Liverpool Plains Shire Council

Implementation of Content Manager 9.1 EDRMS

October 2017 – November 2017

The Client

Centrally located in north-west New South Wales and strategically nestled in the foothills of the Great Dividing Range, Liverpool Plains Shire is an isolated rural council with about 80 staff.

The Background

Liverpool Plains Shire Council had an aging EDRMS solution which no longer was fit for purpose. The council explored alternative solutions looking for a more modern and flexible solution, eventually settling on Content Manager v9.1.

The Challenge

The main challenge was to implement Content Manager with minimal disruption to Council business. It was important that the implementation included integrated with other line of business systems, process refinements, and staff training. Additionally, the solution provided mobile workforce support and migration from legacy systems.

The Information Proficiency Solution

Information Proficiency was chosen for this project as a result of demonstrated experience in designing similar solutions, implementations, integrations, migrations, training, support and knowledge of other line of business systems. All this combine presented value for money, and compatibility with Council objectives.

Business Benefits

- The new EDRMS is better suited for the type of use the organisation requires.
- The solution supported improved compliance and process.
- Improved access to information for staff and customers.
- Improved processing times and reduced bottle necks in process flows and distribution of the council's records.
- Integration with other line of business systems allowing for improved data sharing between systems.

Information Management and Technology Professionals

Providing a range of services focused within the Information Management and Technology industry. We work hard to understand our client's requirements.

We have experienced and certified professionals throughout Australia, who are continuously maintaining their knowledge on relevant legislation, standards, best practice, current trends and technologies.

We supply and support a range of EDRMS and Scanning software solutions

We develop our own range of productivity and connectivity tools to extend your existing investment in ABBYY, Kofax, Content Manager and Records Manager (TRIM).

We have a quality reputation with all of our work being referenceable. Our clients engage us for our experienced teams, effective delivery, project management and outsource capability.

We strive to build lasting relationships with our clients, ensuring that we support continuous improvement and maturity of processes and systems.

We are ready to assist your organisation; we have end to end capability in all areas of information management, including strategy development, business analysis, organisational change, business transformation, process design, managed services, consulting, solution development, deployment, training and support.

Quality is our Signature!