



LOCAL GOVERNMENT APPLICATION PORTAL

Modern, powerful, ready-to-deploy and highly customisable portal solution to move your local government organisation from paper-based application processes to online digital environment.

- From print and post to instantaneous online submission
- Total security, privacy and confidentiality
- Application forms of any complexity – from small service enquiries to complex applications requiring multi-form collaborative approvals
- Extensive in-built data validation and error checking capabilities
- Higher levels of form completion
- Greater accuracy and reliability of information
- Immediate benefits to residents and local businesses
- Significant cost savings for your council
- Efficient and low-cost transitioning process
- Fast return on investment – starts paying back within several months
- Based on Transform Engine – a unique platform designed to execute intelligent, user-centric, dynamic online forms
- Highly customisable feel and look of visual representations
- Available on Cloud and can be deployed as Enterprise solution on your IT infrastructure
- Numerous options for integration with internal systems

ADDITIONAL INFO

MyCouncil Application Portal Demo

Follow the link to test the Local Government Application Portal in action.

localgov.fifthocean.com.au

Digital Transformation Accelerator Program

Low-cost, managed-risk path in moving applications online.

fifthocean.com.au/eforms/local-government

Payback Period Calculator

Try our Payback Period Calculator to see how fast you can get return on your investment.

localgov.fifthocean.com.au/payback-calculator

Enterprise SmartForms Platform

Learn more about the capabilities of the Transform Engine.

fifthocean.com.au/eforms/engine

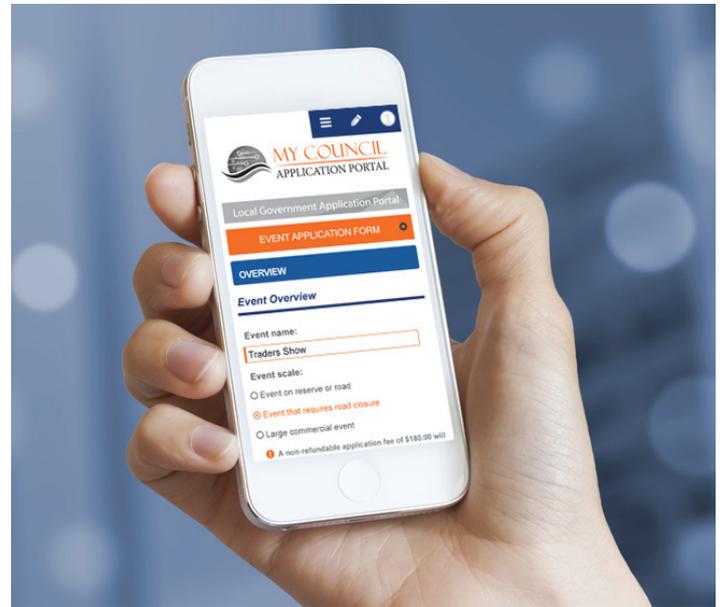
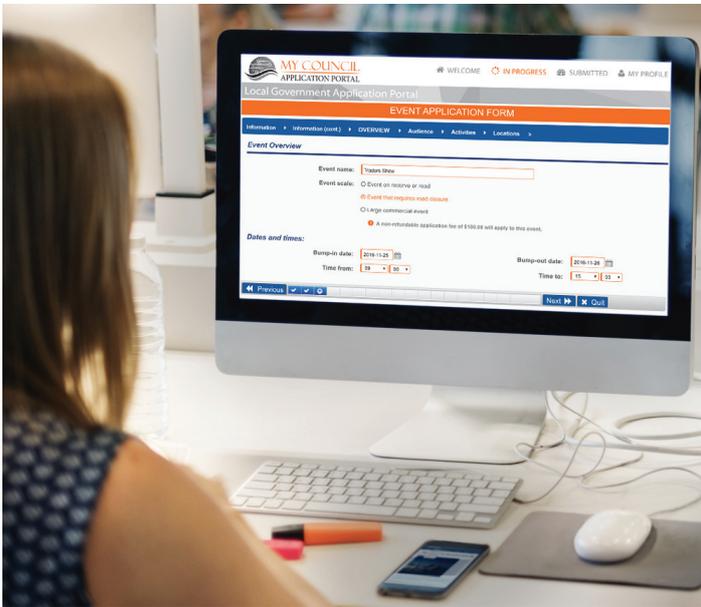
Contact us to discuss how FifthOcean Technologies can help you reduce costs, free up valuable staff resources, minimise application processing times and increase customer satisfaction.

FOR MORE INFORMATION

1300 674 090

info@fifthocean.com.au

www.fifthocean.com.au



LOCAL GOVERNMENT APPLICATION PORTAL FEATURES

- No data loss, consistently high standard in quality or performance
- Supports anonymous and registered applicants
- Maximum data reuse using profiles and previously submitted applications
- Payment is an integral part of application submission
- Option to generate PDF with information entered at any point, including post-submission
- Ability to set up automatic workflows, for example confirmation email on submission

Enhanced Usability

- Provides dynamic and interactive interface with auto-saving capability – no Save button
- Responsive in design delivering exceptional user experience across mobile, tablet and desktop devices
- Registered user can start an application on one device and continue on another from the same spot
- Ability to easily switch to any section of a form at any time
- Based on user choices only the parts that are relevant are presented

Advanced Form Discovery

- Designed to minimise the number of steps when searching for a form
- Innovative keyword-based search algorithms
- Allows to reuse previous searches
- Find form as per previous submissions

Real-time tracking of application status

- View status of applications 24x7
- Eliminates significant portion of time allocated to handling of customer enquiries

Live Support

Using this mode, customer support officers can:

- Find an application a customer is working on and has queries about
- Tune into the customer's application
- Observe in real-time what the customer does right now
- Guide the customer by advising them what to do and verifying they follow the instructions correctly

