

Introduction

Times are both exciting and challenging for local government in Australia. A number of local councils are currently developing transformation strategies or are in the midst of rolling out transformation programs, to update their technologies and meet customer needs.

Councils understand that they are operating in a world of increased expectations, as their customers increasingly choose digital as their communication of choice. This means the local government needs to make some significant, often daunting, changes to the way it is currently operating.

VIS had the opportunity to work with Maribyrnong City Council to automate one of their key back-office process.

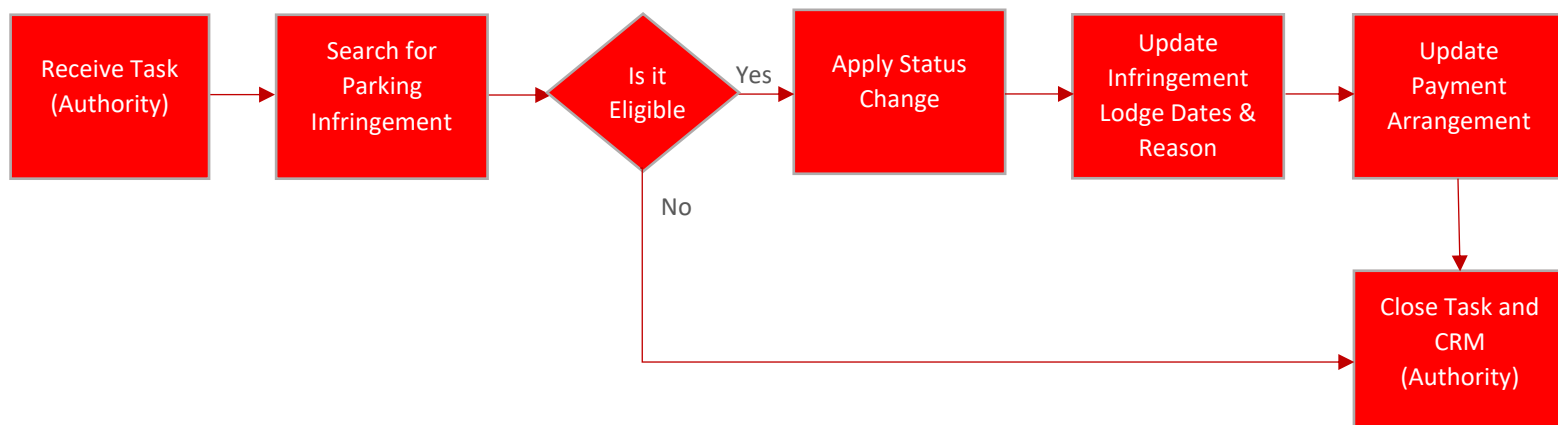
Business Challenge

Maribyrnong City Council is one of the prominent city councils in the state of Victoria. The council plays a major role in revitalizing the local area, providing multiple services to improve the quality of life for its residents.

They wanted to automate their back-office processes and one of them was the parking infringement due date extension process. VIS Global was engaged to carry out this project by using Automation Anywhere Robotic Process Automation (RPA) solution over a 3-month implementation period.

The manual process was very lengthy, repetitive and did not require human reasoning and judgement. It involved numerous steps and toggling between multiple screens to complete the activity which made it extremely tedious and error prone.

Manual Process



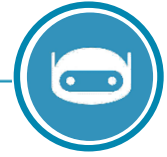
Automated Process



Receive Task
(Authority)



ROBOTIC PROCESS AUTOMATION SOLUTION



Task processed and
closed by BOT

OUTCOMES

VIS Global understood the business challenges and built the entire solution on Robotic Process Automation (RPA) platform.

- 5000+ Tickets processed in the first year
- 260+ Manhours saved in the first year
- 0% Error rate
- Manpower realigned to more productive tasks

Customer Testimonial

“Maribyrnong City Council wanted to implement process automation to reduce the amount of time spent on monotonous and repetitive tasks and improve on productivity. Through VIS Global, the Automation Anywhere platform was introduced. Automation BOTs were designed to help reduce the amount of time an officer spent manually transferring data from one system to another. Since the implementation of the new solution, it has changed the way an officer is able to spend their time, on average, saving half an hour each day. Moving forward, the plan is to identify other areas within Maribyrnong where automation can assist in improving productivity and efficiency.”



David Riepsamen,
Digital Program Lead,
Maribyrnong City Council

ABOUT US

At VIS we are committed to delivering outcomes for our clients in the areas of collaboration, customer experience and intelligent automation through our offerings in consulting, project delivery and managed services. With a footprint spanning 7 countries and investments in innovation labs and software development centres, we are just the right size that allows us to be agile and yet have a matured process in the back-end.