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Mildura Rural City Council

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Mildura Rural City Council represents and serves approximately 51,000 people who reside in or own land within Mildura Rural City. Located in North West Victoria, the municipality covers an area of 22,330 square kilometres.

Business Benefits

Track processes in one place

Succession planning

Engage teams in BPM

Consistent process improvement

Mildura Rural City Council (MRCC) were using Visio and Word to document and manage their processes, however there was no organizational or systematic approach. This meant they weren't realizing the value of the processes they had in place.

'We found that documented processes were being kept in many different formats and in many locations,' says Michelle Lobley. As corporate administration officer, she is responsible for policy administration and the rollout and administration of Promapp at MRCC in Australia.

'We needed a way to ensure all staff knowledge was documented in a central area to assist with succession planning. Promapp offered everything we required, plus much more.

'Promapp allows us to keep track of all processes throughout the organization with all processes following the same format. It enables us to create, manage and maintain processes and associated documents all in one central location – this was key for us.'

'Promapp enables us to create, manage and maintain processes and associated documents all in one central location.'

MICHELLE LOBLEY
Corporate Administration Officer, Mildura Rural City Council

Get your people on board.

MRCC rolled out Promapp progressively, focusing on one department at a time. 'When other staff began hearing about Promapp and the things it could do they thought they were missing out which really helped with engagement!' explains Michelle.

'MRCC is a large council and determining the best way to roll Promapp out throughout the council was an important step. We wanted to ensure that we rolled it out in a way that staff felt comfortable with the use of a new program and were supported along the way.'

'A major benefit for us has been that people are now able to easily access other areas' processes to ensure they are completing the tasks in the designated way.'

MICHELLE LOBLEY
Corporate Administration Officer
Mildura Rural City Council

Process sharing between teams.

Promapp has helped bring consistency and engagement in process capturing and improvement across business teams. 'We now have a more consistent approach to process development; our staff are eager to get their processes documented and find this a simple task to complete.'

Having processes and related documentation in a central location is a big win for MRCC, says Michelle: 'A major benefit for us has been that people are now able to easily access other areas' processes to ensure they are completing the tasks in the designated way.'

Tips for new players.

A phased approach worked best for MRCC: 'Roll out in phases - we trialed Promapp in one department for a number of months before rolling it out to other areas. This was so that the administrators could be prepared for any staff queries that may have arisen during the wider rollout.'

Michelle advises involving your staff in the planning and implementation stages: 'We formed a user group encompassing staff from all departments. It was really beneficial.'

'The support provided by the Promapp team throughout implementation and beyond has been fantastic, responses to our queries are received within a few hours, and they always listen to our suggestions and ideas on what could make Promapp more functional for our council,' says Michelle.

Finally, persistence is essential. 'There are always staff who are concerned about change, however our experience was once teams spent time using Promapp they were able to see the great benefit that Promapp will have on their work and the organization as a whole.'

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MICHELLE LOBLEY
Corporate Administration Officer
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About Promapp

At Promapp, we believe that expressing and managing process knowledge simply is crucial to sustaining an ongoing culture of process improvement. With Promapp's intuitive cloud-based BPM software, used by hundreds of organizations worldwide, anyone can create, navigate and change business processes.

Sign up for a 30-day free trial or join an intro webinar to see Promapp in action.

Connect with us.

promapp.com

AUCKLAND

Eden 3, 16 Normanby Road
Mt Eden
Auckland
1024
New Zealand
T 0800 PROMAPP
T +64 9 281 3436

SYDNEY

5 Martin Place, Level 14
Sydney
NSW 2000
Australia
T 1800 908 257
T +61 2 8188 2718

MELBOURNE

696 Bourke Street, Level 2
Melbourne
VIC 3000
Australia
T +61 3 8691 5201

AUSTIN

11801 Domain Blvd
3rd Floor
Austin
TX 78758
United States
T 1866 433 6563
T + 1 (512) 647 1468

SAN FRANCISCO

2 Embarcadero Center
8th Floor
San Francisco
CA, 94111
United States
T 1866 433 6563
T +1 (415) 549 9430

LONDON

Waterhouse Square
138 Holborn
London
EC1N 2SW
United Kingdom
T 0800 910 1337
T +44 (2) 0351 90182