



"Our corporate IT system is performing better, running smoothly and more efficiently and it is costing us less money. The OSS team has demonstrated an in-depth knowledge of Local Government Business processes, procedures and understanding of our needs."

Maria Cabrera, Manager (CITS)

About Bankstown City Council

Bankstown City Council (BCC), is one of the largest of the 177 councils in NSW and is committed to remain a leader in local government services. Bankstown City Council provides a range of services and facilities to its residents, visitors and businesses.

Overseeing a city that is 76.82 square kilometres in size and home to approximately 180,000 people, provides over 100 services and \$877 million worth of community assets is leading the way in managing the vast array of local government property, rates, finance, building and planning activities. BCC employs more than 700 employees and has about 700 workstations in various locations within the council area.

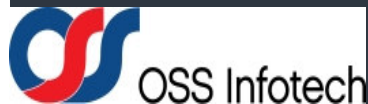
BCC outsources its SAP support & management to OSS Infotech

Business Challenge

In 2003, Bankstown City Council wanted to stream line its business and focus on providing core services to its residents by outsourcing key corporate IT application management and support of SAP ERP®.

Desired outcomes

- **Establish predictable** monthly costs of supporting and maintaining its corporate application (SAP®)
- **Eliminate lost revenue** caused by IT downtime, problems or unresolved issues & ensure maximum availability of the SAP® ERP application
- **Transform IT from a business expense into a business enabler** which aids growth and improves productivity and services
- **Secure access** to data and business applications reliable outsourced support for applications and in-house IT management
- **Upgrade and implement** ongoing configuration changes, add-on programs, and other functional enhancements



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Solutions

- **Complete review** of existing technology infrastructure and service provision arrangements to find and address main areas of concern
- **Develop a long term strategy** for IT solutions to help staff increase their productivity by focusing on profitable core business rather than spending time fixing computer problems
- **Provide highly skilled and professional IT staff** 24/7 to the council

Local Council needs reliable systems and data management strategies to support service delivery and business operations. Information Technology is the core of just about all council's business processes and engagements with stakeholders and can be used as the key drivers in the transformation of local government management. OSS Infotech provides us with a systematic approach to the management of BCC's core application SAP® in a streamlined manner.

Maria Cabrera, Manager (CITS)



Benefits

- **Reduced IT operational costs** through controlled analysis and ongoing maintenance of SAP ERP application
- **Access to technical expertise and competencies** through qualified and certified staff
- **Vastly improved stability** (no downtime) and security of SAP® ERP
- **24/7 365 days support for SAP® issues** with 2 highly qualified SAP® technical staff on client site

“As a part of support contract OSS Infotech provides free technical upgrade of SAP® ERP solutions released during its contract term saving hundreds of thousands of dollars for its clients.”

OSS Infotech has the ongoing role of providing SAP® support, systems analysis and technology support to maintain and develop BCC's SAP® ERP environment.

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OSS Infotech's SAP Managed Services

OSS Infotech offers SAP® Managed Services which enables smooth operation and maintenance of implemented ERP applications for its clients. SAP® Managed Services are tailored to specific client needs. Our IT service portfolio includes infrastructure, software development, and professional consulting.

OSS Infotech provides IT managed services in SAP® ERP Management, IT Systems and Technology Analysis and Infrastructure solutions.

- SAP® ERP Upgrade Management
- Service Desk (3rd Level Support)
- Data Archival Management
- Continuous Maintenance and Improvement
- Continuous Change Management

About OSS Infotech

OSS Infotech Pty Ltd is an Australian owned company, providing end-to-end IT solutions since 1999. Clients are supported in achieving their business goals in infrastructure, database management, integration, application, on-line access & portal solutions. The company continuously supports its customers and our client portfolio includes large, medium and small organizations including councils, government departments and commercial businesses.

For more information, please visit our websites at

www.ossinfotech.com.au



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If you want to know how OSS Infotech can help you to reduce your IT costs or have any queries please contact info@ossinfotech.com.au