

# City of Kingston

HP TRIM improves business integration and efficiency



"Integration between HP TRIM and the city's other applications was cost-effective and easy thanks to HP TRIM's open nature. We are always looking to get more value out of the applications we have and in how we integrate HP TRIM with other applications. Not having to re-train staff on a new system is a tremendous cost saving."

-- Carol Jackway, Corporate Information Team Leader, City of Kingston, Victoria, Australia

HP customer case study:  
City of Kingston boosts efficiency with HP TRIM software integration

Industry:  
Public Sector

## Objective:

Improve business efficiencies and internal processes throughout delivery of City services.

## Approach:

Integrate existing HP TRIM software deployment with other key business applications.

## IT improvements:

- Seamless application integration on single platform.
- Easy enterprise-wide access to documents and files.
- Robust information security and disaster recovery.
- Better memory management and usage monitoring.
- Data-based report generation.

## Business outcomes:

- Data-driven decision making.
- Increased staff productivity.
- Consistent policy compliance.
- Continuous process improvements.
- Cost savings and energy efficiency.



The City of Kingston is a Local Government Area in the suburbs of Melbourne in Victoria, Australia. Governed by an elected Council, Kingston has run HP TRIM since 2000 as a core business application to manage key city documents, including Council meeting minutes, corporate reports and agendas. However, the city's financial, geographical and Web content management systems until recently existed outside this platform. With incompatible systems, processes lacked overall efficiency, integrity and accuracy. The solution was to integrate core city systems with the HP TRIM platform. Now the City of Kingston runs efficiently with a user-friendly, flexible system with staff able to move seamlessly between applications.

*"By leveraging the HP TRIM implementation, we cost-effectively integrated our applications and processes across a single platform,"* says Carol Jackway, the City's Corporate Information Team Leader.

**"HP TRIM has enabled us to maximize the value of our existing technology investments while improving efficiency and cutting costs."**

Carol Jackway, Corporate Information Team Leader, City of Kingston, Victoria, Australia



**The challenge: improving business efficiencies**

The City of Kingston employs the equivalent of some 800 full-time staff and nine elected Councilors to serve a diverse population of approximately 135,000 persons, and 65,000 rate payers. This sophisticated enterprise runs demanding business processes including town planning, development approvals, maintenance, rates calculation and collection, and budget management. The city first deployed HP TRIM to manage corporate documents such as Council meeting minutes, corporate reports and agendas. This enabled staff to edit these documents directly and keep or delete draft versions, as well as capture metadata, in a secure and reliable way. However, the exclusion of financial, geographical and Web content management from this system created problems. For example, a human resources policy might be updated in one system but not in another. In addition, the city ran a simple report on the last day of the month to show which general inquiries had not been turned around by a 10-day deadline. Employees were able to beat the system by completing tasks before the last day of the month so the inquiries would not appear on the overdue report.

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*"We needed a cost-effective integration platform, but we didn't want to purchase additional integration solutions or frameworks. HP TRIM software provided a robust, cost-effective solution."*

Carol Jackway, Corporate Information Team Leader,  
City of Kingston, Victoria, Australia

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**The Solution: HP TRIM provides unified platform**

The answer was to integrate the city's financial software (Fujitsu 2000 Plus), its geographical information system (IntraMaps) and its Web content management system (WebComm) with the existing HP TRIM platform. The City has almost 600 HP TRIM users. The new system is far more user-friendly and flexible, enabling staff to move seamlessly between applications to access relevant documents and files. For example, property files on HP TRIM now link to the mapping system, IntraMaps, which maps all properties within the Council's jurisdiction. This eases management of business processes, such as dealing with noise complaints.

Once standardized on HP TRIM software, the City of Kingston engaged Alphawest, an IT services firm, to implement business process improvements using existing applications. For example, the City was already using the HP TRIM Action Tracking feature to apply actions to records and then track the records' progress. As an extension of Action Tracking, Alphawest designed a highly specialized report that interrogates the SQL database behind HP TRIM. The report provides actionable business-process metrics. Senior management can base decisions on much more accurate information, leading to a marked increase in staff productivity as well as consistent compliance with the policy of 10-day turnaround on inquiries.

The City of Kingston virtualized the HP TRIM Enterprise Server alongside other applications on the one server to better manage memory and monitor systems usage. This provides cost savings and energy efficiency. To further facilitate virtualization, the city has recently moved HP TRIM onto Microsoft® SQL Server™ to improve disaster recovery by mirroring the server at another location.

### Ongoing process improvements

By leveraging its existing HP TRIM software implementation, the City of Kingston cost-effectively integrated its applications and processes across one platform. This provides a single repository for all key documents while enabling compliance with internal policy requirements. What's more, the HP TRIM Software Development Kit (SDK), has been used freely by a number of City suppliers to deliver process improvements using existing applications. This generates substantial cost savings in software development and staff training.

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*"With the productivity and efficiency improvements enabled by HP TRIM, Jackway says, "the City of Kingston can better respond to the needs of the community it represents".*

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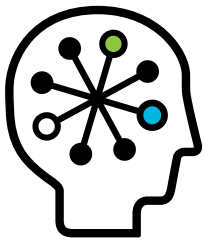
### Customer solution at a glance

#### Primary applications

Management of key city documents: Council meeting minutes, corporate reports, agendas, financial documents, and geographical records

#### Primary software

- HP TRIM software
- HP TRIM Software Development Kit



### Technology for better business outcomes

To learn more, visit [www.hp.com](http://www.hp.com)  
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