

Wyndham City Council Completes Three-Year Core Systems Transformation

Client

Wyndham City Council

Business Area

Business Applications

Industry

Local Government

Location

Wyndham, VIC



Overview

Wyndham City Council is one of Australia's fastest-growing municipalities, serving a diverse and expanding community west of Melbourne. It manages a broad range of local services and community assets, so its core business systems need to support both day-to-day delivery and long-term growth.

To strengthen that foundation, Wyndham engaged Atturra to help move from legacy platforms and on-premise systems to a single TechnologyOne OneCouncil SaaS environment. The final release brought Property & Rating, HR and Electronic Content Management onto the new platform, completing a three-year transformation designed to give the Council a more integrated and stable operating environment.

Fast Facts

- Final release completed Wyndham's three-year move to a single TechnologyOne OneCouncil SaaS platform.
- Property & Rating, HR and Electronic Content Management were brought onto the new environment.
- Atturra provided program management, solution architecture, configuration, implementation, migration, testing, go-live and post-implementation support (along with assistance in transition to IT operations).
- Custom migration approaches protected properties, records and permits through cutover.
- The program finished on schedule, on time and within budget, and in readiness for the 2026/2027 property rating cycle.

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Business Opportunity

Wyndham's legacy systems had become harder to maintain and were limiting efficiency and consistency in service delivery. The Council was operating across multiple legacy platforms and on-premise solutions, which made it more difficult to keep data aligned and processes consistent as the organisation continued to grow.

In a fast-expanding municipality, that created practical pressure on teams responsible for core business functions and increased the risk that important information would remain spread across disconnected systems rather than sitting in one shared environment.

The timing mattered because the Council needed readiness for rates management leading into the 2026/2027 financial year. It was also important they completed the broader move to a modern, fully supported SaaS platform.

Bringing Property & Rating, HR and Electronic Content Management onto the new environment required careful coordination across business owners, technical teams and program governance. Wyndham therefore needed external support that could span the full lifecycle of the program and help manage the complexity of design, implementation, migration and cutover without losing momentum.

Solution

Atturra acted as system integrator across the full lifecycle of the program, leading program management, solution architecture, configuration, implementation, complex data migration, test strategy and execution, go-live and hypercare. The work was delivered through a multidisciplinary team that stayed consistent across all phases, working alongside Wyndham City Council's subject matter experts, TechnologyOne and the Council program team as a single integrated group.

Earlier in the program, the team captured requirements and configured the platform to suit Wyndham's operational and strategic needs. Data migration was a critical part of the delivery, particularly where properties, records and permits had to be moved from multiple legacy sources. Atturra developed custom migration approaches

for these complex datasets and validated data quality throughout the process to protect accuracy and integrity at cutover.

Following successful go-live, the program moved into hypercare so the Council could stabilise the new environment with close support. That helped ensure the final cutover did not interrupt service delivery and gave users time to settle into the new way of working. The program was delivered to the initial schedule and within budget, giving Wyndham a supported transition into business as usual with continuity and confidence.

Outcomes achieved

The new platform has improved Wyndham's data integrity, streamlined processes and enhanced visibility across the organisation, making it easier for teams to work from shared information and support more informed decision-making.

Complex migration work was validated at each stage to protect the accuracy and integrity of properties, records and permits at cutover. The program also preserved governance, delivery knowledge and continuity through a consistent core Atturra team across all three releases, helping both organisations work as one team through a complex transformation. By completing the move to a fully supported SaaS environment, Wyndham now has a stronger foundation for ongoing optimisation and future change. The platform can continue to scale with the Council's needs as the municipality grows.

Technologies

- TechnologyOne Core Enterprise Suite
- TechnologyOne Enterprise Cash Receipting
- TechnologyOne Property & Rating
- TechnologyOne Human Resources
- TechnologyOne Spatial
- TechnologyOne Electronic Content Management

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