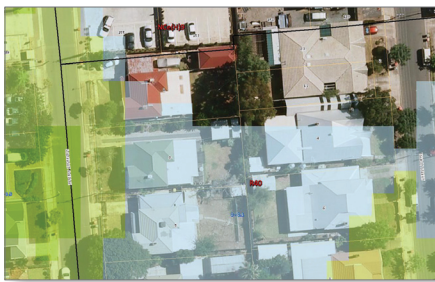




The difference is what you see

City of West Torrens



The City of West Torrens caters for a population of approximately 56,000 and covers an area of 37 square kilometres between Adelaide's CBD and Gulf St Vincent.

West Torrens is predominantly a residential area with substantial commercial and industrial precincts and parklands.

The Council employs more than 300 staff who oversee a variety of areas including infrastructure, environment, community services and public facilities. West Torrens is quite unique in that it owns an aged care facility, which employs a large range of nursing and administration staff.

// Outcomes

- **Centralised data access has delivered more effective information access and sharing across Council**
- **Decision making capabilities have been significantly improved through quicker and easier access to information**
- **Council staff can now leverage the power of Dekho to enhance and improve existing business processes**
- **Dekho's ease of use has removed the need for non-GIS users to undertake GIS training**
- **Council's ratepayers now receive higher levels of customer service through quicker and more streamlined responses**

// Challenge

The City of West Torrens has a very diverse population and as such is the keeper of a broad range of critical data.

That data ranges from housing and demographic splits to electoral data, socioeconomic figures and developments in progress.

Much of the data used by the Council on a day-to-day basis contains a location element, such as an address, map reference or planning zone. This means that, if effectively managed, it could quickly be combined and mapped onto a single geographic interface to aid in planning and development decisions.

While the Council had an existing Geographic Information System (GIS) in place, it was time to extend its reach and capability to allow the whole of Council to derive the benefits of GIS and location intelligence and meet their specific needs.

Business units had created, and were working within, their own disparate databases, and were unable to easily extract or view critical information in one complete picture.

As a result, the Council was not confident that the information being used to service ratepayers and residents on a day-to-day basis was sufficiently accurate and up-to-date.

// Solution

The Council needed a system that was intuitive, timely and accurate so it could encourage all staff to use location intelligence for everyday decision making.

It assessed the options available in the market and chose to deploy ESRI Australia's enterprise location intelligence solution, Dekho.

Dekho provided the solution West Torrens Council needed to bridge the gap between its existing corporate databases, providing users with a single interface through which to view information from a location context.

"We wanted a product that could deliver unparalleled data integration, visualisation and analysis to enable smarter, more efficient business decisions across the Council," said Chris James, Manager Information Services, City of West Torrens.

City of West Torrens



“Before we had Dekho our GIS was under-utilised and our data within it was not as accurate or timely as we required.”

Chris James
Manager Information Services
City of West Torrens

// Solution

“Our residents and business operators depend on us to make timely and accurate decisions that impact their quality of life. This carries a high level of responsibility and means all decisions need to consider the best interests of multiple parties.

“As long-term ESRI Australia clients, we were confident that Dekho could deliver the information we needed across all levels of our organisation to not only benefit our Council, but, most importantly, the service we provide to our ratepayers, residents and local businesses.”

// Benefits

Since implementing Dekho, the solution has become a key decision making tool for many departments in the Council.

The most frequent user of Dekho is the Council's planning department, which now relies on Dekho to assist in decision making for all approvals of key city developments.

Through the Dekho interface, department team members can quickly and easily introduce specific planning data as a layer within the GIS technology, allowing them

to determine whether a development will significantly affect the suggested area or be hindered by outside factors such as environmental issues.

There are currently more than 60 data and image layers available in Dekho. This information is useful to Council departments ranging from depot operations to planning. Council actively maintains its own data layers but also routinely updates layers from service providers including electricity and water. When departments need to make decisions, Dekho is ready to deliver the answers.

The Council now has more than 40 staff regularly using Dekho to receive accurate and timely information from a diverse range of data sources.

“Before we had Dekho our GIS was under-utilised and our data within it was not as accurate or timely as we required. Now we have staff across the Council regularly using the system to access information in a timely manner when making crucial decisions that affect our community,” said James.

“The chances of us having missing or inaccurate information have been significantly reduced. This has given the leaders of our Council confidence that the business decisions we are making for our community are based on real-time, accurate information.”

// The Future

The Council is looking forward to the benefits that Dekho will continue to deliver to its staff and the West Torrens community. The Council also plans to consider how Dekho can be extended even further across their organisation, broadening the number of departments and workflows that utilise and receive the benefits of Dekho.

