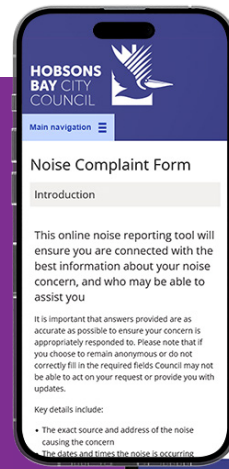


Hobsons Bay City Council

symphony3

Integration between various core business systems and multiple forms solutions



Requirement: SmartGlue Integration Tools

Developed information management and integration strategy. Implementation of a shared platform to connect multiple form solutions (Drupal, Knack, MS forms) with core internal systems.

The Challenge

- No information management roadmap leading to disconnected systems.
- Multiple stand-alone forms solutions meaning large internal inefficiencies and poor customer experience.

Solution Symphony3 Delivered

- Information management roadmap – a 3-year plan with a focus on information management and integration to assist digital transformation.
- Integration with multiple core business systems including Knack, Computron, Property.gov, Confirm and Sharepoint.
- Staff trained to create their own forms with 'ready to go' integration fields.

Client Benefits and Outcomes

- **Automation for Enhanced Efficiency:**
 - The implementation of enterprise integration allows seamless connectivity between various core business systems and multiple forms solutions, such as Drupal and Knack forms.
 - This automation streamlines processes, reducing manual efforts and increasing overall operational efficiency.
- **Effective API Management:**
 - Hobsons Bay staff benefit from a dedicated process and tool for managing, maintaining, and auditing the growing number of APIs utilised within the organization.
 - This API management solution ensured better control, security, and governance over the organisation's API ecosystem.
- **Empowering Hobsons Bay with Form Self-Management:**
 - Hobsons Bay gained the ability to independently manage and modify forms, enabling continuous improvement of the customer experience.
 - This self-management capability empowers the organisation to make timely updates and enhancements to forms, optimising the user journey and satisfaction.