

### Ipswich City Council Replaces Oracle E-Business Suite with a modern, reliable and fully integrated Oracle ERP Cloud solution providing

- Increased online capability for Council and its customers
- Mobile enabled and device agnostic solutions, enabling a remote and mobile workforce
- Simple, integrated, standardised end-to-end automated processes with real-time information and a single source of truth

#### About the client

The City of Ipswich is a local government area in Queensland, Australia, located within the southwest of the Brisbane metropolitan area, including the urban area surrounding the city of Ipswich and surrounding rural areas. Ipswich is Queensland's oldest provincial city and one of Australia's fastest growing and most vibrant regions.

The council delivers a variety of services to the local community and local businesses including waste management, water and flood management, animal permits, building and planning permissions, cemetery management, libraries, parks and gardens, aged and child care services etc.

#### The Business Challenge

Ipswich City Council recently developed a broad strategy named the iVolve transformation program. The aim of this program is to replace council's complex, ageing and disparate core applications with a new architecture that will provide the City with a modern, integrated and future-proof set of solutions.

Early in 2022, after assessing the risks associated with their current operating environment and in support of the iVolve program, Ipswich City Council took the bold decision to replace their Oracle E-Business Suite solution with Oracle ERP Cloud. This forms the beginning of a new era for Ipswich council that commits it to taking their operations to the next level.

#### Benefits

- A modern, reliable, fully integrated solution with increased online capability for Council and its customers that is supported by a global Supplier that will provide certainty both now and into the future.
- A solution that is mobile enabled and device agnostic that meets accessibility standards both externally and internally, supporting and enabling a remote and mobile workforce.
- More efficient ways of working supported by simple, integrated, standardised end-to-end automated processes that also deliver access to real-time information, with a single source of truth.
- For customers (residents, visitors and business), it will mean Council services can be accessed much more easily and quickly with more online self-service options that are available 24/7.
- For Council's business partners, it will mean seamless online and electronic interactions and greater access to Council information and systems.