



Case Study

Logan City Council

Mobile Inspections



Introduction

Logan City, home to over 280,000 residents from diverse cultural backgrounds, is one of Queensland's vibrant and youthful communities, with nearly half its population under 30.

Located strategically between Brisbane and the Gold Coast, Logan offers easy access to major employment hubs and recreational destinations.

Logan City Council manages a mix of urban, suburban, and rural areas, making it essential to maintain high service standards across a range of activities, from inspections to infrastructure upkeep. Recognising the need to enhance data collection efficiency, the Council sought a robust, mobile solution that would allow inspectors to spend more productive time in the field, reducing the reliance on office-based paperwork and boosting their capacity to serve the community effectively.

Challenges

Historically, Logan City Council faced recurring issues with mobile data collection, which resulted in limited field productivity. Previous attempts to implement mobile data solutions were hampered by subpar technology, unreliable battery life, and cumbersome devices that couldn't efficiently operate offline.

These pilot projects focused primarily on replicating office-based processes rather than addressing the unique demands of fieldwork. Council's inspection processes required improvement, as returning to the office to enter data interrupted the workflow and decreased productivity. The Council sought a solution that would ensure accurate data integration into their systems without burdening inspectors with complex steps, ultimately leading to a seamless field-to-office data transition.

✓ Solution

OneBlink's Low-code Solution (LcS) was selected as a comprehensive platform to streamline mobile data collection and enhance operational efficiency. The platform enabled Logan City Council to rapidly develop and deploy customised electronic forms that inspectors could use across various mobile devices, even in offline settings.

The Council's Information Services (IS) team collaborated with OneBlink to ensure that the forms would capture all critical inspection data and upload it directly to Council systems. LcS also enabled smooth integration with the Council's document management system, ensuring that completed inspections were accurately recorded without additional manual steps.

This streamlined approach allowed inspectors to access essential data and document inspections in real-time, providing them with the flexibility needed to stay out in the field longer.

😊 Results

Since adopting OneBlink's LcS, Logan City Council has seen substantial improvements in inspection efficiency and field productivity. The platform has enabled officers to conduct a greater number of inspections, as well as process and transmit data instantly, reducing the need for office visits.

Additionally, the Council benefits from reduced material costs, improved customer response times, and fewer administrative burdens. With plans to expand mobile data collection to other branches, including Road Infrastructure and Parks Management, Logan City Council is set to continue enhancing its field services, ensuring high-quality community engagement and streamlined operations.

Features at a glance



Offline Mode

Launch and run PWA with no reception.



Drafts

Auto-save and draft form submissions.



API Lookups

Driven from Logan's internal systems



PDF Receipts

Custom PDF generation.