

CUSTOMER INNOVATION STUDY

# DUNEDIN CITY COUNCIL

Transforming digital assets to power insight and security

“ Infor Pathway is a linchpin of our future-focus, because it is through Pathway we can collect, organise, secure and share vital data in an integrated way.”

**Tracey Tamakehu**  
Chief Information Officer,  
Dunedin City Council



+



[infor.com/customers](https://infor.com/customers)

# Table of Contents

## 3 Facts at a glance

---

## 4 Executive overview

---

## 5 Situation analysis

Making the future a present priority

---

## 6 Innovation strategy

Consolidation for collective effort

---

## 8 Results

Insight to power direction

---

## 9 Looking ahead

Meeting future challenges

---

## 10 Learn More





# Facts at a glance



## COUNCIL

Dunedin City Council,  
New Zealand



## FACTS

Population of 129k  
University Town  
900 end users of IT  
NZ\$3.6m revenue from rates



## EMPLOYEES

FTE 900



## INDUSTRY

Local government



## WEB SITE

[dunedin.govt.nz](http://dunedin.govt.nz)



## INFOR PRODUCTS

Infor® Pathway, Infor Public Sector (IPS),  
BIRST, Infor ION®, Infor Enterprise Asset  
Management (EAM)

# Executive overview

## Situation analysis

- The city adopted a ten year plan to renew key infrastructure, revitalise investments, and refresh community connectedness
- Needed to consolidate and integrate a complex, disparate ICT landscape that encompassed 12 specialised business units using over 1,600 applications
- Required collective intelligence and integrated, insightful decision-making across the entire organisation
- Needed to free up valuable technical resources from time-consuming development of reports by enabling self-service analytics and customised reporting
- Maximise efficiency of key customer services with improved integration and more online services

## Innovation strategy

- Launched future-focused digital transformation plan to consolidate and modernise technology, eliminating organisational silos
- Integrated BIRST business intelligence suite with Infor Pathway and Infor Public Sector (IPS) to share meaningful information from a secure single source of truth
- Provided mobile functionality to field inspectors to improve efficiency and deliver better customer service
- Utilised Infor solutions to support a smart city thinking

## Results

- Achieved 99% accuracy of key corporate and customer data across the entire organisation
- Eliminated the burden of business reporting on valuable development resources, freeing up strategic capacity
- Integrated Infor Public Sector with GIS as a customer-friendly visual information tool set for public access
- Provided comprehensive and cohesive transparency for each business unit to power coordinated decision-making
- Accelerated the sharing of insights and generation of efficiencies across the council
- Improved visibility for infrastructure planning and improvement, forecasting and budgeting

## SITUATION ANALYSIS

# Making the future a present priority



Scenic and dynamic Dunedin is a university town with a large student population that makes it the second largest city on New Zealand's South Island. A tertiary education hub, it hosts thriving research, publishing, manufacturing, and technology industries. Dunedin residents rate their quality of life higher than other New Zealander city-dwellers, and see their home as one of the world's great small cities.

Dunedin City Council is keenly aware of the challenges involved in realising this vision. After two serious floods in recent years, sustainability and infrastructure are its priorities, along with refreshing the look, feel, and safety of the city. A new city-wide ten year plan is underway with bold and ambitious new projects to attract new investment, foster community connections, and showcase the city's spectacular environment.

The foundation for this surge of innovation is a ten year digital transformation plan for the council's own information and communication technologies. The council's executive leadership has prioritised a future focus for all its internal systems so that they are strategic, innovative efficient, and seamlessly integrated to enable more coordinated decision-making.

As one of New Zealand's largest councils with over 900 staff, Dunedin City Council has a highly complex ICT landscape. It offers citizens a wide variety of online services, and its internal processes are divided between 12 highly specialised business units that currently use more than 1,600 applications.

“

We are changing the way we are thinking about technology by always asking: Is this solution the simplest it can be? Is it efficient? And does it add value at the highest level?”

**Tracey Tamakehu**  
Chief Information Officer,  
Dunedin City Council

# Consolidation for collective effort



“There is continuing pressure for local government to maximise efficiency,” said Tracey Tamakehu, Dunedin City Council’s Chief Information Officer. “Doing business better involves transforming the way we interact with customers, stakeholders, and suppliers. Emerging digital opportunities offer huge potential, as long as we leverage them in a strategic way.”

Dunedin’s far-sighted Digital Transformation Strategy is already consolidating and modernising technology across the previously siloed organisation.

As a result, it will enable cross-unit information flow to directly support customer-focused service delivery and bolster the council’s strategic objectives.

