

# project partners



## Driving Productivity & Service Through Technology

Logan Council is one of Queensland's largest councils, with over 2000 employees located across numerous sites, servicing a community of over 300,000 residents.

*“The need to adapt positively and proactively to the many and varied COVID challenges presented further impetus for step change”*

## The Challenge

Our client, one of Australia’s largest councils was facing significant population expansion, a step increase in the scale and size of its service portfolio and the opportunity to change the way its staff worked to deliver more flexible, productive and responsive services.

The need to adapt positively and proactively to the many and varied COVID challenges presented further impetus for step change.



## The Mission

In this context, Project Partners was engaged by Logan City Council to lead a range of initiatives intended to

- enable new ways of working for the council workforce
- transition thinking and capability to a more dynamic, cloud-first way of operating
- improve the service proposition for members of the community seeking help from council
- support maturity uplift in overall IT service delivery
- drive an effective COVID response that positioned Council for a more flexible future

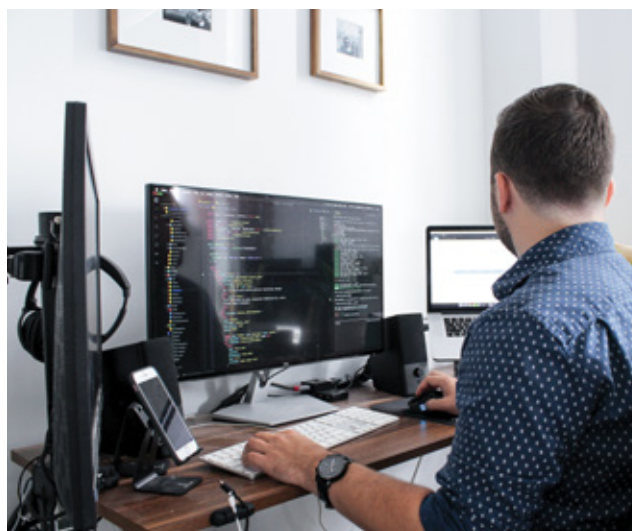
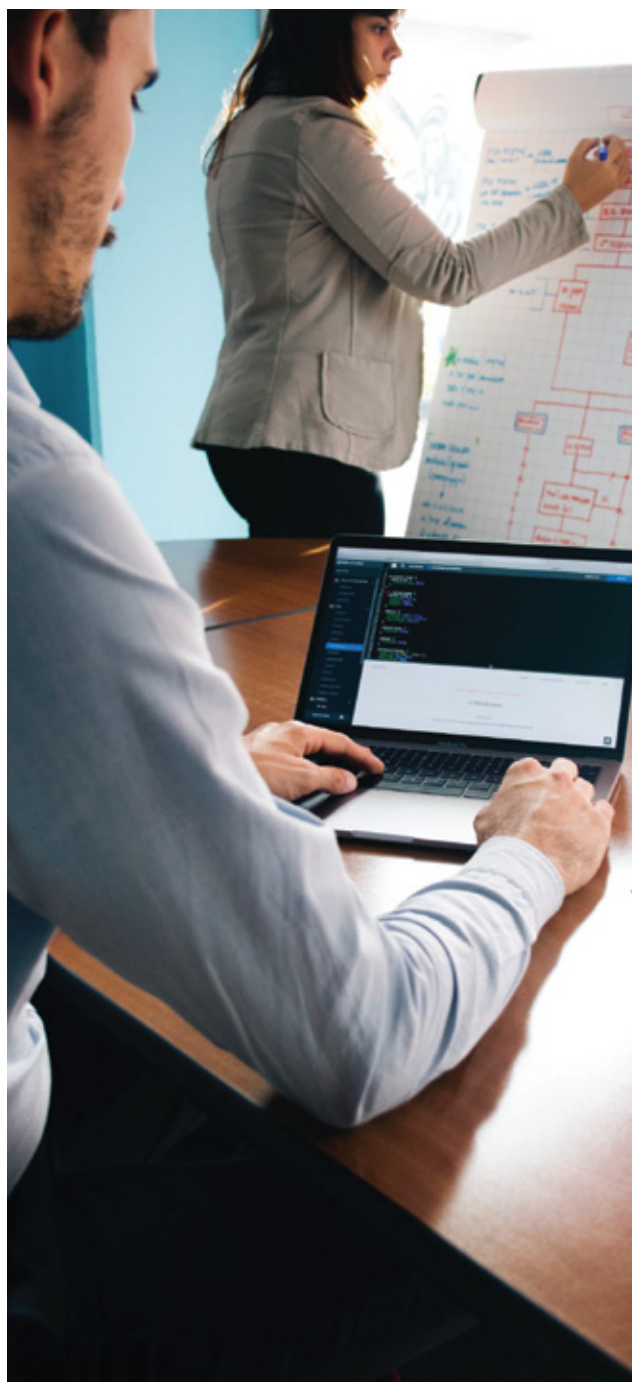
Council asked Project Partners to design and deliver the program in a way that provided capacity for council and its staff to adopt these changes while maintaining momentum for other initiatives and preserving customer service delivery quality.

## Our Strategies

Engaged as the project delivery partner, Project Partners designed and led a number of strategic initiatives including:

- Digital Workplace, including hardware refresh for Logan's "Work From Home" strategy
- Cyber Security uplift and key audit recommendation implementation
- Win10 upgrade and improved collaboration using O365
- Telstra Genesys and Telstra IP Telephony implementation across all of council
- Corporate Wi-Fi rollout and remediation
- ITSM Service Management uplift (to match the new cloud based operating model)
- Development and implementation of business continuity capability

Fundamental to our engagement was the establishment of a program governance and assurance model that ensured successful delivery plus tight integration with the many and varied other initiatives undertaken by Council.



## Client Success

The program is now complete and Council has both improved its overall service delivery capacity during the life of the program and also delivered a step change in its ability to adapt to the increasingly complex demand of the post COVID world.

The solutions implemented have helped increase productivity across many council divisions and helped improve the telephone servicing model for members of the community contacting council.

Priority Cyber Security concerns have been addressed and a sustainable financial model created to deliver Digital initiatives into the future.

Fundamental to the overall program was the desire for Project Partners, Council and vendors to work as a single team and grow capability for the future. Working hand in hand, this was achieved through significant collaboration, with ongoing knowledge transfer.

The program has created a positive legacy of how to drive technology and business transformation within council.

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If you want to create opportunity by aligning technology with business strategy, we're here to listen.

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