



ACT Planning &
Land Authority

CUSTOMER

ACT Planning & Land Authority

ACTIVE LOCATIONS

Australian Capital Territory

INDUSTRY

Government & Public Sector

PROFILE

ACTPLA is the ACT Government's statutory agency responsible for planning Canberra's growth - in partnership with the community.

The Authority guides and manages the way in which suburbs, cities and regions are built; ensuring they are sustainable and pleasant places to live. The planners are involved in making decisions in regards to the way land is used and how it is developed, in addition to balancing the needs of both the community and the environment.

ACTPLA

AUSTRALIAN CAPITAL TERRITORY PLANNING & LAND AUTHORITY

Document Pain

The Authority receives about 5,500 Development Applications annually. The assessment process is heavily dependent on document creation. As each application is unique, the resulting documents relate to specific cases only. Normally, each assessment would require staff to generate anywhere between 5 and 40 letters. Staff estimated that each letter took an average of 20 minutes to create; therefore, one Development Application response could take up to 8 hours of document generation time.

Prior to the implementation of Intelledox Enterprise, the Authority used business critical templates. These templates were dependent on a variety of hard coded macros, which were reliant on skilled human resources. There was no central repository for templates and the automation of document creation was not possible, due to the absence of an integrated template system. Furthermore, accuracy could not be guaranteed, as the generation of documents was prone to human error.

The Authority recognized the need to streamline this time consuming and inaccurate business process, and set out to find a solution. The aim was to reverse document productivity losses by implementing the document creation solution – Intelledox Enterprise.

Intelledox Solution

Intelledox Enterprise is an automated document creation and output

management solution. It draws on the native power of Microsoft Word – a universally familiar environment. Being web-based and XML-driven, Intelledox has the agility to centralise and automate the creation of documents right across an enterprise. Intelledox Enterprise enabled the creation of an ACTPLA development application response to be automatically generated - dramatically cutting down creation time and room for human error. Intelledox Enterprise is also configured to be fully version independent, thus ensuring that ACTPLA's document templates are unaffected by source software upgrades. Intelledox Enterprise has enabled ACTPLA to:

- Enforce correct document presentation;
- Ensure accurate and central managed of content;
- Create and maintain flexible, easily accessible user owned templates;
- Decrease reliance on expensive 'programming' resources;
- Experience document productivity savings across the organization;
- Produce quality documents, delivered quickly and easily.

Since implementation, ACTPLA has experienced productivity gains of up to 90% in their document centric processes; where document generation used to take up to 20 minutes, it has now dramatically decreased to 2 minutes. Furthermore, the intuitive 'Interview Wizard' leads users through creation of the document using intelligent decision trees. This process has eliminated human error, increased accuracy, and ensured consistency. Documents are now centrally managed and maintained;

"We had a lot of challenges managing our extensive document templates. We are a process-oriented organization and as such, we need to produce high quality, consistent and accurate documents"

Ben Searle

Manager of Information Services
ACT Planning & Land Authority

meaning one click, will update all relevant templates.

After the successful implementation of Intelledox Enterprise at ACTPLA, three other ACT Government departments have identified their own document bottlenecks and also adopted the Intelledox software.

Return on Investment

In the current economic climate, businesses are looking for efficiency gains, doing more with less, and providing a better quality service to their clients. Intelledox can save money and improve efficiency in many ways:

REDUCE THE COSTS OF DOCUMENT GENERATION. TIME = MONEY

Using Intelledox, a simple document that previously took 10 minutes to build can now be produced in 1 -2 minutes. This is a saving of around 80%. For complex documents, Intelledox has repeatedly proven a saving of 200% - 500% and taken document production time from hours to minutes.

PROVIDE MORE CHOICE TO YOUR CLIENTS. GOING GREEN = SAVING MONEY

As clients become more technically savvy, they are choosing to receive their correspondence electronically (statements, invoices, quotes, contracts). If you produce 1 million documents per year, a 20% move to electronic documents saves in excess of \$200,000 annually, in addition to the positive impact on the environment.

REDUCE PRINTING COSTS. LESS COSTS = SAVING MONEY

The high volume mail-house module of Intelledox allows the smart management of print queues, grouping, merging of documents and management of output formats. This results in real savings for high volume print runs, reduced paper and mailing costs.

ABOUT INTELLEDOX

Intelledox is a 4th generation document creation system and specifically addresses what leading analysts refer to as "content chaos" caused by a lack of a structured and centralized approach to document generation. Intelledox creates significant business advantage through the automation of document-centric business processes. By leveraging existing investment in document management and information assets, Intelledox assists organizations to drive down operational costs, deliver increased efficiency, reduce compliance risk, and improve user experience. Intelledox has delivered high quality enterprise software solutions to a growing portfolio of large corporate and government customers across the globe. Currently some 300 customers and 400,000 users benefit from the solutions developed by Intelledox Pty Ltd. Headquartered in Australia, Intelledox has an international presence across the globe with offices in the North America, Singapore, and the United Kingdom.

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