

COUNCIL PROPERTY MANAGEMENT

How To Streamline your Billing, Planning & Control



Product Overview

COUNCIL PROPERTY MANAGEMENT

Purpose-built Solution to Streamline Billing, Planning & Control

SEE ALL YOUR DATA AT ONCE

Council Property Management (CPM) is a cloud-based, ready-to-use solution that was purpose-built for Australian councils.

CPM helps CFOs, Financial Controllers, Planning Executives and CIOs to centralise and streamline their rates, billing, planning and development control processes.

Instead of trying to piece together fragments of rates, development applications, penalties and more, CPM provides one, integrated real-time view of all customers and revenue.

This means more accurate billing, more effective development planning and control and improved compliance, as well as greater customer satisfaction.

USE PROVEN FRAMEWORKS

CPM is built on Oracle's Customer Care & Billing platform.

Oracle provides the framework and CPM adds the specific tools, processes and analytics for senior Council executives to streamline operations and improve control, planning and service to customers.

GET A 360 DEGREE VIEW

CPM integrates your data from all billing, planning, strategic, statutory and regulatory sources to create a single view of every customer and revenue type.

This provides real-time insights into the status of all property, bills and customers, enabling timely and accurate decisions based on the facts, not projections.

With automated alerts of status and next steps for staff, as well as council-specific analytics and reports, CPM helps you streamline operations, tailor services to customers and reduce risk and costs.



Future-proofing is vital to us.

ITANZ's expertise in Big Data Analytics, and Data Management and Warehousing will ensure that the underlying technology will always be up-to-date.

Jagdeep Patel*
CIO

REALISE THE BENEFITS

For senior council executives, CPM enables:

- Outstanding service for every customer interaction, regardless of how many.
- Clear, accurate billing and personalised guidance per customer.
- Consistent customer experience across multiple channels
- Co-ordination of customer services across multiple departments.
- Customer self-service for accurate account management, bill payment and service requests.
- Greater satisfaction for customers with reduced service delivery costs to Council.



“ What impressed us was that CPM had everything we needed out of the box, with just a bit of tweaking.

During the workshops, iTANZ worked with us to understand what tweaking CPM needed before installation, to meet our unique processes exactly.

We’re looking forward to saying goodbye to manual processes, errors and duplication”

Michael Fogarty*
CFO



MATCH YOUR NEEDS

Select the pre-built CPM modules you need and build the complete solution for property, rating and billing management for your council.

- **Customer Profiling** – collect all information relating to the customer and the relevant property into one 360° view.
- **Property Management** – track the status of all properties including council-owned and private.
- **Strategic Planning** – manage the whole process end-to-end, including community input, amendments, progress and final documents.
- **Statutory Planning** – receive, record, progress, monitor and report on all planning applications.
- **Statutory Enforcement** – notify required actions, escalate, manage and link all enforcements, integrating with state databases and documenting it all.
- **Statutory Building Applications** – get customised templates for Building Applications, link to your DMS for a centralised view, handle payments and receipts, notify authorities and facilitate inspections.

- **Infringement Management** – track and manage the whole infringement lifecycle, whether related to property or not.
- **Rating & Billing** – generate and issue rate notices and invoices tailored to each charge type.
- **Credit & Collection** – track ongoing collection, overdue payments and apply charges for late payments.
- **Animal Management** – maintain and bill animal registrations anywhere in the council district.

LEVERAGE DEEP EXPERIENCE

Choose the solution based on over 10 years’ working in Australian councils, not just selling to them.

Benefit from deep council experience, council-specific consulting and support.

Take advantage of expertise in Data Management, Data Warehousing and Big Data Analytics, and know your technology solution will always be the most advanced.

CONTACT US about CPM for your council.



“ At the time, we needed a fully integrated system that could give us a single view of the rates and billing landscape, especially the vast number of small transactions.

It also had to be flexible, easy to customise and scale to meet our future needs.”

Jagdeep Patel*
CIO

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