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# CouncilFirst

A SaaS business management system  
for Australian councils and local government

## Australian local government experts

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**Headquartered in Adelaide the CouncilFirst team has a deep understanding of local government business processes.**

We are proud to serve local government organisations across Australia—from **East Gippsland Victoria** in the east to **Peppermint Grove WA** in the west; from **Palmerston NT** in the north to **Sorell Tasmania** in the south.

The members of our team are digital transformation experts. A Microsoft Partner for over two decades our organisation specialises in providing strategic advice and the latest technology that specifically meets the operational needs of councils.



*CouncilFirst and its secure delivery of service via the Microsoft cloud platform have revolutionised the Shire's approach to meeting our digital transformation challenge.*

**Paul Rawlings, Manager Corporate Services, Shire of Peppermint Grove**

*(In CouncilFirst) we now have a system that facilitates all our financial requirements—and more.*

**Phillip Phillipou, Manager Information Services, East Gippsland Shire Council**

### A culture of innovation

Our strategy of continual innovation is based on the requirements and feedback from our local government advisors, representing a diverse range of councils. As requirements change, we are committed to developing best-practice solutions.

### Methodology

We provide expert guidance and professional training resources for project managers and decision makers, and our implementation methodology ensures a smooth transition with minimal disruption to your business activities during deployment.

### Trusted Australia-wide

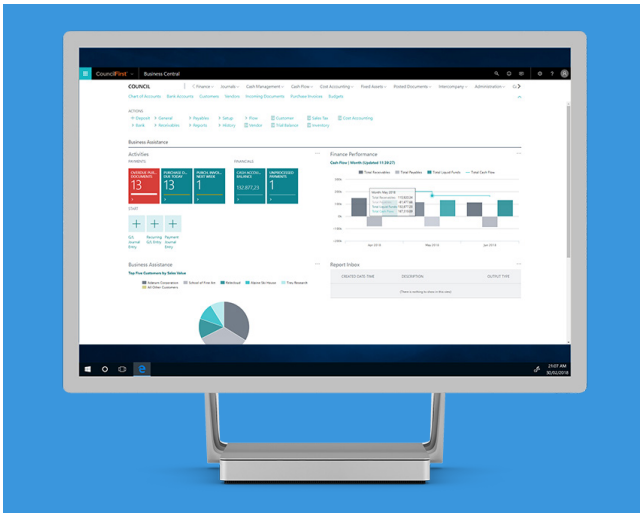
CouncilFirst is a panellist and preferred supplier to a wide range of State and Local Government bodies, including the **Western Australia Local Government Association (WALGA)** and the **Local Government Association of Queensland (LGAQ)**.

# Designed for councils

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## **CouncilFirst is a SaaS enterprise business solution to the software challenges faced by Australian councils.**

Built on the cloud platform of Microsoft Dynamics and Microsoft Azure, CouncilFirst is reliable, scalable, and highly secure, enabling local government authorities to address requirements for transparency, fiscal accountability, governance, and compliance.



- ➔ Built for local government.
- ➔ Proven results with Australian councils.
- ➔ Easy-to-use and cost-effective.
- ➔ Future-proofed by the cloud.
- ➔ Powered by Microsoft Dynamics and Azure.

## Powerful, flexible, user-friendly

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CouncilFirst is simple and easy to use, with an intuitive user interface that looks and feels like the tools you already trust, plus seamless integration with Microsoft applications.

Scalability ensures flex and fit to your business as it changes. No more expensive upgrades — SaaS updates take place seamlessly in the background.

Integration of all operations in one system delivers increased productivity with significant cost savings.

Mobility delivers more responsive operations, ensuring staff in the field are connected at all times.

## Connecting all your operations

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Offering an integrated system that works seamlessly with office applications, CouncilFirst improves operational efficiencies in all business process areas.

- ➔ Finance and budgeting
- ➔ Customer requests
- ➔ Property and rating
- ➔ Procurement
- ➔ Community engagement
- ➔ Payroll and Human Resources

**Exceptional service and support.**

Our expert project management methodology assures smooth implementation, with professional user training, responsive service and priority support to ensure your staff are operating at maximum efficiency.

**Superior reporting.**

Gain greater control and visibility with powerful reporting tools for business intelligence, regulatory and compliance requirements. Role-tailored design enables ease of reporting, with reports that can be designed by end-users.

**Low total cost of ownership.**

Leverage the benefits of an affordable system with rapid return on investment, with no need for expensive system infrastructure, resources or costly upgrades. Convert capital expenditure into an operational expense on your balance sheet.

### CouncilFirst provides:

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- Deep visibility of customer interactions, enabling identification of trends.
- Reduced total cost of ownership through more efficient use of IT resources.
- Improved transparency and accountability for regulatory compliance.
- Shortened response times, delivering on commitments to your community.
- Removal of internal barriers and silos through better data sharing.
- Deep real-time reporting with the flexibility of natural-language queries.

### Built on the Microsoft cloud platform

Enjoy peace of mind with CouncilFirst's delivery via Microsoft Azure. Designed for both high availability and disaster resilience, Azure is the first public cloud to be awarded Protected certification by the Australian Signals Directorate.

Continual system innovations deliver improvements specifically for local government, ensuring that your business stays agile and progressive. You will receive ongoing additional functionality, including seamless product upgrades, enhancements and newly developed modules.

# Contact us.

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