

**CASE STUDY:** Datacom Solutions

**INDUSTRY:** Local Government

# Marlborough District Council's award-winning digital services

The Marlborough District Council services a population of 45,900 and delivers a diverse range of functions and responsibilities in the region.

## Challenge

The council manually processed building consent and approvals for more than 3000 inspections annually, which compromised timeliness and data quality. It needed a new inspection and booking solution, as well as a mobile field capture application, to increase efficiency, transparency and flexibility.

## Solution

Datacom had already proved its promise to Marlborough District Council in 2013 when it implemented the Customer Connect platform for online services, including LIM and employment applications. This new Software as a Service (SaaS) platform can deliver smart forms to mobile devices and would enable inspectors to work offline and synchronise data to automate back-office tasks.

With 3G coverage, inspectors can now instantly update records and property owners and builders have immediate access to inspection details via the council's website.

Administrators can assign jobs by seeing availability and routes on the same screen via Google Maps. Email and SMS inspection reminders have become invaluable to customers.

The project was implemented in parallel with a similar rollout for Palmerston North City Council. The collaborative engagement between both councils to share processes has ensured consistent outcomes.

## Result

- Booking time for inspections reduced from 3.5 days to 1-2 days
- Inspectors' administration time has been greatly reduced
- Significant improvements in quality of data obtained during inspections
- During Building Consents Authority (BCA) accreditation audit, technical experts were extremely impressed with the resulting inspection notes
- Streamlined end-to-end inspection process, ensuring all required information is captured, documented and fully auditable
- The Association of Local Government Information Management (ALGIM) awarded the council the 2014 Web and Digital Project of the Year for this project

## Technologies delivered

The mobile application delivering offline inspections for iOS, Android and Windows 8 is provided as a SaaS and hosted in Datacom's Orbit and Kapua Data Centres with active disaster recovery. The Datacom SMS gateway delivers inspection reminders by text.

## Partnership

Datacom and the council's IM department maintained open and clear communication, working through issues together to ensure the best outcome for everyone.

**"We were impressed with Datacom's project and development team throughout. The way they worked in partnership towards the end goal was particularly impressive."**

Stacey Young – CIO **Marlborough District Council**