

Datascape a strong foundation for Moorabool Shire Council's digital transformation

Moorabool Shire Council in Victoria, Australia has undertaken a transformative journey to grow its digital capability, modernise operations and leverage technology to better serve its community. Datacom's cloud ERP solution Datascape — purpose-built for local government in Australia — has provided a critical foundation for this digital transformation.

Challenges

Before adopting Datascape, the council faced significant challenges, particularly with its property and rating system. CEO Derek Madden shared that when he started at the council, a primary concern was reliance on an unsupported platform for their rating system:

"The financial viability of the council hinges on our rating system; if that's not functioning correctly, we face significant challenges."

Solution

To address these challenges, Moorabool Shire Council initiated a thorough tender process, and Datascape emerged as the successful candidate.

During the implementation of the new rating system and the integrated Datascape ERP web forms, the team conducted extensive testing, running the old and new systems in parallel to ensure accuracy and reliability from day one of the solution's launch.



"Our partnership with Datascape has been a collaborative journey, characterised by open communication and a shared commitment to success."

Derek Madden, CEO, Moorabool Shire Council

Outcome

The outcome of the collaboration with Datascape has been overwhelmingly positive. Derek said the new rating system was launched successfully, producing rating notices in record time without any issues:

"The speed at which we produced our rating notices was remarkable, and it's a testament to both Datascape and our dedicated staff."

The council has also seen a tenfold increase in the use of integrated Datascape ERP web forms in the past three years, allowing staff to focus on more critical tasks and ultimately enhancing service delivery.

What's next?

Derek believes that the full integration of Datascape into the council's operations is a key enabler for future success and finance integration has been identified as the next critical step in achieving a comprehensive operational model. The council's success with the rating system has set a strong foundation, and Derek is keen to build on this momentum.