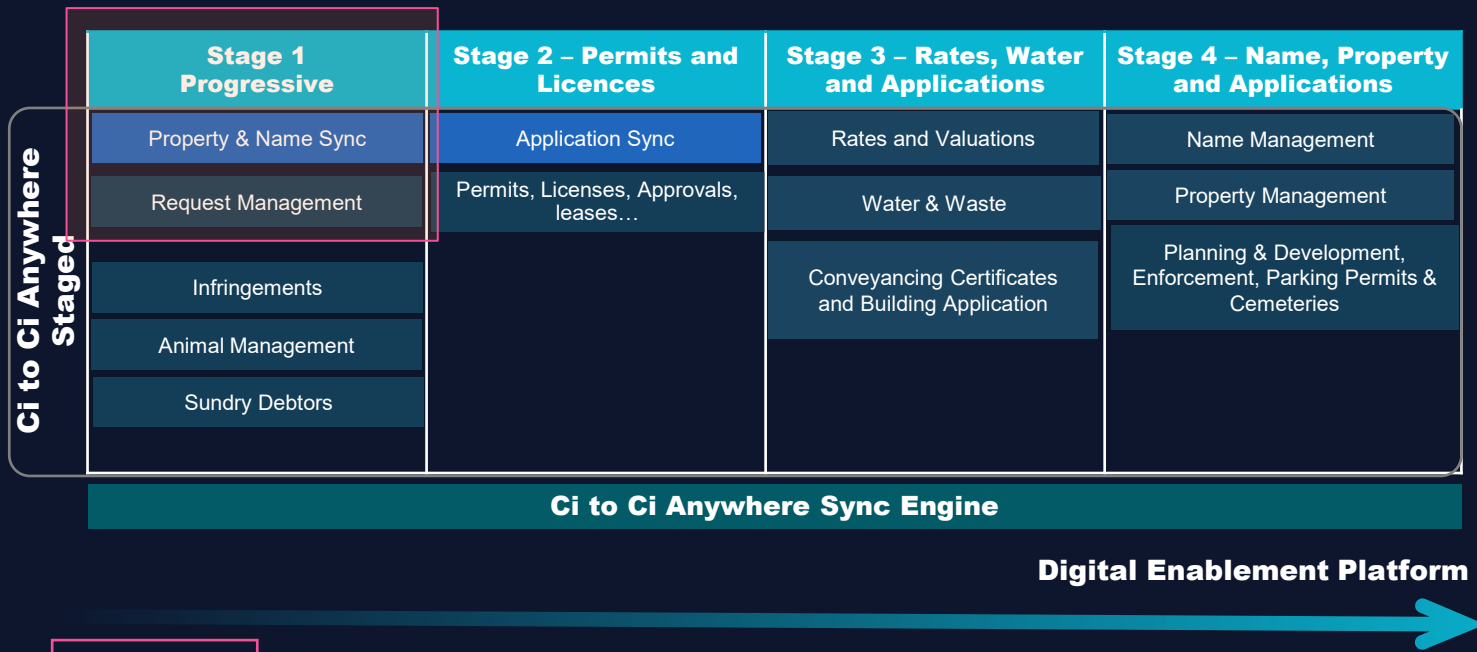
Data Imports/Exports

Field Mobile Platform



# #4 Options to Upgrade to P&R Ci Anywhere

## 2 Options - Staged Approach (LFL) or New (re) Implementation



Available  
2021A  
onwards

Stage 1 ( Infringements, Animals, Sundry Debtors) to Stage 4 :

# #3 Investing in Build Out of OneCouncil

## Enterprise SaaS ERP for Local Government

Empowering councils,  
customers and  
communities to connect.

**Simply.**



# #2 Released New Tech – AI and ML

## Intelligent Defect Management

Mount a camera on any “vehicle”



Waste Vehicles  
(roads)



e-Bike (footpaths)



CCTV (stormwater & waste water)

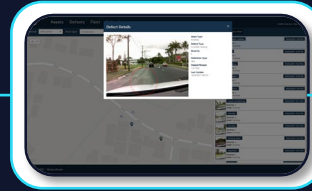
Video streamed live  
to the Cloud



AI (Artificial Intelligence) /  
ML (Machine Learning)  
Engine running over video  
footage



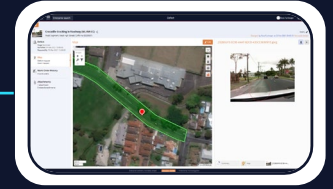
Defects generated in  
Defect Portal.



Clever technology to  
identify assets  
spatially, capture  
readings & create,  
modify or close defects



