



# Shoalhaven City Council

Lánluas Partnership Is A Value-Add For Shoalhaven City Council



Shoalhaven City Council initially engaged Lánluas to implement TechnologyOne in the business. Learn why they've now partnered with Lánluas for the long-term.

## This strategic partnership means continuous improvement for Shoalhaven City Council

Complex enterprise software like TechnologyOne isn't implemented overnight. It first needs to be carefully configured to meet the needs of the teams that will be using it. A busy and complicated council organisation can spend months on this process – and this was certainly the case for Shoalhaven City Council.

Team changes and resourcing challenges were severely impacting the project's completion. But keen to launch and begin benefiting from TechnologyOne's OneCouncil CiAnywhere (CiA) Financials Core Suite at last, Shoalhaven City Council approached Lánluas for help.

Not only has the Lánluas team successfully helped Shoalhaven City Council configure, launch and optimise TechnologyOne – we're proud to be still providing ongoing support, driving a continuous improvement approach as the organisation evolves. This kind of long-term partnership is always rewarding, as our team delivers ongoing value and expertise.

### Highlights of the project



Successfully configured and implemented OneCouncil CiA Financials Core Suite in under 6 months



Developed centralised executive reporting and dashboards, for greater visibility



Helped decommission legacy systems no longer needed, driving cost savings and consolidation



Ongoing stable resourcing and reliable, on-demand expertise to drive continuous improvement

## The challenge we faced

The TechnologyOne implementation project had been progressing slowly for Shoalhaven City Council when Lánluas came onboard. Our consultants were tasked with making sense of a project that had made little progress over several years, and which had been unsuccessfully worked on by multiple internal and external staff.

A consistent team of experts was needed to drive the project to completion, and to get buy-in from the rest of the Council team in the process.

## The solution we offered

Lánluas was initially engaged to implement TechnologyOne OneCouncil CiA Financials Core Suite for Shoalhaven City Council, focusing on a continuous improvement model. Our team worked to configure OneCouncil for Shoalhaven's specific needs, setting up Corporate Performance Management (CPM), Core Finance and Enterprise Budgeting, and Enterprise Asset Management (EAM).

Our experts also provided some enhancements and improvements to these products, to ensure they'd suit Shoalhaven's team. We helped develop dashboards using CiA, XLOne Reports, ETLs, Forms with BPAs, and mapped out processes to ensure that automation was being used where appropriate to improve efficiencies.

Beyond the implementation of TechnologyOne's OneCouncil CiA Financials Core Suite software solution, Lánluas has been engaged in an ongoing capacity, including providing our Supported Application Service (SAS). This strategic partnership means that the Council's day-to-day operations are supported by having expertise close to hand, with quick response times. There aren't lengthy ticket queues.

Our team has been able to provide the right mix of consultants, with the necessary expertise, at the right time, to deliver results. By providing continuity of care, we're able to deeply understand the organisation, configure the software to meet its needs, and offer hands-on staff training where needed.



**The best thing about having Lánluas onboard is they take our request and then collaborate to develop the most appropriate solution. As a client you have a relationship with the whole Lánluas team. It's like one big family. They bring in the right consultants with the necessary expertise, whilst having continued contact with your lead consultant. Nothing was ever too hard, and they always come up with a solution to best suit the business outcome. We have been able to implement the most effective business improvement solutions and deliver efficiencies every time.**

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### Debbie Webb

Manager - Reporting & Controls,  
Shoalhaven City Council

## The final outcome

Prior to Lánluas stepping in to provide assistance, the Shoalhaven City Council TechnologyOne OneCouncil CiA Financials Core Suite implementation project was moving slowly. Without sufficient expertise, or consistent people working on the project, seeing it through to completion was proving a challenge.

Now, the organisation is confidently using this high-powered software solution every day. And when a staff member runs into an issue, a Lánluas expert is on hand to help. This strategic partnership offers Shoalhaven City Council peace of mind on top of tangible value.

Our consultants have delivered value in the form of:

- Driving the OneCouncil CiA Financials Core Suite project to go live, with consistent and stable resourcing throughout the project.
- Mapping out and automating processes, as well as decommissioning old legacy systems to save costs and consolidate.
- Configuring the technology to suit client needs, including bespoke enhancements.
- Delivering centralised executive reporting and dashboards.
- Assisting with data conversion.
- Mapping out workflows and establishing more efficient processes.

Our ongoing partnership with Shoalhaven City Council continues to deliver value to the organisation, ensuring a TechnologyOne expert is always on hand when operational improvements need to be made.



If your organisation could benefit from ongoing support with TechnologyOne, we'd love to discuss how we can help. [Contact Lánluas](#) to discuss how we can help.