CHRISTCHURCH CITY COUNCIL, NEW ZEALAND

Building a smarter, safer, and more sustainable city

" Infor Pathway enables us to manage the huge volumes of data and information being provided to and processed by the Council across four key regulatory service areas, and provides smarter ways to ensure we are delivering outstanding service to our citizens."

Vicki Taylor
Acting-CIO
Christchurch City Council

infor + Christchurch City Council

infor.com/customers

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Facts at a glance

COUNCIL
Christchurch City Council
New Zealand

VOLUME
382,000 population expected
to reach 460,000 by 2038

EMPLOYEES
2,090 FTE

INDUSTRY
Local Government

WEB SITE
ccc.govt.nz

INFOR PRODUCTS
Infor® Pathway

Executive overview

Situation analysis

- Needed to replace the current end of life system with a solution to manage the very high volume of building consents following a devastating earthquake
- Wanted a one-stop solution to manage all areas of building consents and regulatory compliance
- Wanted a solution which would grow with the needs of the Council as it rebuilt the city
- Sought a vendor who would partner with the current and future growth of the Council
- Required a flexible, modular, and easy to use solution which would minimise training and support costs

Innovation strategy

- Selected Infor Pathway—trusted by more than 140 local government agencies in ANZ—to achieve management of building consent and health and liquor licensing
- Required a solution that catered to the needs and regulatory standards of the ANZ local government market
- Wanted to achieve data integrity as part of a strategy for continuous improvement
- Wanted to gain operational visibility on the status of building consents and health and liquor licensing requests to improve customer service delivery
- Wanted a solution could lead the journey to make Christchurch a 21st century city

Results

- Created a single source of data, accessible to all staff
- Optimised decision-making to prioritise allocation of resources and staff schedules
- Met statutory compliance, mitigated risk, and provided the transparency the city needs to instill confidence in its decision-making
- Integrated IT and data environments to support upgrade management, paving the way for new features and ensuring regulatory compliance
- Achieved full traceability of building consents across the various stages of the consent process
- Streamlined access to relevant data, enabling more effective decisions that reduce costs and improve citizen services
- Laid the groundwork to forge a 21st century city

High-level impact

2nd largest
Council in New Zealand

NZ$426.5m
Rates revenue

70,000
People left city following earthquake – 1/5 of the population

100,000
Homes damaged

1,000
Community Facilities damaged in earthquakes

Far more than bricks and mortar

Seven years after the earthquakes of 2010 and 2011, Christchurch has passed the halfway mark of its NZ$40 billion regeneration. Its landmark cathedral is to be restored, a vibrant new innovation precinct is attracting major enterprise, new sporting and community facilities have opened, and hundreds of residents have demolished and rebuilt their homes. On average, $100 million is spent in the city every week.

Renewing the city is a vast task for New Zealand's second largest council, and a unique opportunity to forge a truly 21st century city. Christchurch City Council is at the heart of the collaborative regeneration effort, with the nation's most ambitious urban renewal plan.

Christchurch isn't simply rebuilding. It is weaving smart technologies throughout new infrastructure to create a truly smart, safe, and sustainable modern city. A portfolio of sensor solutions will connect the city's services with real-time data on energy and water use, traffic congestion, and water quality—even providing information about how full each of the city's bins are.

The huge volume of business the Council is experiencing during the rebuild phase is not set to slow down. Its information and communications technology needs to be more efficient than ever to keep the regeneration in motion, with thousands of consents and licences regulating the demolition and rebuild. And it needs to be ready to manage a wealth of data connecting a brand new smart city that will be open for digital business 24/7.

> "
>
> There are many different roles and expertise involved in each stage of a building or resource consent, and in licensing. These are complex civic processes involving statutory checks and balances. Infor Pathway's workflow, reporting, search, and query capabilities ensure our residents' concerns are in safe hands."
>
> **Vicki Taylor**
> Acting CIO
> Christchurch City Council

Purpose-built

Christchurch City Council sought a partner that could replace its legacy regulatory and customer management system. Infor won the business with Infor Pathway, a functionally-rich and purpose-built solution that is designed to improve local government efficiency.

