

City of Tea Tree Gully Transforms Property & Rating Operations with TechnologyOne

Client

Tea Tree Gully Council

Business Area

Business Applications

Industry

Local Government

Location

Adelaide, SA



Overview

City of Tea Tree Gully Council (TTGC) sits in the foothills of the Mount Lofty Ranges, north-east of Adelaide's CBD. The Council provides services for more than 100,000 residents across approximately 40,000 properties. Well-known for innovation and service excellence, they are committed to delivering quality services that meet the evolving needs of their growing community.

Fast Facts

- 30 years of legacy data successfully migrated without disruption
- 40,000+ properties now managed on a modern platform
- Go-live synchronised with the financial year for seamless transition
- Weekend implementation enabled week-day operations as normal
- Multiple system integrations including Salesforce, GIS and document management

“We carried out a tender process and thoroughly evaluated all submissions, but it quickly became clear that TechnologyOne, deployed by Atturra, would best meet our requirements. We could see that Atturra would take the time to fully understand our requirements and then make the necessary adjustments. Systems were turned off on Friday, work was completed over the weekend, and the new platform was up and running by Monday morning. It all worked seamlessly.”

Justin Robbins, General Manager Strategy and Finance, City of Tea Tree Gully Council

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Business Opportunity

Since implementing TechnologyOne Financials in 2020, TTGC had experienced the benefits of modern enterprise software. However, their property and rating processes remained dependent on the legacy Authority rating system. It housed 30 years of essential data, including ratepayer details, property addresses, and valuations.

While the Council knew it needed an updated solution that would integrate seamlessly with their existing TechnologyOne environment, they weren't willing to compromise their established operational methods. They wanted to find a partner who had deep TechnologyOne expertise and a genuine understanding of local government complexities.

Solution

After conducting a rigorous tender evaluation, the TTGC selected Atturra to deploy the TechnologyOne Property & Rating platform. Two factors set Atturra apart: their proven track record with TechnologyOne software and their extensive experience navigating the unique challenges of the local government sector.

From the project's launch in August 2023, Atturra's business applications specialists worked closely with the Council team.

A series of design workshops ensured the platform would be configured to align with TTGC's specific operational requirements. Rather than forcing the Council to adapt to standard configurations, Atturra adapted the technology to support how the Council actually worked.

The most demanding aspect of the project was migrating 30 years of legacy data from the Authority rating system. Atturra navigated the intricate process of converting multiple data formats into suitable types for the new platform, maintaining data integrity at every step.

The go-live strategy was ambitious, with the goal of synchronising the launch with the start of the new financial year on 1 July 2024. The execution had to be precise and completed over the course of one weekend.

Outcomes achieved

The impact was immediate. Manual processes that had consumed significant staff time were now automated, freeing the property and rating teams to focus on higher-value work. The efficiency gains extended across the entire function, with time savings compounding daily.

Equally as beneficial was the knowledge gained through improved data visibility. Enhanced reporting capabilities and purpose-built data dashboards have transformed how the Council understands their valuation and ratings processes. Decision-makers can now access insights that were previously buried in legacy systems.

Integration with the Council's existing Salesforce application has elevated customer experience through a more robust front end. GIS, document management, and payroll systems have been transformed into a unified technology ecosystem where information flows seamlessly between functions.

TTGC continues to work with Atturra as a valued technology partner, exploring additional ways to leverage the platform's capabilities across the organisation. Atturra's specialist knowledge and local government experience remains invaluable as the Council continues to pursue innovation and service excellence.

Technologies

- TechnologyOne

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