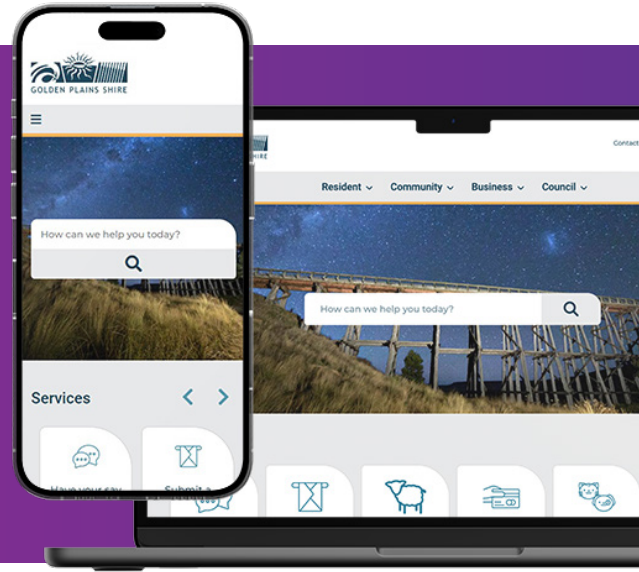## Client Story

Golden Plains Shire Council

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Staff have access to better digital tools to design great looking pages and content

Requirement: Digital transformation via the Symphony3 platform

Council needed website redevelopment and smooth integration to core business systems.

The Challenge

- Cluttered website(s) and poor search making it difficult for citizens to find information.
- No integration to internal systems meaning lots of manual data entry and associated errors.
- Staff not empowered to create engaging content and communications.
- Limited internal technical resources.

Solution Symphony3 Delivered

- A new WCAG AA 2.1 compliant website built on the Symphony3 shared platform (Drupal 9) and utilising Solr search for advanced search.
- Use of design-system to replicate existing designs quickly by utilising premade UI components and elements.
- Migration of content from old website to new site.
- A customer service portal integrated with OpenOffice, Altus/Synergysoft.

- Staff trained and documentation provided to enable ongoing content management by Golden Plains with limited or no user support required.

Client Benefits and Outcomes

- **Superior customer experience:** Website delivering enhanced digital experience including great search and digital service delivery via online forms.
- **Automation of processes:** Integration of online forms with core systems now eliminates manual processing.
- **Cost savings:** By reusing code, designs and forms developed by other councils.
- **Unlocking staff potential:** Fully trained staff have access to better digital tools enabling employees to design great looking pages and content.

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simple connected customer experiences

To get started visit www.symphony3.com or email fcoleman@symphony3.com