



Datascape

A complete solution for smart communities.



An innovative cloud-based solution built to enhance council operations and simplify service delivery.

Datascape will transform the way you work and engage with your community.

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Datascape is a new cloud-based solution with an Enterprise Resource Planning (ERP) system at its core. Specifically designed to create new ways for councils to work and engage with communities. Its innovative, responsive design gives you the freedom to easily access information, anywhere, from any device with an internet connection.

Datascape provides a single source of truth for all data, including customer information across all services. A single, comprehensive workflow capability brings modules and tasks together and gives you complete transparency over progress and accountability through clear measurements and reporting. Ultimately, you'll be able to collaborate and deliver services more efficiently within council and with your partners, suppliers and other counterparts.

Datascape will help transform the way you work with your community by allowing you to work more transparently, enabling collaborative governance and enhancing operations. This will allow

you to respond to requests for services faster, communicate better, leading to increased community satisfaction and improved engagement.

Begin your smart community journey with Datascape. Seamlessly connect with third party applications and Internet of Things (IoT) sensors, such as traffic, water flow or air quality monitoring and so much more. Channelling this information through a centralised location will help you make more informed decisions for your community and delight your customers.

The complete Local Government solution includes Customer Relationship Management, Financials, Rating, Regulatory, Human Resources and Payroll, Facility Management, Online Services, Payment Gateways, Websites, Business Intelligence and Mobile Notifications. You can choose the modules and products that suit your needs and extend as your organisation grows and your needs evolve. Being Software as a Service (SaaS) suite, you'll always be up-to-date on the latest version.

Datascape Suite:

Mobile Engagement - Increase community awareness, satisfaction and engagement with the Antenno mobile app. Use Antenno to send alerts, notifications and receive feedback from your community. Users can refine the notifications to topics and places they care about so messages are relevant to them.

Online Services - Use smart forms to deliver your services digitally via a customer portal. Customers have round-the-clock access to services anywhere on any device and can make instant payments. Staff can access all transactions to streamline the reconciliation process.

Websites - Build your website with our library of templates and plug in features or work with our team to create a bespoke design to meet your needs. Upload content once and save time by publishing to mobile applications, social media, intranet, digital signage solutions and more.

Mobile Capture - Streamline the administration process for managing off-site jobs. Capture all documentation required for inspections, assessments and audits, all without an internet connection. Staff can look up data from anywhere ensuring they get real-time information.

Online Bookings - Manage facilities and services with an easy booking and payment solution for your community. Staff and external parties associated with the booking are kept up-to-date with an automated approval and notification process. Track and monitor the usage of your facilities and services with intuitive analytical reports.

Local Government Intelligence and Analytics (LGIA) - Improve transparency and accountability by providing real-time visibility to monitor your service level agreements with the community. LGIA analyses financial performance against budgets and forecasts, promoting better decision-making.

Datascape can help with these core council activities:

Financials

- GL, AP, AR & budgeting
- Projects & job costing
- Procurement & inventory
- Financial asset management

Regulatory

- Permits & licensing
- Consents & applications
- Inspections & monitoring
- Infringements

Human Resources & Payroll

- Multi cycle & out of cycle pay runs
- Core HR data capture
- Time sheeting & leave management
- Manager & employee portals

Property & Rating

- Property & land management
- Rates & rates modelling
- GIS integration

Community

- Community input
- Community notifications
- Community engagement
- My account portal

Customer Relationship Management

- Service request & case management
- My account portal
- Integration with social media
- Virtual assistant support

Datascape

A complete local government solution designed to create new ways for councils to work and better engage with their communities. With an ERP at its heart, Datascape encompasses core council services and two-way community engagement on a digital platform. Built for the cloud from the ground up, Datascape leverages the latest technology, allowing connectivity with other software, services, connected hardware and can be used on any device.



How Datascape helps your community

Enabling complete data transparency for councils and communities is a key feature in Datascape. It's designed to help your organisation create a digital two-way conversation with your community. Encouraging open communication, maximising community self-service and responding faster to deliver more efficient services will result in increased customer satisfaction.

A self-service portal gives your community round-the-clock access to key council services, such as payments, registrations, applications,

fault reporting and more. Incorporating the latest framework to support Virtual Assistant capabilities, customers will be guided to commonly requested information and answers quickly, freeing up staff to work smarter and faster on other key work items, turning a long task into a quick and streamlined process.

If you want to find out more, contact Datacom now – we'd be delighted to hear from you.

With over 5,200 people, and revenues of over \$1.2 billion, Datacom is one of Australasia's largest professional IT services company. Datacom has extensive expertise in the operation of data centres, the provision of IT services, software engineering and application management, payroll and customer service design and operations.

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