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Case study

City of Prospect Council modernises with smooth transition to Civica Altitude



CITY OF PROSPECT

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For the City of Prospect, the move from Authority 7.1 to **Civica Altitude** was driven by a need to modernise council operations and reduce the time and effort involved in managing ageing infrastructure, rather than replace a system that had served the organisation well for many years.

As one of Adelaide's smallest councils, with around 100 internal staff and approximately 17 field staff, the council needed a solution that could scale to its size while supporting long-term digital transformation goals.

According to ICT Manager James Sinden, the decision to move to the cloud aligned closely with the council's broader technology strategy.

"From a strategic and risk management perspective, councils everywhere are moving their ERP systems to the cloud."

"We knew Civica could better service us through Altitude, and in turn we can do better for our community."

Prior to the migration, the council operated Authority on-premise within a hosted data centre environment that was 20 kilometres away. This required the technology team to maintain servers, databases, infrastructure and ongoing system patching.

"Data centres are quite expensive and the capital investment for a council to install equipment into a data centre runs into hundreds of thousands of dollars – around $500,000 worth of equipment."

The transition to Altitude shifted much of that responsibility to Civica, allowing the council to focus more heavily on business improvement and service delivery rather than infrastructure maintenance.

"We're moving away from maintaining legacy infrastructure ourselves and placing that responsibility with the vendor. It's cost shifting and responsibility shifting, but it means our team can focus on delivering better outcomes for the business."

The council's migration journey was made significantly easier by groundwork completed before the move to Altitude. Prior to transitioning to Altitude, the organisation upgraded its environment to Authority 7.1 and implemented Procure to Pay on-premise.

This ensured the council was already operating on Civica's latest supported release before undertaking the migration to the cloud-based platform.

"We basically brought the environment up to date before moving to cloud, which made the transition much easier. It became more of a lift-and-shift process rather than a major transformation project."

By implementing the recommended prerequisites ahead of time, the council minimised disruption and simplified change management across the organisation.

For most staff, the transition to Altitude required no retraining because the core functionality and workflows remained familiar.

"For the majority of the business, the system worked pretty much the same way. Staff were really just adjusting to some cosmetic changes in the interface."

The only area requiring targeted training was accounts receivable, where new cloud-based functionality introduced some process changes.

"The accounts receivable team needed some additional support and training, but outside of that the move was very straightforward for staff."

"Our team can focus on delivering better outcomes for the business."

Key outcomes

- Reduced infrastructure management and equipment costs
- Simplified migration journey
- Minimal disruption to staff
- Supporting the council's long-term cloud strategy

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Today, Altitude supports a broad range of council operations including finance, rates and property management, procurement, CRM, customer requests, eCommerce payments and cash receipting. The platform also integrates with the council's electronic document management system and other line-of-business applications.

The successful migration has also become an important stepping stone in the council's broader cloud strategy, with additional systems now being transitioned away from the data centre environment.

For James, the move is about more than technology modernisation, it's about strengthening security, reducing operational complexity and enabling smarter ways of working.

"Maintaining systems for councils is complex and security is paramount. Moving to Altitude means Civica is responsible for securing and maintaining the platform while ensuring compliance with the frameworks councils are required to follow."

James also praised the collaborative nature of the project and Civica's support throughout the migration.

"The project went really well. The Civica project manager was great and helped make the transition smooth."

Get in touch today to find out more about how to migrate your operations to the cloud with Civica.

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