



CASE STUDY

LOCAL GOVERNMENT

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Local Government

How do you merge two separate local government Councils, while continuing to deliver essential services?

01

THE CHALLENGE

Central Coast Council needed to integrate systems and processes for customer experience, human resources, finance and procurement from two separate councils. Whilst simultaneously implementing an Office 365 rollout.

02

THE SOLUTION

- We mapped the supporting Organisational Design and implementation to combine both organisations into one.
- We implemented a Change Management strategy and mapped target business processes.
- We implemented centralised support service functions for IT, Procurement, HR and Finance.
- We designed and implemented a comprehensive training and communication program to support all layers of the combined business.
- We engaged all levels of IT management, business managers and technical experts, including new and existing vendors to manage concerns, people risks, and issues.
- Developed with productivity metrics with the CEO, business sponsor and executive teams.

03

THE RESULT

As a result of our change strategy and implementation approach for the council merger the client achieved:

- \$1.7 Million in operational cost saving whilst maintaining customer services.
- Customer service levels and were maintained throughout the merger. Made improvements to the culture whereby the staff of the two councils had ownerships of the merger and its outcomes.