



# City of Boroondara

Expert Property and Rating support reduces risk for City of Boroondara



Discover how Lánluas provided seamless TechnologyOne Property and Rating support for City of Boroondara, reducing risk and ensuring continuity amidst changes.


## Property & Rating Subject Matter Expert Support Reduces Risk for City of Boroondara

When a personnel change meant City of Boroondara would no longer have an in-house resource to support and manage the TechnologyOne Property and Rating application, they engaged Lánluas to reduce risk, fill the resource gap and provide a smooth transition.

Prior to providing expert Property and Rating support, Lánluas and City of Boroondara had been collaborating for over five years, with Lánluas providing essential TechnologyOne configuration support throughout their operations. Working together had fostered a strong and collaborative partnership.

One of City of Boroondara's internal TechnologyOne Property and Rating analysts had departed to pursue another opportunity. It left a knowledge gap within the Council, presenting challenges to deliver project commitments. Given Lánluas' extensive TechnologyOne Property and Rating capability and the preexisting relationship, seeking assistance from Lánluas to bridge the resource gap was an obvious choice.


### Highlights of the project




Seamless handover meant there was no gap in Property and Rating support



Delivery risk was mitigated by quickly deploying expert Property and Rating support



Backlog items up to 3 years old were reviewed and progressed



IT ticket response times reduced by up to 50%, improving internal customer experience

## The challenge we faced

For several years, City of Boroondara had an experienced subject matter expert who was closely involved in managing their Property and Rating (P&R) functionality in TechnologyOne. When this changed, Council was facing disruption to committed work as some aspects of the TechnologyOne Property and Rating platform configuration were not widely understood. Due to Council being on an older version of TechnologyOne, appropriate support was unavailable from TechnologyOne itself.

For City of Boroondara, there was a real urgency to find a suitable replacement to support the handover, as there was only a short period before the previous analyst would be unavailable. As the TechnologyOne Property and Rating system supports multiple departments, any disruption to ongoing work was not a risk that management was prepared to take.

When Lánluas was engaged to support City of Boroondara, our expert Property and Rating consultant dived in headfirst and took to the challenge like a duck to water.

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## The solution we offered

It was important that the transition was prompt and as seamless as possible, so the City of Boroondara team could continue to focus on key operations while Lánluas managed and provided TechnologyOne P&R assistance.

Following a two-week handover period, Lánluas filled the resourcing gap and provided Property and Rating consulting for 2 days a week over a six-month period within City of Boroondara's IT department. To ensure that the City is best supported, our expert consultant participates in daily stand-up meetings with the City's IT team, answering and solving issues as promptly as possible.

As our consultant, Sohail, began working within the City's TechnologyOne Property and Rating system, they reviewed the internal ticketing system and identified some quick wins. This included closing off or responding to long outstanding tickets. This reduced the council IT team's customer response time by up to 50%.



**Feedback from stakeholders throughout the various City of Boroondara business units has been that their biggest fear was having to explain their processes to a new person and getting assistance would be very time-consuming. Drawing on my experience over the last decade working in local government, coupled with my TechnologyOne Property and Rating expertise, meant I was able to seamlessly integrate into the team and quickly hit the ground running. Stakeholders now feel confident raising their TechnologyOne Property and Rating issues and challenges with me, knowing there will be a prompt response and faster turnaround time than before I was supporting the team.**

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**Sohail Ahmed**

Property & Rating Consultant  
Lánluas Consulting

## The final outcome

Lánluas' support of City of Boroondara's TechnologyOne Property and Rating system was seamless, with the transition from internal to external resourcing going unnoticed by stakeholders within Council.

The risks posed to City of Boroondara were promptly allayed once the leadership team knew there was a highly skilled resource that could start immediately and ensure business continuity support.

Offering a fresh perspective, Lánluas' expert Property and Rating consultant was able to clear the bulk of the old tickets, while still maintaining daily support to the team. Additionally, City of Boroondara is now benefiting from faster ticket response times and issue resolution. As a result of this success and unwavering support, the initial work package has been supplemented by further engagements out to June 2024, making this a 13-month collaboration.

Working with City of Boroondara, and supporting the team through this resource gap, highlights that our partnership extends well beyond just TechnologyOne configuration consulting. We are deeply embedded in their day-to-day operations.

As a team of subject matter experts, Lánluas' TechnologyOne consultants bring a wealth of knowledge and experience to the table. Our commitment to providing comprehensive TechnologyOne expertise and support distinguishes us as trusted advisors, dedicated to delivering exceptional results for clients.



**Lánluas always respond promptly to our requirements and can be relied on to work with us in compliance with our procurement and other processes. When we do engage their consultants, they deliver consistently excellent work and contribute to the transformation that we are delivering as part of Transforming Boroondara. Sohail is a valued member of the team, and his flexibility has allowed us to support Property and Rating as well as we ever have.**

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### John Court

Head of Technology Platforms  
City of Boroondara



Do you have TechnologyOne subject matter expert resource gaps in your team that are increasing risk and having a negative impact across the organisation? [Contact Lánluas](#) to discuss how we can help.