

Improving customer service delivery and efficiency

ERP funded by State Government in a three-Council partnership

\$750,000



- 1 Three small rural councils have secured funding from State Government for a transformative technology solution called Enterprise Resource Planning (ERP) software
- 2 ERP is a transformative technology solution that will help overcome service delivery challenges of dispersed populations over large geographic areas communities
- 3 ERP will enable commonality in business processes and operating models in a three-Council partnership to support shared services that improve delivery and efficiency

By adopting a collaborative service delivery model Northern Grampians Shire Council achieves partnering arrangements that ensure more efficient service delivery, improved financial sustainability and greater service benefits for customers in rural communities.



being a better Council



improving organisational effectiveness



increased productivity



Shire Community Vision 2021-41



Council Plan 2021-25



Business Transformation Strategy 2022-26



Economic Development Strategy 2021-31