



# SurePact<sup>®</sup>

Contract Delivery Without Surprises

## Manage all Grants, Projects and Contracts to Asset Realisation in one place!

### Customer:

Aurukun Shire Council  
Aurukun  
Far North Queensland  
Australia.

### Industry:

Local Government

### Needs Expressed:

- Compliance, Auditing and Probity
- Reduce cost blowouts
- Stronger risk management capability
- Improve timeliness of projects delivered

### Benefits Realised:

- ROI in under 3 months
- 34% bottom line improvement
- Compliance, Auditing and Probity achieved.

### Learn More

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## Case Study: ROI in under 3 months

### The Story

Aurukun Shire Council (ASC) is a small Council which includes much of the traditional country of the Wik, Wik Way and Kugu peoples. Along with the township, the Council also manages 15 outstations and is the major employer in the region.

There are many areas of special environmental value and they rely heavily on grants from other areas of Government to fund development and maintenance operations.

Aurukun Shire Council has an asset value of \$142 million and the 2018-2019 financial year realised \$16 million in asset additions.

As a non-rate payer-based community, **77%** of the Council's revenue is provided by Commonwealth and State Government funding bodies.

### Situation

The majority of project and contract delivery undertaken by Council is funded by grants and any overrun must be covered by reduced future activity or applications for further funding. Any bottom-line improvements can be redirected to additional projects for the local community.

There are two main business sites which are 800km apart. Managing grants, projects and contracts through spreadsheets and hard copy documents is a major blocker.

### Problems to Solve

- Identifying and quantifying risks in grant, project and contract phases
- Risks are not systematically identified for contingencies.
- Limited transparency in risk mitigation and other decision making.
- Spreadsheets are used to manage millions of dollars in deliveries
- Inconsistencies or out-of-date information in updating documentation, timelines, approvals and reporting exist.



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### Challenges

- Remoteness and multiple business sites.
- Less than optimal audit trail and governance of documents.
- Risk mitigation difficult as low identification of risks pre or during the grant, contract or project phases.
- Lack of transparency in decision making.
- Lack of visibility and accessibility of deliveries.

### Desired Outcomes

- Systematic method for tracking grants, contracts, projects and asset realization.
- Reduce bottom line project costs through risk mitigation strategies.
- Minimise variation costs.
- Increase transparency and reduce manual reporting to stakeholders.
- Stronger audit capability.

### Solution

Implement the SurePact Project and Contract Risk Management Software to identify, mitigate and manage risks of deliveries from concept or before the tender stage to closeout.

The Cloud based SaaS allows information to be loaded into the SurePact system in the field providing full visibility at all gateways and in real time.

Contractors and Council collaborate within the SurePact system ensuring full accessibility of all stages and outputs.

### Implementation

Aurukun Shire Council engagement with SurePact launched in July 2019. Their initial set up and training period took one week to deploy the Project and Contract Risk Management modules.

The Technical Services team were involved in the roll out. All were trained and mentored for the duration and now an appointed super user who is strongly proficient in administering the solution.

Deployment is immediate, can be independent of integration with other platforms and without the need to import historical data.

Anne Boundy, Technical Services Officer at Aurukun Shire Council said that her team keep presenting ideas for enhancements because of the ease of use of the SurePact system and the ease of submitting changes. She went on to say:

*“Nothing we’ve asked for has been too difficult, and that unlike many other software purchases we’ve made, there are no additional charges when we need or want enhancements.”*





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### Results

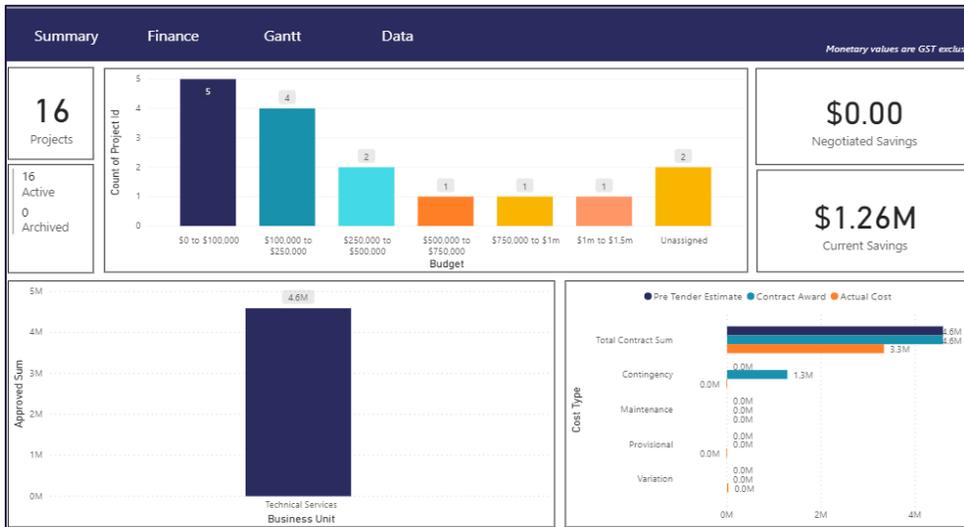
Simple steps put in place to identify and manage risks has seen reduced cost and time blowouts. The reporting metrics are transparent and available in real time on any device improving immediate accessibility and governance.

In one program area the delivery of 16 building and maintenance programs has seen savings of \$1.26 million.

The realised savings to the Council have ensured the ROI for their 3-year commitment was achieved in less than 3 months.

### Bottom Line Improvements

- ROI realised in <12 weeks
- >34% quantified procurement savings realised.
- 15% variation reductions.
- >80% contingency improvement.
- Savings identified are re-invested into the Community.
- Retention of Intellectual Property across the organisation.



Council has a 360-degree line of sight of revenue received, delivery costs and management of risks.

Document management and decision governance provides a fully transparent audit trail.

Fig 3.1 Analytics of Program Financial Data

“...having a software like SurePact that documents each process required helps to save Councils from massive cost blowouts. The SurePact software will help us to justify the decisions we make in the future.”

Gus Yates, Technical Director, Aurukun Shire Council

Trusted by Government and Corporates to solve real world problems!

