



# Online Services

Say goodbye to paper forms.



**Provide your services at anytime, from anywhere,  
on any device.**

Digitally transform your services with an end-to-end self-service solution.

**DATA.COM**

Elevate your digital transformation strategy, meet customer demand and exceed expectations in a fast-paced digital world with Datacom's Online Services.

Online Services lets your customers access and pay for a full range of your services on any device, at anytime. Our easy-to-use Smart Forms dynamically lead customers through the process to ensure successful completion.

Reduce phone, mail and over the counter interactions by providing a secure self-service customer portal and work smarter by streamlining processes to exceed your service level agreements.



## How Online Services transforms your organisation

Get your services up and running in no time with shared council Smart Form templates that can be tailored to suit your needs.

Online Services will:

- Delight customers with rapid delivery of services through a self-service experience.
- Increase efficiency with automated workflow to ensure tasks are assigned, documents are created and communications are sent to the right people.
- Make it easy for customers to pay instantly and provide staff with a detailed view of all transactions to streamline the reconciliation process.
- Eliminate double handling by automatically synching data to back-end systems.
- Keep you on top of your online services with dashboards to monitor the amount and types of forms being processed and completed.

## Request a demo

If you'd like to see a demo, or want to find out more, contact Datacom now – we'd be delighted to hear from you.

## How does Online Services work for your community?

Customers access your services by completing Smart Forms, which they can save for later, update profile information and track their progress at anytime.

The Smart Forms help customers provide correct information the first time by linking external sources, such as geo-spatial information and address databases.

Customers can share online forms with other parties, such as architects or lawyers, to finalise applications. Customers, external parties and staff can upload relevant files, as required.

Service fees are dynamically calculated in real-time so customers can make instant payments. Fast and flexible payment options are available including credit card, internet banking, over-the-counter and on account.

Customers have a personalised view of all their interactions with councils and are regularly kept up-to-date by email or text.

### Online Services

#### Submit

- Building & planning applications
- Dog registrations
- Job applications
- Health & alcohol licenses
- Consultations & feedback

#### Request

- Grants & funding applications
- Council services
- Rates & property certificates

#### Pay

- Rates
- Fees
- Memberships
- Charges
- Debtors
- Infringements

With over 4700 people, and revenues of over \$1 billion, Datacom is one of Australasia's largest professional IT services company. Datacom has extensive expertise in the operation of data centres, the provision of IT services, software engineering and application management, payroll and customer service design and operations.

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