Customer Profile

ACT Government Functions and Services Directory portal and database service is offered to the ACT community and public servants, meeting the needs of 20,000 employees and more than 333,000 locals.

Industry

Government

Location

Canberra, ACT

Solution

ViewDS identity and access management

Benefits

• Upgraded an outdated hard copy directory in 1997
• Increased flexibility and usability
• Improved customer service
• Supports the needs of multiple user groups
• Ease in regular system upgrades

Business overview

Canberra Connect is an ACT Government business unit employing approximately 170 people to deliver integrated access to Government information, payments, and services on behalf of a range of ACT Government agencies.

Information and services are offered through three channels: a contact centre (13 22 81), shop fronts and a variety of online systems. This gives the local community a single point of access to interact with the government.

The ACT Government's online Functions and Services Directory system, which is administered by Canberra Connect, provides an external interface for access to contact details of ACT Government functions, services and senior staff. In addition to this external-facing role, the online directory has an internal-facing interface which connects more than 20,000 ACT Government employees through an online database of contact details and additional information as required. The internal directory also functions as a point of reference for departmental and government changes, managing roles, organisational charting and printing, and departmental phone lists, along with the management of workplace health and safety officers and first aid wardens.

Challenges

Prior to the system's implementation in 1997, the ACT Government relied on a hard copy system, with no common directory of contact information available for staff or the public.

The Territory's call centre, which utilised an out-dated central switchboard and hard copy phone lists, was in urgent need of an online upgrade.

"With a large employee base of 20,000 people, the phone list went out of date very quickly," said Mr David Colussi, Director, Canberra Connect. "Another issue at the time was the high overhead cost of constantly maintaining and reissuing a hard copy reference.

"The main challenge for the ACT Government switchboard in 1997 was providing staff with access to reliable and accurate information in a time effective, efficient way – having an online directory was a really good way of doing that."

While the system was more crucial for internal use, it was also important for the ACT Government to have correct and up-to-date information in order to boost efficiency and reliability from a customer service perspective.

Due to the scale and size of the ACT Government- which acts as a council as well as a state government entity - a scalable system which was flexible enough to withstand and adapt to changes in government was required.

"With 20,000 entries in the database, the ability to easily update the system was critical in order to ensure the most up-to-date information was available," Mr Colussi said.

Solution

In 1997, the Director of the day consulted with available subject matter experts and the ACT Government's centralised information and communications technology (ICT) service provider to develop system requirements and identify an appropriate solution.

The criteria included value for money, flexibility, adaptability and minimal downtime during the installation and any future upgrade processes. EB2BCOM's ViewDS solution stood out due to its usability, adaptability, offering the solution and architecture required by the ACT Government.

> *The system was also identified to be capable of a quick return of results, along with scalability, adaptability and good search functionality.*

About ViewDS Identity Solutions

ViewDS Identity Solutions, are a privately owned boutique firm that specialize in the development and distribution of identity management software design and development. ViewDS Identity Solutions has customers in Europe, USA, Asia Pacific and Australasia with a Global Support Centre located in Melbourne, Australia. ViewDS Identity Solutions has an indirect sales model, so the solutions can be acquired and deployed by major enterprises, application software vendors, systems integrators, prime contractors and resellers.

Offices in Melbourne, Sydney, Singapore, Dubai and Brussels. Resellers in USA and South Africa

e sales@viewds.com
w www.viewds.com

In addition to meeting all of the client's business requirements, the intelligent ViewDS system delivered above and beyond expectations, providing superior search functionality by enabling users to search for directory entries even if the names or details were misspelt.

"The ViewDS product represents excellent value for money, especially after going through several upgrades throughout the years," Mr Colussi said.

"The system delivers quick results, and has the ability to scale and adapt to the operational requirements of our organisation.

"It was leading-edge at the time and continues to deliver great functionality by providing core information infrastructure and supporting our Contact Centre operation, which then leads to the provision of quality customer service. All of these things make Canberra Connect more efficient and reliable, upholding our standing and reputation in the community."

A major scheduled upgrade commenced in July 2011 and was successfully completed on March 16, 2012. The most recent upgrade included system customisations, which Canberra Connect was very pleased with, seeing benefits in improved reputation as a result of the enhanced system. With the additional customisation, the implementation process took longer than it would usually have taken.

"Despite the longer implementation time, we wanted to focus on getting it right from the very beginning, preferring to take more time in the planning phase," Mr Colussi said. "This upgrade was a big risk for the government, as any downtime would have affected our reputation.

The transition of the ViewDS upgrade solution, which saw EB2BCOM working in close partnership with the ACT Government's ICT service provider, did not face any roadblocks and was smoothly implemented, with zero downtime experienced throughout the process.

In addition, Mr Colussi has been extremely impressed with the support provided by EB2BCOM .

"From Canberra Connect's perspective, our relationship with the EB2BCOM team has been excellent, and we highly commend the customer service attitude which they have demonstrated. Their engagement and commitment to customer service has been fantastic," he said.

"During the recent upgrade, we found that the team was very competent, supportive and had a great knowledge of the system. "Issues were clarified, management processes were identified and they were onto it very quickly if any unanticipated issue arose."

Summary

The ACT Government's initial hard copy directory system was upgraded to an electronic system that continues to receive a high standard of support, customer service and expertise from EB2BCOM in ongoing upgrades.

In order to deliver on the specialised services required by the ACT Government, EB2BCOM's ViewDS offering was fundamental to building the new online capability, offering a long-term solution which was resilient, adaptable and easy to use.

On top of that, the team's reliability and customer service ensured that Canberra Connect experienced ease of mind before, throughout and during recent upgrade processes.

"EB2BCOM's ViewDS solution and service has consistently been of a very high standard," Mr Colussi said.

"Because they have a clear understanding of how government works and - implementation is done the right way, rather than the simplest or quickest way – EB2BCOM certainly shares the same thought process as us in terms of the delivery."

Through the provision of ongoing support, EB2BCOM has ensured that the benefits of the solution have been lasting and long-term.

"Having such a secure relationship with the vendor makes it much easier for us to trust them, as they already understand our work and have the expertise to predict what we need," Mr Colussi said.

"Our experience has been excellent and EB2BCOM's knowledge in this space has been without fault. We expect it would be a very easy transition to the next upgrade and are currently working to increase links to other information management systems within the ACT Government," he concluded.