

# Testimonials

## The Client::

**Brisbane City Council** is the largest local authority in Australia with responsibility for most of the greater metropolitan area. The third largest city in Australia, Brisbane and its region are experiencing significant population growth. Brisbane's continued economic development and the lifestyle of its residents depend upon an efficient transport system that supports its aspiration to be a new world city.

Within Brisbane Infrastructure, Transport and Traffic branch provides road network operation, transport network planning, road network amenity, public transport and active travel solutions for the city. The Asset Maintenance Group provides a diverse range of asset solutions. The group plays a crucial role in maintaining and managing Brisbane's private and public sectors assets.

## Challenges and Opportunities::

An AT Kearney review claimed council's field workers spent between 50 and 70 per cent of their time in the office completing paperwork. "We're often so busy in our operational silos, that sometimes information is not shared quickly enough across the organisation. The current uses and future opportunities for an extended mobile platform will greatly improve the capture and sharing of data." Said Greg Van Ryt, Technical Manager, Brisbane City Works.

Brisbane City Council began using FieldWorker in 2004. It was used as an extension to their enterprise Asset Management solution. Recently, Greg was alerted to the existence of Fieldworker's mobile platform. Greg needed a works application to automate maintenance management of traffic signals and road signs. "I was pleasantly surprised to learn that the Council already had a mobility platform that I could leverage for my department" said Greg.

## ICON Solution and Services::

Brisbane City Works—a division of Brisbane City Council, has commissioned ICON to install the FieldWorker Version 8 product which offers an enhanced administration function, close integration to mapping and superior data management, it is a flexible, robust mobile solution that will be both easy to use and fast to implement. Once it is integrated with Google maps it will enable us to track vehicles and plot geographical data.

"ICON is the sole supplier of FieldWorker in Australia and they were more than willing to examine our existing capacity and constraints and then tailor a solution for our needs. ICON treated us with diligence and dedication. ICON provided a level of support that is not often seen these days. I don't think anyone could find a better implementation partner than ICON." Said Greg.

## Benefits::

"It was quick to install, easy for staff to use, reduced the time spent in the office by field workers, improved accountability, productivity, and our planning processes and created a cooperative productive relationship across the organisation." Said Greg.



## OBJECTIVES::

- To rapidly implement the current version of FieldWorker.
- To improve productivity and collaboration amongst council field workers.
- To reduce the time spent in the office by field workers.

