



The Rural City of Wangaratta is seen in Local Government circles as an innovative council having deployed effective Information systems to help the organisations meet its corporate initiatives in Provincial Victoria. The WombatView™ Enterprise Search Server formed a central part of the councils key Knowledge Management Initiatives to provide users with a central access point to more effectively find retrieve and use information from their disparate business applications.



cost savings

wombatview helps reduce work processes and timelines as information is more readily available to the employees

compliance and privacy

council is better able to handle compliancy issues and ensure privacy regulations are being met.

freedom of Information

delivers immediate access to information in dealing with FOI issues within the council

reduced training

all content is accessible without running the application



Rural City of Wangaratta

The Council recently deployed Lotus Notes across an updated Microsoft 2000 environment whilst employing a SQL database strategy to support content and document management from systems such as InfoVisions' records management system.

The Challenge

It became evident fairly early on that even though valuable information systems had been deployed throughout the council to support business initiatives and client requirements, employees of the council still needed a single place where they could find the right application or information resource for their information or business process need.

The Intranet has become a natural proposition where many organisations look to capture and provide an access point for core information assets from across the organisation. Inherent to a traditional Intranet strategy is manual publishing of key pieces of corporate information.

The Wangaratta Information group sought to take an extra step in their Intranet strategy and developed a "My Page" initiative, which utilises the power of IBM's Lotus Notes Domino capabilities to publish and link information and is customizable at individual user levels.

The leading edge nature of the team at Wangaratta wanted more than a publishing medium – they realised that their was a wealth of information right across the council that was not used adequately because staff either didn't know the information existed or just didn't know how to access it.

Solution Overview

The team at Wangaratta turned to WebWombat and its use of core search engine technology to help them deliver greater accessibility to information that lay across the council's digital assets.

WebWombat has deployed its search engine technology across the Internet since the mid 1990's and has certainly proven its technology from a scalability and speed perspective. That same technology is used at the core of its corporate solutions that deliver greater accessibility to information on networks and databases for clients in the corporate sector.

WebWombat deployed the WombatView™ Enterprise Search Server behind the firewall in the Wangaratta Rural City Councils' data centre. The Search Server scans the councils File Servers incrementally every night along with its Lotus Notes Servers and SQL backend databases.

As intuitively as searching on the Internet, any user on the Council's network can now find any file or record with which they have security permissions to access. The WombatView™ solution replicates security access from the organisations network and databases removing the need to manage two sets of permission access points for employees.



The Benefits

Valuable corporate information is far more accessible by all employees across the council ensuring they are making the best-informed decisions by having a complete view at their fingertips.

Users can find and view information without having deep knowledge of the councils various applications meaning that important information is being used and training in applications is reduced across the whole council. All information from applications that have been scanned by WombatView are accessible without having to run those applications.

Having scanned all structured and unstructured data sources across the council's network the WombatView offering allows the Freedom of Information officer at the council quick, extensive and accurate access to appropriate information to deal with FOI issues, ensuring timely compliance to the issue.

The solution was deployed in two phases, pilot and production providing council time to evaluate the technical and business value of the offering within their own environment.

Additional benefits:

- ✓ ✓ Improved communication across council
- ✓ ✓ Improved security and awareness around the use and access to data across the council
- ✓ ✓ Intuitive and easy access to information for everyone
- ✓ ✓ Better capability to manage information and know where it is
- ✓ ✓ Reduce training effort and expense in applications
- ✓ ✓ Reduce duplication of documents and data

Summary

The WombatView™ Search Server is helping every user across the organisation gain better access to information ensuring they are as well informed as they could be in their day-to-day activities improving productivity and dealing with clients more effectively.

