



**SERVICE PARTNERSHIPS
WITH LOCAL GOVERNMENT**

Strategic partnerships delivering shared success.

Forward looking councils are always looking for ways to modernise service provision to their communities. This is essential if councils are to position themselves for sustainable growth and economic success.

Through our Service Partnerships we design and deliver operations and services that transform the way councils work.

We provide capacity and infrastructure for service transformation, sustainable council growth, job creation and added financial revenue streams through the trading of shared services.

Our Service Partnerships can also help councils become fit for the future, providing the support they need to meet the demands of growing cities and communities.

We are currently in large-scale and long term partnerships with the following Australian councils:

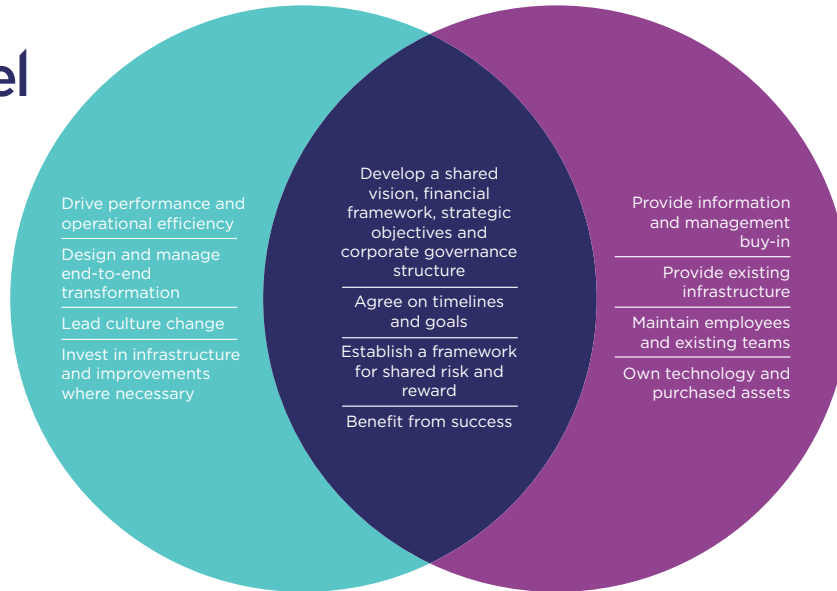
- Ipswich City Council
- Mackay Regional Council
- Liverpool City Council

OUR SERVICE PARTNERSHIPS FRAMEWORK

Each of our Service Partnerships are unique and tailored to meet the specific business and community needs of our local government partners.

We work hand-in-hand with organisations of all sizes to achieve their service delivery and business transformation objectives.

Our aim is always to deliver more for our partner council, their staff and the community they serve.



OUR SERVICE PARTNERSHIPS APPROACH

Our Service Partnerships see us reduce volumes of work, utilise existing teams, increase performance and reduce effort through a number of approaches including:

- Designing and implementing efficient operational structures and business processes
- Setting up new contact centres and working environments
- Producing an architectural framework to allow systems to interconnect
- Delivering and implementing change management plans
- Identifying and implementing meaningful training and business tools
- Designing and delivering smart customer service functions and contact channels

OUR PROCESS:



CONTACT US

Connect with us today to find out how we can help your organisation discover a smarter future.

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