GYMPIE REGIONAL COUNCIL

Government

Gympie Council overhauls knowledge management in 3 weeks

595
Document notes created

3wks
To go live

The Challenge

Gympie Regional Council needed an alternative way to access their information after receiving feedback that their legacy system was too clunky, hard to access, and not user friendly. As a result, customer enquiries were taking too long to action and customer satisfaction was decreasing.

The team needed a knowledge management system that would be accessed by all staff within the Council, and could be implemented quickly and effectively.

The Objective

They needed to find a system that was:

- Easy to implement
- Easy to use
- Cost-effective

After considering three different products, the project team decided to implement livepro.

> " *We liked that livepro had a good knowledge of the way Councils worked and were able to offer advice on best practice. Coupled with their expertise of contact centres and customer service, they were able to advise us on how to use the system in a way that was most effective for our team.*
>
> Sandra Cormack
> Project Manager at Gympie Regional Council.

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> "
> *Just wanted to say a very big thank you for your assistance with implementing livepro. Your team has gone above and beyond, and we were so impressed with the training provided.*

Sandra Cormack
Project Manager at Gympie Regional Council.

The Outcome

The project team put together a business case after deciding livepro was the best fit for them.

"One of the other key factors in choosing livepro was the local support they were able to offer, rather than the global providers. We wanted consultants available immediately, and we had that with our site visits."

"Not only were the livepro team available to help us with any support requirements we had, they were easy to deal with and delivered on what they promised," said Sandra.

After having a livepro consultant come and develop an implementation plan alongside the team, Gympie Council began their implementation phase.

"There was no traditional reliance on IT to get livepro up and running, and the time to implement was three weeks from design through to testing, training and going live," said Sandra. Their staff are now able to access the information they need quickly and easily, with customer enquiries being actioned faster.

About livepro

Since 2001, livepro has enabled over 5,000 users, including contact centres, customer operations and process-driven organisations, to enhance customer service, slash operating costs, foster employee engagement and improve compliance.

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