

CASE STUDY



integral
delivering the complex

WORKING WITH LOCAL GOVERNMENT INFRASTRUCTURE SERVICES

LOCAL GOVERNMENT INFRASTRUCTURE SERVICES (LGIS) is jointly owned by Queensland Treasury Corporation and the Local Government Association of Queensland. LGIS is focused on designing, evaluating and delivering cost effective and efficient infrastructure solutions.

The ClimateSmart Home Service (CSHS) is a Queensland Government initiative, designed, managed and delivered by LGIS. It is specifically designed to help Queenslanders to reduce their carbon footprint and reduce their household bills.

THE CHALLENGE

LGIS sought to upgrade its systems to enable business improvements and efficiencies in delivering the ClimateSmart Home Service (CSHS). Specifically, the upgrade involved the redevelopment of the following components:

- ClimateSmart Home Audit System (CHAS) including – a real time workforce automation system for electricians visiting customers' homes and performing audits
- Public facing brochureware – the public access website providing information and an online booking system for making a ClimateSmart Home Service appointment
- How Low Can You Go? (HLCYG) portal – accessed after a customer's service, via a username and password which provides results from the in-home audit and personalised recommendations on ways to make further savings and track energy use
- Feedback module – an online call centre tool
- CS Admin Console – an LGIS administration tool.

The project objectives were to re-develop the existing CSHS applications and provide an enhanced product to LGIS for its clients, which was scalable, portable and stable.

In addition to the redevelopment work, Integral provided an end to end solution that can be quickly enhanced to support new capability and is supported locally 24 x 7 by a clearly defined Service Level Agreement.

THE SOLUTION

Integral and LGIS worked collaboratively to develop the ClimateSmart Home Service information and data management systems. Use of Agile methodologies in requirements gathering led to a greater understanding and prioritisation of scope. This, coupled with LGIS's in-depth market research enabled a very useable, highly adaptable product that can be applied in other markets and has achieved its objective in raising awareness and changing the public's behaviour with respect to saving energy in Queensland. New technology architecture has been implemented which includes:

- a high performance hosted enterprise class infrastructure that provides high availability (99.9%) and is scalable (for increased customer levels). The solution is designed to support high load levels during media campaigns
- 24x7 managed service for the solution and infrastructure components, supported and maintained by Integral's SupportNow Service
- platform reusability enhancements which improve the supportability and transportability of the systems. The various modules share significant amounts of source code and have benefitted greatly from the re-use of these common source code assets. The system architecture and underlying software platform components encourage the loose coupling of system modules thus leading to a more flexible and adaptable system in the longer term.

The nature of the Agile process has created a close working relationship with application owners and has led to further enhancements being identified and developed, for example:

- lead capture – to increase the conversion rate of customers visiting the site – capture contact details and arrange call backs to set up ClimateSmart appointments (Feb 2012)
- competition – marketing tool to increase re-engagement of existing customers and refer-a-friend functionality to increase customer acquisition (April 2012).

INTEGRAL VALUE ADD

Integral project managed the end to end delivery of the ClimateSmart product suite development, infrastructure build and data conversion, working collaboratively with all stakeholders and suppliers and delivered an enhanced set of products under tight timeframes.

An Integral Business Analyst facilitated the requirements gathering phase using the Scrum development methodology which encourages active stakeholder participation. This ensured the Integral development team worked closely with the business and iteratively developed and delivered a product that not only meant their prioritised requirements were delivered, but also enabled the solution to be enhanced, based on joint understanding of the business requirements and technology capabilities.

Integral set up and now manage the ongoing support of the system via the Integral SupportNow managed service.

THE BENEFITS

The information systems utilised by the ClimateSmart Home Service delivers practical and reliable functionality for all users of the system i.e. the electricians, the call centre and data management teams and LGIS administration, as well as a unique customer experience via the web portal. The solution has provided a holistic, end-to-end solution which captures data from the point of booking through to delivering post service communications. The personalised manner in which services and post-service information is delivered has contributed to customer satisfaction ratings consistently higher than 95%.



"LGIS chose Integral as a supplier due to their ability to deliver a full suite of services. We were able to collaboratively develop the entire range of IT system and support needs for the ClimateSmart Home Service from initiation to delivery, by utilising their java development, project management, DBA and BA capabilities."

Jane Bullock, Manager Project Delivery at LGIS

The solution has been designed and implemented to enable generic dynamic question and answer capability. This ensures all data, rules and outcomes are stored in the database to support the subsequent addition, update or removal of any number of questions and associated outcomes/impacts.

The underlying architecture has been delivered to be scalable and expandable for future technological advances as well as changing marketing approaches for customer acquisition and ongoing engagement. For example, since its deployment, the system has been upgraded for monthly competitions to ensure that the momentum for customer uptake continues.

ABOUT INTEGRAL

Integral is a leading provider of business and technical solutions and services for organisations with complex IT needs.

Established in Australia in 2001, Integral operates across Australia as well as extensively throughout South East Asia, working mainly with telecommunication companies, government departments, financial institutions or any organisation that has a critical business reliance on information technology.

At Integral we specialise in delivering the complex. If your business relies on IT, if it is critical to your success, then we can help make it simple and provide great outcomes.

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