Deliver change in the user experience that:
• improves customer satisfaction,
• reduces time to take action, and
• improves trust in council.

Improve employee satisfaction, provide them with more time to satisfy the customer and develop future skills capability.

To RPA or Not…….

• Understand the *challenges* that the organisation, employees and clients/customers face

• *Quantify* the challenges with the people who know

• Work through *solutions* to address a challenge

• How do we *build* the solution and capability that delivers the desired outcome

• Build and put into *production* the identified solution

• *Realise* the improved operating environment that is delivering the *outcome* identified

*Don’t say NO, identify ways to support and assist!*
BOT’s Delivering Results

### Animal Management
- Lack of integration
- Transparency/visibility issues between teams
- Delay in job dispatch
- Dissatisfaction

SAP & GEOP
- 6,200 hrs / 40,000 requests

### Rates Clarification
- Payment detail issues
- Legacy systems
- Multiple checks
- Debt collection
- Contingent workforce

SAP
- 3,500 hrs / 24,000 rates

### Compliance & By-Laws
- Lack of integration
- External data sources
- Delay in job resolution
- ‘Neighbors in dispute’

SAP, GEOP & API’s
- 2,200 hrs / 13,000 requests

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#ICMA2019
Russel
Public consultation activities to support the Long Term Plan and Regional Land Transport Plan.

35,000 submissions / 8,000 hrs

Wanda
Project Management platform (Sentient) to SAP Integration.

1,500 hrs

Zac
Unallocated credit matching in SAP for customer payments

11,800 payments / 1,500 hrs

Sam
Goods receipting in SAP for Accounts Payable

14,000 invoices / 3,600 hrs
Delivering Sustained Cultural Change

- ICT Engagement
- Executive Support
- Manage the dialogue
- Inclusive and collaborative
- Change management
- Employee capability development
- Community engagement
- Don’t become complacent
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