"This is an enormous undertaking for such a large council which already serves a population of nearly 400,000, but the building boom we were entering made it critical. We needed a modern and reliable information system."

As well as managing the building consent process, the Council also needed a robust system to manage all the data and business processes involved in resource consents, as well as food, liquor, and health licensing.

Infor Pathway is integrated with other systems to manage the process end to end, from the first customer inquiry and lodgment, to issuing. It is flexible, modular, and easy for the council's large workforce to use, minimising training and support costs.

Working smarter

Connected to the future

Infor Pathway is helping Christchurch City Council lay the groundwork for its innovative new technological environment, ready to power the emerging 21st century city. It is enabling connected decision-making informed by a reliable single source of truth.

"Workflows are now seamless, efficient, and secure," said Vicki Taylor. Acting CIO for Christchurch City Council. "There are many different roles and expertise involved in each stage of a building or resource consent, and in licensing. These are complex civic processes involving statutory checks and balances. Infor Pathway's workflow, reporting, search and query capabilities ensure our residents' concerns are in safe hands."

Online lodgement

As well as improving its internal business processes and efficiency, the council is meeting its customers' changing needs. "We all expect to save time by doing more online, and this goes for government services too. As a council, we want to provide digital services that are available when citizens need them, such as after office hours when the kids are in bed," said Taylor.

Infor Pathway enables citizens and businesses to lodge building, resource, and licensing applications online, wherever and whenever is most convenient.

Detailed impact

5.5
years realising value from Infor Pathway

100%
Meets statutory timeframe of 20 days for a building consent

Expanded use
To health and liquor licencing

Taking up the challenge

Christchurch is not just rebuilding—it is meeting the future head-on. Its vision is to become a digital council powering a smart, safe, and sustainable city. Its citizens will be able to easily access services via their channel of choice (whether that is face-to-face or online), and its field staff will have mobile access to all relevant applications.

This all rests on the technology to enable and protect digital processing, payment, and coordinated decision-making.

Infor Pathway is an important regulatory component of the strategy to deliver this, and will continue to realise operational efficiencies for Christchurch City Council. Pathway will keep providing cost and time savings, and will ensure the Council can keep up with changing customer expectations.

> "
> Infor Pathway enables Christchurch City Council to offer citizens and businesses a streamlined system for end to end consenting."
>
> **Sonia Gilmour**
> Senior Building Administration Office
> Christchurch City Council

Learn more

Find out how Infor Pathway can help you manage local government business and services.

[Learn more ›]

Infor Pathway

The continuing momentum of technology is influencing customer and community interactions and their expectations, driving significant changes in the way local government needs to operate and deliver services.

As a decision-maker in local government, your top priority is finding a way to deliver efficient and cost-effective customer service. From achieving quality and cost effectiveness in day-to-day customer-facing services to less visible activities like revenue management, legislative compliance and the development of long-term programmes for community sustainability, you've got your hands full.

Every local authority must maintain efficient processes. Infor Pathway is a comprehensive web-enabled solution developed specifically for local authorities in Australia and New Zealand to efficiently and effectively manage people, land and property, revenue and regulatory services.

Internal mobile applications

Infor has the answers for councils. We can help you harness innovation and a strong digital transformation strategy.

Smart mobile functionality allows your staff to work in the field with simple, easy access to real time data and Pathway processes.

Mobile applications include inspections related to applications, customer requests, licensing or property, animal enquiries with access to registration information, and customer requests that allow staff to view, edit, and complete requests in the field.

Contact us today

Infor's solutions are built from the ground up to help you simplify the business of managing government, addressing citizen concerns, improving planning and reporting, and maximising revenue and capital investments.

Today, more than 4,100 Public Sector customers in 120 countries and more than 130 ANZ local government customers rely on Infor to meet their specific requirements.

Infor builds business software for specific industries in the cloud. With 16,500 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more about Infor, please visit www.infor.com.

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