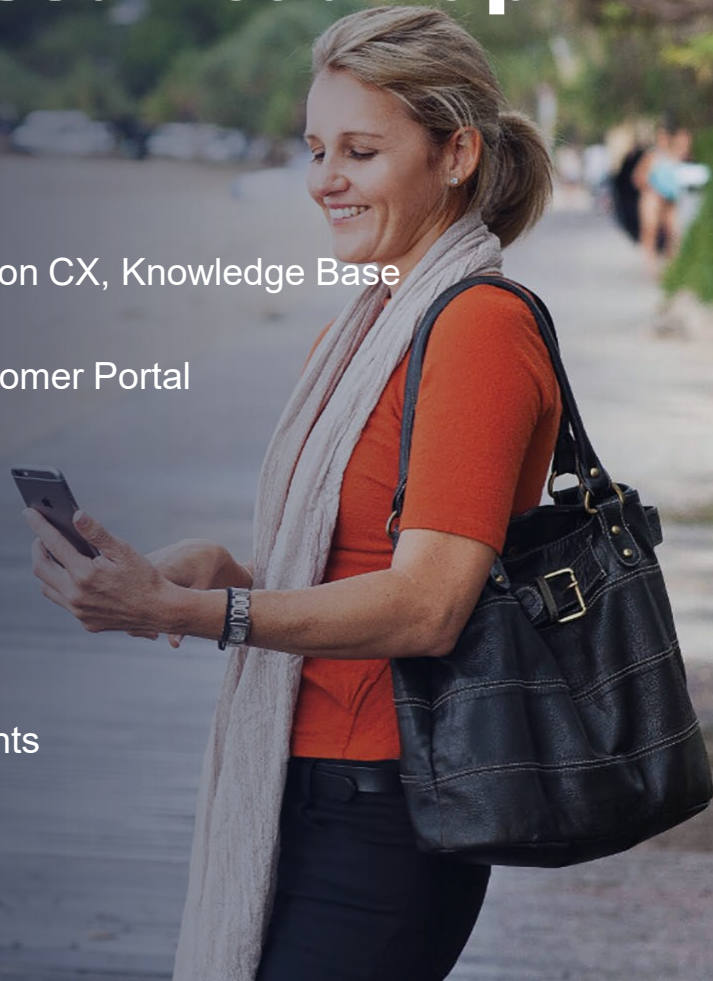
Defects in TechnologyOne  
available for Work Triage,  
Inspect or Rectify



# #1 Customer Focussed Roadmap

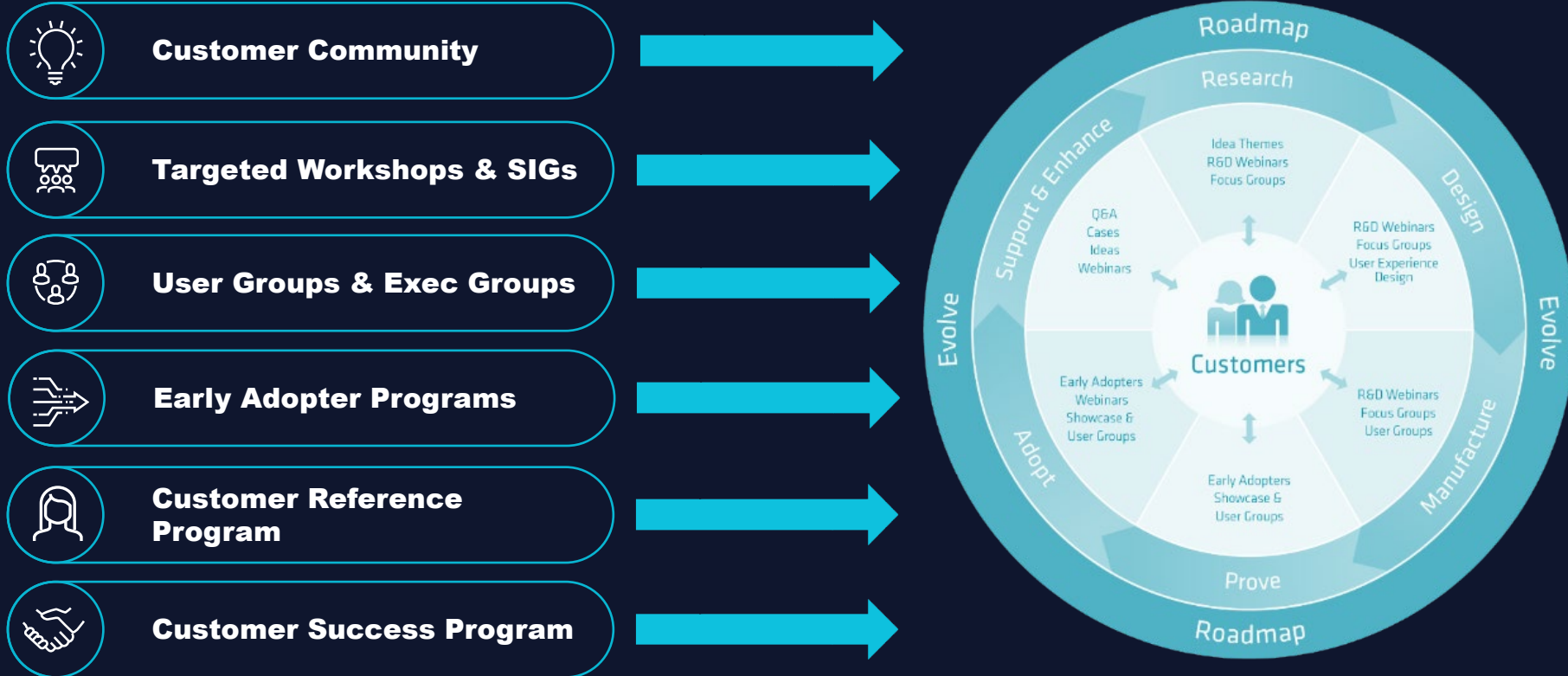
## Strategic Roadmap

-  Digital Experience Platform (DXP) – new generation CX, Knowledge Base
-  Customer Experience (CX) enhancements – Customer Portal
-  Single View of Customer – Internal and External
-  Community Engagement - Enterprise
-  Case Management - Enterprise
-  Customer Relationship Management enhancements



# #0 Focus on our Customers

## Engaging our customer community





A high-angle photograph of a suburban neighborhood. In the foreground, a red-tiled roof is visible. Below it, several houses with red-tiled roofs and brick chimneys are scattered across a hillside. A prominent white house with a grey roof and a small awning is in the middle ground. In the background, a city skyline with various skyscrapers is visible under a dramatic, cloudy sky. The text "Thank You!" is overlaid in white on the left side of the image.

**Thank You!**