

Testimonials

The Client::

Bankstown City Council employs 700 people and is one of the largest of the 177 councils in NSW. It is located in Sydney's south western suburbs, with a population of close to 190,000. Bankstown City is bounded by Parramatta City and the Auburn and Strathfield Council areas in the north, Canterbury and Hurstville Cities in the east, Liverpool City and Sutherland Shire in the south and Fairfield City in the west. Bankstown City is a residential, commercial and industrial area. The City encompasses a total land area of 77 square kilometres. Bankstown is named in honour of Sir Joseph Banks, the botanist.

Challenges and Opportunities::

“Our aim was to publish DA tracking and its related documents on the web. There was a need to be able to retrieve information from both the Land Information System and the Document Management System. This included providing location information even though council was still going through a spatially enabling project.” Said Maria Cabrera, Manager IT.

“We also needed the opportunity to improve the efficiency of our Development Application Processes. In addition we needed to ensure that our community Strategic Plan as well as individual Unit Plans were adequately linked and could be easily commented on, as well as being able to link any outcomes and initiatives to the relevant policies and KPIs. This meant we needed the ability to retrieve data from other key corporate applications.” Said Maria.

ICON Solution and Services::

The council has installed the DA Tracking (TRACK), Reporting (REPORT) and Planning scheme online (PLAN) products which have been integrated with Pathway, DataWorks and Google Maps

“Council needed to ensure that the selected vendor was responsive to Council business requirements and financial constraints.

ICON products were the only ones providing the flexibility required to take a staged approach to implementing e-Planning services. ICON products were also able to be rapidly linked with and retrieve data from Council's other applications.

ICON provided flexible and responsive consulting services for the installation and training of staff and has provided continual support and assistance when required. The service provided by ICON is first class and highly reliable.

ICON is configuring the system to allow managers a simple entry interface to develop Unit business plans which may be linked to each other and also to the overall City Plan. Key performance indicators will also be determined and able to be available to management to assist in decision making.” Said Maria.



OBJECTIVES::

- To rapidly implement an affordable solution that will link to and complement the Council's installed applications.
- To improve productivity and collaboration amongst council staff.
- To improve the efficiency of Development Application processing.
- To reduce call centre traffic.
- To provide easy on-line community access to council information and in particular to development processing and tracking.





Our Company::

ICON is a leader in the areas of e-Planning (eDA), Corporate Reporting and Mobility with Local and State Government markets.

Benefits::

“The ICON solution was fast and easy to install and provides us with a very stable and reliable presence on the Web.

The ICON system also provides our staff with a reliable interface to the internal databases as well as transparency in reporting.

The planning module provides a simple and seamless business planning tool enabling Business Unit business plans to be formulated according to the strategic requirements and it can link the plans to policy and procedure documents that are so critical in an organisation that is regulated by statutory requirements.

Importantly we now also have a roadmap for extending e-Planning and for monitoring performance through corporate reporting.” She said.

The software is well priced, very flexible can be rapidly deployed and integrated with other council systems. It enhances community participation, facilitates more effective collaboration between planning staff members, increases employee productivity and manages staff performance.

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