

Wyndham City Council Drives Business Transformation With TechnologyOne Implementation

Client

Wyndham City Council

Business Area

Business Applications

Industry

Local Government

Location

Victoria



Overview

Wyndham City Council (Wyndham) is one of Australia's fastest-growing municipalities, located 31 km south-west of Melbourne's Central Business District, and serving a diverse and rapidly expanding community.

As a high-performing, accountable Council, it is committed to being financially responsible and responsive to community needs. Their strategic vision is to create a healthy, accessible, welcoming, and inclusive city that provides opportunities for all, while ensuring sustainable growth and protecting the environment.

They are dedicated to delivering efficient, modern services that enhance community wellbeing, support sustainable growth, and position Wyndham as a city of choice and opportunity.

Fast Facts

- Replaced legacy systems with a modern, fully supported platform.
- Enhanced performance and service delivery with integrated modules across Financials, Asset Management, Supply Chain, HR, and Property & Rating.
- Supports a strong governance framework, ensuring transparency and community-focused decision making.

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Business Opportunity

Wyndham faced increasing pressure on its legacy systems, which were struggling to keep pace with the area's rapid growth and evolving citizen expectations. The existing technological environment was outdated and increasingly difficult to maintain, limiting efficiency and consistency in service delivery.

All areas of the organisation were facing challenges. Financial management processes were fragmented and manual, with accounts payable, budget planning, and reporting requiring significant effort and offering limited real-time visibility. Period closures were labour-intensive, and financial forecasting was complex. Procurement and supplier management faced similar challenges.

The organisation also handled thousands of customer requests across multiple service areas, and had a need for a centralised system to track, prioritise, and resolve them effectively. At the same time, records management processes continued to face ongoing pressures.

To address these challenges, Wyndham engaged Atturra early to design and implement its transition to the TechnologyOne CiAnywhere (CiA) platform – a modern, integrated solution that would strengthen data visibility, automate core business processes, and establish a scalable foundation for continued growth.

Solution

The project adopted a collaborative approach, bringing together a multidisciplinary team led by Atturra. Stream leads worked closely with Wyndham's subject matter experts to capture requirements, configure the system, and ensure the solution met the Council's operational and strategic needs. A Solution Design Working Group was established to manage cross-functional design decisions, align stakeholders on guiding principles, and ensure aligned outcomes across all streams.

Release 1, implemented in January 2025, delivered ten key functional areas, including Financials, Supply Chain Management, Contracts and Sourcing, Enterprise Asset Management, and Property & Rating (Request Management and Sundry Debtors). A critical component was the integration

of the Ezescan automated invoice capture solution, which seamlessly connected with TechnologyOne Financials to eliminate manual data entry and improve accounts payable efficiency.

The implementation required meticulous data migration from multiple legacy systems to the new TechnologyOne platform. The Atturra team developed custom migration approaches for complex datasets, particularly asset registers and financial data, validating quality at every stage to ensure accuracy and integrity at cutover. Following successful cutover, the program entered a four-week hypercare phase, providing intensive support during system stabilisation and ensuring minimal disruption to operations.

User Acceptance Testing involved more than 150 business users across two rounds, embedding rigorous testing practices that significantly reduced technical defects both at Go-Live and during the hypercare period.

Atturra also played a pivotal role in preparing the organisation for change. Through system demonstrations, targeted communications, classroom training, and dedicated working groups, the project helped users transition from paper-based to fully digital, mobile-enabled processes.

Release 2, a smaller release implemented in May 2025, delivered on Project Lifecycle Management and Strategic Asset Management functionality.

This built on the success of the initial implementation, with focused data migration and testing to ensure a smooth transition to the expanded TechnologyOne platform.

The release was completed successfully with minimal disruption and strong user confidence following go live.

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Outcomes achieved

Whilst the Program has one final release remaining, to be implemented in mid-2026, the transformation to date has fundamentally changed how Wyndham's technology supports its operations. The Council now operates on a fully supported, modern platform that has dramatically improved performance across financial, asset, customer requests and project lifecycle functions.

Critical business processes have been automated or streamlined, reducing manual effort and enabling faster, more accurate service outputs. Integrated modules now provide real-time visibility into budgets, procurement, and asset management, enabling leaders to make more informed decisions.

Asset management is more proactive and transparent, with embedded tools supporting lifecycle tracking and preventive maintenance scheduling. Field and depot crews benefit from digital workflows, which improve their accuracy and responsiveness. Procurement and supplier management are now consolidated, delivering greater efficiencies. The implementation has also improved customer request handling, delivering more consistent service for residents.

Organisational change strategies were effective in reducing resistance and increasing user readiness, while the establishment of a dedicated technical team has helped to build long-term internal capability. Four embedded Wyndham staff members have developed deep expertise in key areas that support sustainable system ownership.

The new environment provides scalability for future growth and agility to adapt to community needs. With Release 1 & 2 successfully implemented, Wyndham is well-positioned to continue its Business Transformation Program for its final release, working in lockstep with community expansion and evolving citizen expectations.

Technologies

- TechnologyOne CiAnywhere (CiA) platform