



SurePact[®]

Contract Delivery Without Surprises

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

Customer:

Cloncurry Shire Council
Cloncurry
Far North West Queensland
Australia

Industry:

Local Government

Needs Expressed:

- Full transparency and visibility of over 1200 external contractors.
- Identification and mitigation of risks.
- Improved reporting to stakeholders.

Benefits Realised:

- Transparent real time reporting on contractors and projects.
- Clarity of risks and accountability.
- Improved business intelligence based on measurable facts.

Learn More

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Case Study: A New Frontier in Improving Contractor Transparency

The Story

Cloncurry Shire Council supports the major township and Shire (over 49000 km²) of Cloncurry in North Western Queensland. Most of the 3100 inhabitants live in the town and the Council is a major employer of the Shire.

In 2018 they were crowned for the second time 'Queensland's Friendliest Town'. Tourism, particularly during the winter months, is significant for the Shire.

Cloncurry relies on grants for 33% of their budgeted revenue from both Commonwealth and State Government funding bodies. The 2018/19 year focused on disaster recovery and considerable infrastructure projects being completed. The Council also manages an asset value of \$373 million.

The Problem

Due to the size of the Shire much of the work performed on projects is carried out by contractors. The Council has had limited visibility and has experienced delays on reporting from external contractors.

This consistently creates challenges in receiving out of date data in turn creating a reduced understanding of the projects being delivered to Council. Lack of transparency results in:

- Poor stakeholder relationships
- Poor or nil communication
- Ineffectiveness in future program of works planning
- Lack of knowledge of funding requirements
- Inability of timely application for Grant funding to support delivery
- Overspends in project and contract delivery
- Minimal knowledge transfer in a timely manner
- Lack of contractor performance management



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Challenges

- Remoteness;
- Timeliness of reports and immediate data;
- Ease of record keeping;
- Identifying, communicating and mitigating risks;
- Transparency of contractor delivery; and
- The ability to impart information in a clear, usable and timely manner, especially to elected representatives and the community.

Desired Outcomes

- Transparency and visibility for contract and project delivery;
- Field staff being able to update delivery information in real time;
- A simple and clear way to identify risks;
- Increased trust between the Council and Contractors; and
- Timely, clear reports that are easy to understand and valuable for decision making.

Implementation

Cloncurry Shire Council began implementing the SurePact System in October 2019. Their initial set up and training period took one week to deploy the Project and Contract Risk Management modules. The SurePact system can be deployed independent of integration with other platforms and without the need to load historical data.

The main team involved in the roll out included 2 project staff, supporting a release to almost 40 internal and external users. There was little to no impact to the organization during deployment. All were trained and mentored for the duration and are all now proficient in administering the solution supported by an onsite super user.



SurePact's SaaS solution transparently manages Cloncurry's Grants, Projects and Contracts from concept to closeout and Asset Realisation.



SurePact's suite of modules provides unique risk profiling at each decision gateway allowing Cloncurry to reduce cost, time and scope blowouts.



Guided and automated workflow approvals are supported by robust audit and governance transparency.



Real time analytics provides strong business intelligence to the Council highlighting enterprise-wide performance metrics.

Fig 2.1 SurePact Key Deliverables

"The dashboard is a unique point for SurePact giving immediate business intelligence linking all funding and outputs while highlighting the risks."

Charles Taylor, Assets and Project Planning Manager



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The SurePact Solution

SurePact's SaaS solution manages the risk to avoid cost, time and scope blowouts in project and contract delivery.

The suite of modules provides risk profiling and governance that helps government and medium-to-large corporations to identify risks early and manage the compounding risk in Grants, Projects and Contracts at either concept or pre-procurement and to mitigate before and during all delivery phases.

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

Cloncurry's accessibility and visibility in real time provides clear reporting enabling more informed decision making and information delivery to the community.

Results

Council Leadership reported a much stronger and trusted relationship with external contractors than previously experienced.

Real-time dashboards provides immediate financial data across all contractors previously not easily accessible or often outdated.

Increasingly the biggest saving to the Council is better front-end planning and management of future program planning.



Fig 3.1 Project Analytics Summary Data

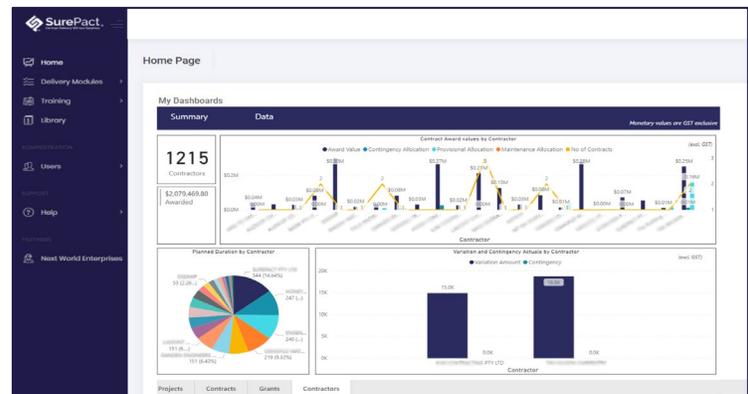


Fig 3.2 Analytics of Contractor Data

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.

Trusted by Government and Corporates to solve real world problems!

