



CASE STUDY: CITY OF KALGOORLIE-BOULDER COUNCIL

INDUSTRY: GOVERNMENT

The City of Kalgoorlie-Boulder Council manages the city's people, economy, activities, businesses, and facilities. The City of Kalgoorlie-Boulder is a dynamic regional centre with a proud history and a high quality of life. The Council is dedicated to working with the community to achieve the best possible services.



Kalgoorlie-Boulder is a modern and thriving city servicing the needs of a growing regional population. Their globally significant mining industry, supported by their vast mineral base of gold, nickel, lithium, and iron ore, continues to drive the economy.

There are exciting investment opportunities in mineral processing, renewables, lithium, education and training, tourism, land development, and service industries. These are all facilitated by their strategic location and excellent access to air, road, and rail infrastructure.

The City of Kalgoorlie-Boulder is not only a great place to do business, it is a great place to live as well. With its relaxed atmosphere, stunning natural scenery, and deep sense of community, the city offers an enviable quality of life for all.

The City of Kalgoorlie-Boulder Council strives to provide the highest standards of accountability to all of their residents and visitors.

“The Council is dedicated to working with the community to achieve the best possible services.”

Challenges

Kody Curtin, who works at the City of Kalgoorlie-Boulder Council, reveals how she came across Formitize. In their previous business process, they were dealing with time delays, paperwork getting lost, mistakes made, delayed payments, tedious manual data entry, and lacking staff management. They needed an effective solution to help them handle all of these challenges.



Formitize – making paperwork paperless.



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Solutions

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Game Changing

Kody says, "Formitiza Solution is game changing and has completely streamlined the way our business operates. Formitiza is amazing value for money. We are currently using Resources (Document Management), Paperless Forms, Job Management, Job Scheduling, CRM - Customer Management, and Reporting."

Easy to Set Up

Kody shares, "My Formitiza account was amazingly easy to set up, we were up and running in no time with a lot of great features. Formitiza is a great solution that is simple to use and easy to understand."

Fast and Efficient Data Management

Formitiza has changed the way the Council operates by providing the means for fast and efficient data processing using paperless forms that eliminate human errors and other mistakes. Today, data management has become more accurate as Formitiza streamlines the day-to-day management of the Council.

When asked, on a scale of 1 to 10, overall how easy to navigate did she find Formitiza as a business solution, Kody gave Formitiza a "9."

Training Options

Formitiza provides training options including virtual screen share training. Kody has made phone calls and sent emails to the Formitiza Client Success Managers. She has also been using the Getting Started Guide and made phone calls to the Formitiza Support Team.

She says, "The Formitiza support and customer service teams are very responsive and always very helpful."

When asked, on a scale of 1 to 10, how likely she was to recommend Formitiza to a friend or Colleague, she gave us a "10."

**"Formitiza is one of the best databases I have used.
I love it. Makes my work life so easy.
Great customer service."**

Kody Curtin - City of Kalgoorlie-Boulder Council

Grow your business with Formitiza paperless business solutions.
Start your Free 30-day Trial Today!

Formitiza – making paperwork paperless.

