

## City of Armadale's Authority Altitude upgrade implemented ahead of schedule – delivering on all the benefits a SaaS platform offers

The City of Armadale, a rising local government authority situated in the southeastern suburbs of Perth, employs 650 full-time staff members. They all work collaboratively to serve a community of over 90,000 residents and manage over 40,000 properties.

As a long-standing user of Authority software since 2003, the City of Armadale recently transitioned to Authority Altitude. This decision was made by ICT Manager Bill Bell, after a comprehensive audit of the council's IT systems revealed significant advantages offered by the new software.

"As soon as I arrived in September 2022, I realised that a couple of upgrades were required for both Authority and Microsoft Office," Bill explained. "Through my review I identified some risks and reported them to my executive director who in turn notified the CEO. We pushed the button on both upgrades, and it all happened very quickly."

The expertise of the project team and well-established implementation framework for transitioning from Authority to Authority Altitude were instrumental in making this a successful rollout on many fronts.

"The project team were great," Bill said. "We completed ahead of schedule – starting the project in April and completing before our late October deadline. Our third-party apps came across fairly seamlessly too, except for a glitch in our mapping app – IntraMaps. Having said that it was fixed in real-time by an Altitude API expert who was happy to work with the IntraMaps people to resolve the issue."

20% ERP staff's time saved

6 months implementation

100% SaaS

### Key outcomes



Implementation ahead of schedule



Fully maintained by Civica



Great care from the project and support team





//

You judge an organisation on what happens when something goes wrong and, in this instance, Civica delivered."

**Bill Bell, ICT Manager**  
City of Armadale, WA

### Time savings and better compliance

With a team of 16 ICT professionals, the City of Armadale found it challenging to manage the increased workload associated with maintaining an on-premise ICT system. "The majority of our time was focused on cyber security and compliance issues, leaving us little time to support the business in delivering better services to our residents," said Bill. "Since moving to Altitude in October 2023 we have been able to redirect up to 20% of ERP staff's time to directly working with business units to leverage the benefits of the Altitude platform - it's incredible."

The Council views moving to the cloud as a force multiplier. Not only has it freed up staff it has also raised the maturity of both its ICT and business processes. "The City's yearly ICT general controls audit were more streamlined in 2023, we were able to leverage the maturity of the Civica platform to demonstrate that we had the appropriate controls and practices in place, normally the City would invest countless hours with the audit team

to provide the required supporting documentation, this time we relied on the capabilities of Civica," explained Bill.

### Operating in a stable ICT environment

A major benefit of Authority Altitude is that it is fully managed by Civica. For many clients, including Armadale City Council, this transition from relying on highly specialised in-house technical expertise—who were often difficult to retain and replace—to a more service-oriented IT approach has had a significant and positive change.

"Previously we were not keeping up to date with our patching when we did it ourselves," Bill said. "We now effortlessly coordinate the requests and have an escalation path that works for us. For example, we've only had one problem since the implementation and after raising a support request, we were informed that it would be fixed overnight. And it was - by the time we came in the following morning. That's what I mean by stable - it's so stable. This level of service from Civica means that my team's time is now freed up to do more business focused work, like helping staff use their business tools better."

//

The service from Civica is excellent."

**Bill Bell, Manager ICT**  
City of Armadale, WA

### Reporting

Armadale City Council has long relied on Crystal Reports, which were customised over time to meet their specific reporting needs. Ensuring the continued functionality of these reports was an integral part of the IT transition - one of the many benefits of our software upgrade procedure.

"It was such a relief to know we were able to take our Crystal Reports with us," Bill explained. "This meant that all the custom stuff that we wrote did not have to be redone in Altitude. All we had to do was make the version 6 to version 7 database changes before it was moved into Authority Altitude."

### Conclusion

Civica not only fulfilled all its promises but also delivered the essential upgrade ahead of schedule. As a result, the relationship between Armadale City Council and Civica is now even stronger than it was prior to the implementation.

"I've learnt over many years not to expect anything, but from the outset when the agreement was made with Civica and we met with managing director, Brett Barningham, he was true to his word and delivered when at one point we had an issue," Bill said. "Civica's support is great, very collaborative. They are not guarded when we call, they want to help - you can see that. Straight up, there's always a can-do attitude."

Find out more about how Civica's solutions could support your organisation:

[Learn more](#)