

case study

GOVERNMENT APPLICATIONS

CUSTOMER

Logan City Council, QLD

NEEDS

Queensland Local Government Authority needed to reengineer its administrative and building approval processes so that customer service could be significantly improved

PROBLEM

As much of the Council's business is property related it was necessary to streamline the way in which staff had access to spatial and general database information

SOLUTION

MapLinker application links the Council's mapping system, to related council information that would normally be spread across a range of computer systems

BENEFITS

Ability to access more information far more quickly and easily, reducing the time taken to deal with simple enquires

Increased productivity, improved data security and minimal additional training required

MapInfo integration streamlines Logan City Council approvals process

Queensland Local Government Authority, Logan City Council is set to streamline its administrative and building approval processes and dramatically improve its customer service through the integration of key corporate systems with MapInfo GIS (Geographic Information System) implementation.

Logan City Council employees will soon have access to a range of Council property data and information, from property databases and zoning information to building applications and ratepayer information at the click of a mouse, through a new application integration system, MapLinker.

The MapLinker solution links the Council's GIS, or mapping system, to related council information that would normally be spread across a range of computer systems. The solution was developed by Brisbane software development company and MapInfo strategic partner, Exa-Min Technologies.

Logan City Council GIS Supervisor Eric Henry said MapLinker integrates non-mapping applications such as document management to the GIS to streamline council administrative and approval processes.

"So much of Council business is property-related that we needed to streamline the way in which our staff had access to spatial and general database information," he said.

"This solution will allow clerical staff through to management to access directly from a GIS map all relevant information about a particular property, from ownership details, rates and zoning information, to building or development applications, even if it is a steep property or subject to a tree preservation order.

"Council customer service staff will be able to access information about a particular property far more quickly and easily reducing the time taken to deal with simple inquiries. We also expect the new system to significantly reduce the time taken to process development approvals."

The MapLinker solution integrates Logan City Councils MapInfo GIS applications, with its document management system, Docs Open, and its corporate property system containing all ratepayer data.

Mr Henry said the system would be expanded over time to incorporate a website interface allowing ratepayers, homebuyers, investors and real estate agents improved, 24-hour access to Logan City Council information.

"The Council is also looking at incorporating Asset and Maintenance Management systems to better manage council assets and equipment."

Exa-Min Director Harvey Ryan said one of the key benefits of the MapLinker integration solution was that it allowed Logan City Council to employ a leading strategy in choosing its core systems.

"MapLinker provides two way links between different computer programs so that to the end user they operate as a seamless, integrated system. It manages the smart hot-links that lets users jump from one program to another, even programs supplied by different vendors with different back-end databases," he said.

“Logan City Council did not have to choose software based on its integration with other applications, we simply provided the hot-links between the applications they picked as the best for the job.”

Mr Ryan said other advantages of the new system included increased productivity, minimal additional training and improved data security.

“Direct links from one screen in one application to the correct screen in another application is not only very user friendly but greatly improves efficiency and productivity.

“As MapLinker simply joins together existing systems there was no need to build a whole new set of inquiry screens or re-train Council staff. Data security is also ensured as the smart hot-links system means that data is not duplicated or moved from one computer application to another.”

Mr Ryan added that because applications are linked through a common hub, Logan City Council could easily plug in or out components as they are upgraded or replaced, effectively “future proofing” the system.

“MapLinker provides a significant advantage over traditional hard coded interfaces, which can lock into legacy systems that are extremely difficult to change. MapLinker Links can be easily fine-tuned by editing our Maps and Links database.

Mr Brian Cartwright, MapInfo Marketing Manager said that MapInfo was excited about the opportunities MapLinker provides for their systems to integrate easily with other key corporate applications. "PC Docs for example is one of the world's leading desktop document management systems and now users will be able to take advantage of being able to link to MapInfo."

SYDNEY

Level 4
170 Pacific Highway
Greenwich NSW 2065

TEL: +61 2 9437 6255
FAX: +61 2 9439 1773

MELBOURNE

Level 1
436 St Kilda Road
Melbourne VIC 3004

TEL: +61 3 9867 7322
FAX: +61 3 9867 7422

BRISBANE

18 Merivale street
South Brisbane
QLD 4101

TEL: +61 7 3844 7744
FAX: +61 7 3844 2400

CANBERRA

Level 11, St George Centre
60 Marcus Clark Street
Canberra ACT 2601

TEL: +61 2 6243 5146
FAX: +61 2 6243 5143

DARWIN

Suite G7, First Floor
Paspalis Centrepoint
48-50 Smith Street Mall
Darwin NT 0801

TEL: +61 8 8941 3906
FAX: +61 8 8941 3670