

## Case Study: Staff delighted when Western Victoria council moved quickly to adopt web-based GIS

### Overview

Home of the famous Twelve Apostles limestone formations and the “unofficial dairy capital of the world,” Corangamite Shire is known as a place to tour and relax. At the shire council offices, however, the pace of business is brisk, and IT/GIS Officer Ben Stephenson wears many hats to support the various engineers, planners and customer support and financial staff. As more staff members seek location-based data visualization to make decisions, the council is letting them self-serve, with the web-based Spectrum Spatial solution from Precisely.

### Business challenge

With so much on his plate, Stephenson takes every opportunity to hone the efficiency of the GIS function. He’s an expert at using Precisely MapInfo Pro to create maps for any need. But in the past, publishing and updating those maps wasn’t as efficient as Stephenson would have liked. Users weren’t enthusiastic about the former client/server GIS user interface, either. In some cases, they tended not to use the system, thus missing out on its potential benefits.

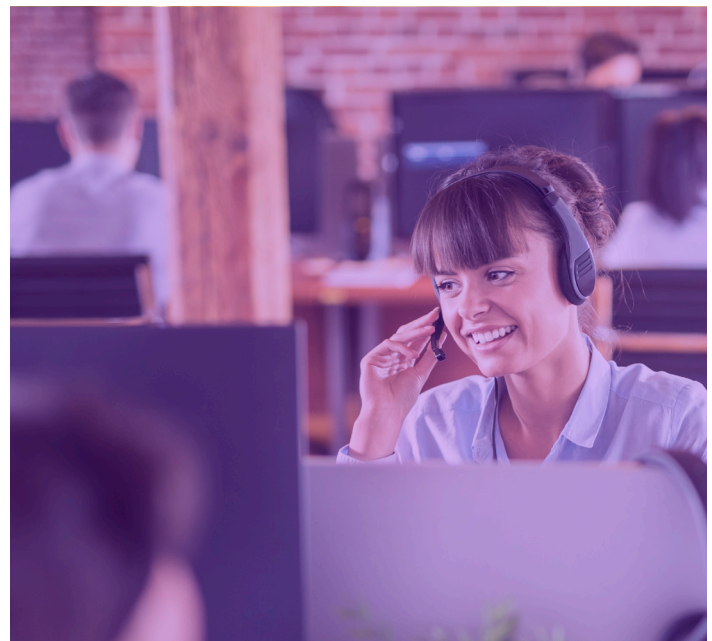
“Spectrum Spatial is vastly superior to what we had, in terms of ease of use, ease of maintenance, and responsiveness.”

– Ben Stephenson, IT/GIS Officer,  
Corangamite Shire Council

### Client profile

**Corangamite Shire Council**  
corangamite.vic.gov.au

- Shire covers approximately 4,600 square kilometers in South West Victoria
- Primary industries include agriculture and tourism



## Solution

When his Precisely account manager introduced him to Spectrum Spatial, Stephenson immediately saw the potential of the web-based tool and he had little trouble convincing the council to approve the purchase. "Spectrum Spatial is vastly superior to what we had, in terms of ease of use, ease of maintenance and responsiveness," he says.

Migrating to Spectrum Spatial went smoothly: It took Stephenson only five days to transfer all of the council's required data sets into Spectrum Spatial. Stephenson also integrated Spectrum Spatial with the council's CRM, property rating, finance and asset management systems.

To ease the adoption of the new software, Stephenson arranged training sessions for the users. He was pleased to find that some of the least tech-savvy staff did not require any training and were able to use Spectrum Spatial from the first day they had access to the system.

## Benefits

Now, when staff have a query, rather than requesting it from Stephenson in GIS, other staff members can self-serve, too. Customer service staff, who fielded nearly 39,000 calls last year, are now eager to use Spectrum Spatial to instantly find the location of community services, garbage collection routes, and so on. Stephenson spends only one or two days a week maintaining the system, which leaves him more time to focus on GIS strategy, as well as his many other responsibilities.

Since deploying Spectrum Spatial, Stephenson reports that upload and access performance have improved considerably: "It takes about 30 seconds to update a map, and with a simple refresh of their browsers, users have the new data displayed in front of them." Beyond the obvious benefits to field staff, who need to access up-to-date maps throughout the day, rapid spatial data analysis impacts other staff as well. At a recent planning meeting, Stephenson received a last-minute request to present a certain map layer. "Previously, I would have had to restart the server and make sure I wasn't interrupting any other users," he says. "With Spectrum Spatial, I was able to update the layer on the fly, so that everyone got what they wanted."

Corangamite was the first local council in Western Victoria to deploy Spectrum Spatial; but for Stephenson, it didn't take a leap of faith. "Precisely has done a very good job of incorporating feedback from GIS administrators," he says. "You need only to look at the online customer community to see that they're listening to the customers."

## Technology used

- Spectrum Spatial

"Precisely has done a very good job of incorporating feedback from GIS administrators. You need only to look at the online customer community to see that they're listening to the customers."

– Ben Stephenson, IT/GIS Officer,  
Corangamite Shire Council