



CITY OF  
TEA TREE GULLY  
*Naturally Better*

# Tea Tree Gully

## The City of Tea Tree Gully Shifts to a Digital-First Approach



Over 170

Forms digitized in the first year

90%

shift to online for many key services

36,000

fewer calls in the first year, a 31% reduction in volume

60 Hours+

per month saved in over-the-counter interactions

### OVERVIEW

The decision to bring digital services to residents started with a simple vision of digitizing common PDFs. But with OpenForms (now by Granicus), staff discovered how easy it was to bring efficiencies to processes that saved time and resources for residents and staff. Now, they're building a digital government that can rapidly respond to residents, increasing engagement.

### SITUATION

Tea Tree Gully's Communications and Digital Services teams knew that they wanted to move toward digital services but looked to take a modest approach. Their first target was the common chokepoint of online forms. They looked to find an effective way to digitize PDFs for easier resident access but needed a platform that integrated with legacy systems.

### SOLUTION

OpenForms provided a powerful platform that gave staff the ability to create easy-to-use solutions that accommodated the city's complex functional needs and integrated with legacy business systems. More than that, the flexibility of the platform opened the door to easily and quickly evolving processes that addressed common bottlenecks.

### RESULTS

Thanks to the flexibility and capabilities of OpenForms, Tea Tree Gully staff were able to dive into digital services, shifting almost 90% of their key services online in the first year. New forms and processes created efficiencies that reduced call center interactions by 36,000 calls (31%) and reduced in-person office interaction by 60 hours per month.

### MUST HAVE SOLUTION

OpenForms

“ When we started using OpenForms, we realized it's not just about putting PDFs online, but about improving the entire process experience.”