OneBlink

Case Study

Central Coast Council

PDf and Eforms Consolidation

ⓘ Introduction

The Central Coast Council (CCC) serves one of Australia's largest urban areas, covering over 1,600 square kilometres between Sydney and Newcastle, NSW. With a population served across diverse settings, the Council oversees numerous services, necessitating efficient, accessible, and streamlined processes for internal teams and residents.

Formed from the merger of Gosford City and Wyong Shire Councils, CCC inherited various legacy systems and forms, each with different configurations and workflows.

As the Council transitioned to a unified digital landscape, it required a single platform capable of standardising form-based processes and improving data integration across its services. This transformation was crucial for providing consistent user experiences and ensuring operational efficiency for both council employees and residents.

⟨?⟩ Challenges

Before implementing OneBlink's Low-code Suite (LcS), CCC faced significant challenges managing disparate forms and processes from its legacy systems. Multiple form applications with differing user interfaces led to a confusing experience for customers and staff, hindering productivity.

Additionally, CCC had limited capacity for configuring forms autonomously, meaning that essential features, such as branding, auto-fill, and backend lookups, were inconsistently implemented. This fragmentation made it difficult for IT teams to maintain systems and troubleshoot issues effectively. Furthermore, the Council's reliance on separate licensing agreements across vendors added cost and complexity to its operations, limiting its ability to scale efficiently and achieve a unified digital experience for users.

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⊘ Solution

By adopting OneBlink's LcS, CCC integrated all form-based processes onto a single platform, eliminating the need for separate form solutions. This platform allowed the Council to develop and deploy forms that were fully integrated with existing council systems, such as HP's Content Management System (TRIM).

Through OneBlink's functionality, CCC staff could configure mobile-friendly forms that allowed citizens to submit documents, which were then automatically scanned and routed through secure workflows. The solution also facilitated seamless data transfer via MuleSoft, enabling approved forms to be stored within CCC's electronic document management system without requiring manual intervention.

With OneBlink's platform, Central Coast Council gained the ability to quickly build, test, and launch forms tailored to varied departmental needs, processes specific to activities all with automated workflows.

☺ Results

CCC has successfully consolidated numerous legacy systems, reducing vendor dependency and associated costs. Form automation and workflows now operate with minimal manual oversight and the platform provides a centralised view of all external-facing forms, supporting governance, change management, and a consistent user experience.

One example of success was the launch of a digital "Change of Address" form, which has saved hundreds of manual hours in data processing. In another instance, CCC swiftly deployed an induction form for a major community event, saving 70 to 80 hours in preparation. With OneBlink, CCC continues to streamline processes, increase productivity, and improve service delivery across departments.

Features at a glance

⊘ Integration
Into CCC's HP/TRIM CMS.

⊘ Offline Mode
Launch and run PWA with no reception.

⊘ Approval Workflow
Automated when criteria met.

⊘ Integration
To CCC's EDMS via Mulesoft.