Beyond processing, storing, and reporting on data for key activities, the council’s ICT assets will enable intelligent and responsive business with powerful services all connected to a single source of truth. At the centre sits Infor Pathway, Infor Public Sector (IPS), and Infor Enterprise Asset Management (EAM) asset management, which are connected to BIRST business intelligence suite and integrated via Infor ION, Infor’s advanced middleware platform.

“Infor Pathway is the cornerstone of this transformation,” said Tamakehu. “It is a linchpin of our future-focus, because it is through Pathway we can collect, organise, secure, and share vital data in an integrated way. It enables us to augment, streamline, and coordinate all our other systems, and make them more efficient. We have relied on Pathway over the long term and its capabilities advance with our needs.”



## Value realized

Digital transformation is moving Dunedin City Council from a complex collection of business units, each with their own processes, databases, and risks, to a collective entity with a cohesive purpose, informed by a secure single source of truth.

This new connectivity is supporting continuous innovation that is single-mindedly value-driven. Employees are enjoying improved efficiency of operations and the elimination of key friction points, and citizens are seeing improved access and more responsive customer service.

## RESULTS

# Insight to power direction

### Analytics at your fingertips

“Because we have total confidence in Pathway’s accuracy and reliability, we are transforming our reporting systems to enable self-service information access for business units,” said Tamakehu. “We audit our data held in Pathway annually and it maintains a 99% accuracy. That means we can rely on it.”

BIRST allows business units to drill down to the specific customer and corporate information they need, drawn from and consolidated across a whole range of applications. Previously, 70% of the ICT development workload was in reporting and analytics—now, these resources are deployed for more productive and strategic functions.

### Insight to enable collective effort

With Infor Pathway and Infor Public Sector providing a consolidated platform for all its information assets and processes, Dunedin City Council is realising deep and clear 20:20 vision across its operations. “Our digital transformation will allow the council to act in a connected way,” Tamakehu explained.

“Budgeting, forecasting and long term planning is supported by this improved transparency. New ICT infrastructure projects have total visibility into existing and planned assets. All staff are aware of the big picture, and this will save time and directly drive down costs.”

## Detailed impact

**99%**

accuracy of data

---

**70%**

time saved on report writing using Birst

---



## LOOKING AHEAD

# Meeting future challenges

Dunedin City Council is now working to move its core Infor platforms to the cloud. Although its ICT system is currently comprehensively replicated across two physical sites, being in the cloud will ensure availability of all data in any event, including natural disaster. Infor Pathway will be the council's first cloud-based platform.

As the council's key information source, ensuring the system has the maximum protection with guaranteed reliability fulfills an important civic duty. It also means that the council complies fully with all its legislative and regulatory requirements.

"It is absolutely critical to public safety that the information we hold is accessible at all times to the staff who need to work with it, no matter the challenges that may be involved," said Tamakehu.

“

We know that with Infor we have best-of-breed software that is specifically designed for local government. In this field, we have enough things to worry about, and with Infor our software isn't one of them.”

**Tracey Tamakehu**

Chief Information Officer,  
Dunedin City Council

# Learn more

Find out how Infor Pathway can help you simplify managing local government business and services.

Learn more >



## Infor Pathway

The continuing momentum of technology is influencing customer and community interactions and their expectations, driving significant changes in the way local government needs to operate and deliver services.

As a decision-maker in local government, your top priority is finding a way to deliver efficient and cost-effective customer service. From achieving quality and cost effectiveness in day-to-day customer-facing services to less visible activities like revenue management, legislative compliance and the development of long-term programs for community sustainability, you've got your hands full.

Every local authority must maintain efficient processes. Infor Pathway is a comprehensive web-enabled solution developed specifically for local authorities in Australia and New Zealand to efficiently and effectively manage people, land and property, revenue and regulatory services.

## Internal mobile applications

Infor has the answers for councils. We can help you harness innovation and a strong digital transformation strategy.

Smart mobile functionality allows your staff to work in the field with simple, easy access to real time data and Pathway processes.

Mobile applications include inspections related to applications, customer requests, licensing or property, animal enquiries with access to registration information, and customer requests that allow staff to view, edit, and complete requests in the field.

## Contact us today to leverage experience

Infor's solutions are built from the ground up to help you simplify the business of managing government, addressing citizen concerns, improving planning and reporting, and maximising revenue and capital investments.

Today, more than 4,100 global Public Sector customers in 120 countries and more than 130 ANZ local government customers rely on Infor to meet their specific requirements.



Infor builds business software for specific industries in the cloud. With 16,500 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more about Infor, please visit [www.infor.com](http://www.infor.com).



Copyright ©2018 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. [www.infor.com](http://www.infor.com).

