



The difference is what you see

City of Greater Shepparton



Situated in the heart of the Goulburn Valley, the Greater Shepparton region is located 180 kilometres north of Melbourne, and is the fourth largest provincial centre in Victoria. Covering an area of 2,421.9 square kilometres, Greater Shepparton has a population base of around 60,000, with population growth averaging 1.78% each year.

// Outcomes

- All Council departments have experienced increased productivity and efficiency improvements directly related to the implementation of Dekho
- Residents and ratepayers are now benefiting from faster and improved customer service
- Each Council department can access customised map services developed specifically for their individual requirements

// Challenge

Although the City of Greater Shepparton had been using Geographic Information Systems (GIS) for some time, their use of GIS was restricted to a small number of users at the Council. The Council realised that they were not making the most of their location intelligence capability, and identified that significant benefits could be achieved by extending access to the Council's GIS.

"In my opinion, a corporate GIS is a lot more successful if the system is designed to be customisable to fit the needs of the users", said Grant Barry, Senior GIS Officer at the City of Greater Shepparton.

The Council embarked on a process of finding a solution that could deliver location intelligence capability across the organisation, while addressing the different requirements of individual Council departments. To cater for the varying skill levels of the Council's users, the corporate GIS needed to be fast, easy to use and reliable. From an administration point of view, the solution needed to be easily implemented, maintained and managed, allowing for a great deal of customisation in regards to data retrieval. The solution also needed to integrate with a number of the Council's other corporate information

systems, including the Infor Pathway property rating and land information system application, HP TRIM enterprise content management system, Merit customer relationship management system, CONFIRM asset management system and Crystal Reports.

After considering a number of different options, the City of Greater Shepparton decided that Dekho, ESRI Australia's location intelligence gateway solution, was unequivocally the best fit for the Council's needs and future direction.

// Solution

Partnering with ESRI Australia's professional services team, the City of Greater Shepparton rolled out Dekho to the entire Council, including the Pathway integration module to allow the Council to conduct in-depth analysis and querying of their property and land information via the Dekho interface.

"Dekho gives us a lot of customisation, power, functionality and reliability in an easy to use package", said Mr Barry.

Making the most of Dekho's open and extensible architecture, the Council has

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created specific map services for a number of departments, such as planning, rates, customer service, assets and operations, with more map options planned. For example, an employee within planning can select the planning map service, or a person from the rates section can select the rates map service. In addition to providing department-specific map services, the City of Greater Shepparton has taken full advantage of Dekho's role based security controls, tailoring data and functionality access to ensure only relevant information is available to each department and restricting more sensitive information to selected staff who require access.

The Council has also made the most of Dekho's fully customisable print templates, with different print templates developed to accompany each department's specific map service, ensuring all of Council diverse printing needs are met.

// Benefits

By enabling streamlined organisation-wide access to the Council's corporate information via one interface, regardless of which database or system it resides in, Dekho has significantly enhanced the way many City of Greater Shepparton staff carry out their day to day tasks.

With staff having easy access to the Council's corporate data, the Council is saving time and money through increased productivity and efficiency improvements, with residents and ratepayers benefiting from faster and improved customer service.

“Together with our new integrations to other corporate information systems and also our customisable queries, our corporate GIS is stronger than ever before”, stated Mr Barry.

“Dekho has sparked the imagination of many staff members, with feedback indicating that it delivers what staff members want, with the pre-set customised queries proving to be very user friendly.”

All Council departments have benefited from efficiency improvements directly related to the implementation of Dekho, from customer service to the planning and building departments. Previously, if a staff member was unsure where to access information to resolve a customer service enquiry, it could take between half an hour and an hour to search and track down the information. With Dekho, the same information can be found almost instantly, without needing to search through different databases and systems.

“Dekho has exceeded our original expectations. With most new solutions you always expect a certain amount of

negative feedback, but still to this day, we have received nothing but positive feedback. The users of Dekho seem very excited and are always keen to improve the system further”, said Mr Barry.

By customising map services for the different functions of Council operations, individual departments will have the opportunity to shape their map services for their future requirements.

“From an administrative point of view, the Dekho Admin tool is possibly the best function that Dekho offers. It's easy to use, powerful and saves a great deal of time and effort”, said Mr Barry.

// The Future

Implementation of the HP TRIM enterprise content management and Merit customer relationship management integration modules are set for completion in the coming months, which will further enhance the analysis and querying functionality available through Dekho. Further development of the Council's location intelligence capabilities will be guided by feedback from the users. The Council also plans to extend their existing GIS capabilities to allow the public to view planning and development information online, delivering both extended information access and enhanced customer service capability.

