

Testimonials

The Client::

Located in the centre of the Hunter Valley region of New South Wales, **Singleton** is a busy commercial centre that supports a vibrant industrial sector which is based largely on coal mining and electricity generation. Well established market gardens support a large dairy and beef cattle sector along with a newly emerging mushroom industry. The Wine and Tourism industry is part of Hunter Valley Wine Country which is well known around the world. It encompasses 4,893 square kms and supports a population of 21,500. The Singleton City Council employs 200 people.

Challenges and Opportunities::

“We had tried an e-Planning solution from another vendor which was a failure so we urgently needed to find a simple, well thought out and reliable product to allow us to implement an e-Planning solution quickly” said Mark Wiblen, Information Services Manager. “The ICON product’s flexibility, methodology, fee structure and impressive service and support have proven that they were a good choice for Singleton Council. We now have the opportunity to offer members of the public, including residents, ratepayers and developers, online access to our applications at any time” said Mark.

ICON Solution and Services::

“After reviewing the market we were impressed by the ICON products, their staged implementation options, the fee structures and their fit to our requirements. ICON’s e-Planning modules were quickly and easily integrated with Council’s other applications Civica Authority, TRIM and MapInfo. ICON provided consulting services for the installation and training of staff and have provided continual support and assistance when required I can’t speak highly enough of the service and support provided by ICON.” Said Mark

Benefits::

“The ICON system has provided a reliable interface for the public to review development application information and has also provided a much needed interface staff to the various internal databases that we use. Completing the application is easy, requiring customers to provide only simple details about the property the application relates to, such as a rates assessment number or Lot and DP, and any other information required by the application. The application can be completed and lodged electronically.

The ICON solution allows Council to respond more quickly, reduces the number of telephone enquiries and gives planners more time to assess applications. The automated initial screening further reduces internal workloads, and integrated workflows reduce the amount of duplication that goes on as applications move between internal work groups. The outcome is increased customer service and efficiency.

Importantly we also now have a roadmap for the implementation of additional modules that will allow Council to progress further down the e-Planning road.” Said Mark.



OBJECTIVES::

- To rapidly implement an affordable solution to provide a much needed information interface for staff to access data from the various internal databases and complement the councils installed applications.
- To improve productivity and collaboration amongst council staff.
- To reduce call centre traffic.
- To provide a reliable interface for the public to review Development Application information via Council’s website.

