synergyonline

e-volving your organisation

What is SynergyOnline?

Website integration with SynergyOnline encourages a self-service approach for customers and allows them to interact with your organisation from any internet connected computer, at any time.

The SynergyOnline suite of online web service capabilities allows users to access, query, lodge, track and make payments for key Council services utilising secure web payment solutions. Features include being able to lodge and track applications for permits, review the progress of customer service requests and query and pay infringements online.

The online lodgement and tracking solutions greatly reduce internal administrative effort, which can result in customers getting their approvals more quickly, and in a more accessible manner. Furthermore, SynergyOnline expands the number of payment solutions offered by your organisation.

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SynergyOnline product suite

Building Licence, Permit Lodgment and Tracking

Streamline your building application lodgment and processing through an online portal that enables applicants to lodge and track their building applications online. The solution guides the applicant, via the application type (single dwelling, group dwellings) through a comprehensive list of responsive questions.

It calculates the required fees, accepts payment via credit card and optional debtor payment options, and enables the applicant to upload all required documents. This structure helps ensure a complete application is submitted, creating the relevant building application, cash receipting transactions and document management records in SynergySoft so your building officer can focus on the process of assessing and not data entry.

Note, this solution typically requires additional consulting services to ensure that a local authority understands and maximizes the value from this solution.

Development Application Tracking

Give your applicants the ability to track their planning applications online and be able to see in real time the progress through the assessment process. The solution exposes data directly from the Planning System, where applicants can easily search and then open the detail of their application.

Debtor Online Payments

This solution enables debtors to pay their invoices using a secure web payment solution. Debtors see a list of all invoices issued (with the relevant descriptions), select the invoices they wish to pay and perform a secure payment that creates the necessary transactions in SynergySoft.

Rates Online Payments

This solution offers property owners a secure and convenient method to pay their rates online, using a BPAY number to identify their property. The solution then creates the relevant cash receipting batch which then proportions the payment against the property.

Infringements

Improve the collection of outstanding infringement notices, through the online Infringement Payment solution. This solution allows your community the ability to pay their notice without having to come into the local authority. This helps reduce the local authority's time spent on chasing outstanding and overdue notices.

Due to the strict processes surrounding infringement notices, this solution performs the checks and balances to ensure that the notice can be paid and reflects any additional charges that have been applied (e.g. Final Demand).

Dog/Cat Online Renewal Solution

Enables Dog and Cat owners to renew their animal license using a secure online portal. Owners can select the relevant period (1 year, 3 years or lifetime), pay and receive a receipt number, reducing the need for owners to come into the Council Office's.

Customer Request Lodgment and Tracking Solution

Using the SynergyOnline portal citizens can create customer service requests detailing their issue, specifying the location and provide their relevant contact details. These requests can be tracked and updated, where actions from the local authority are displayed.

Note: Integration of the above modules with your website requires prior purchase of the relevant SynergyOnline product/s via IT Vision.

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Online Payment Gateway 2017

We work in an environment where seamless customer experiences can set organisations apart. This is especially so in the Local Government industry where a satisfying experience for the resident or customer equates to greater council efficiency and effectiveness.

IT Vision has been providing an online payment gateway for customers to embed within their websites, including CouncilConnect subscribers, for more than a decade. Our most recent payment gateway release is the most superior in terms of feature, function and user experience to date.

With both ratepayers and staff becoming more and more time-poor, paying for services online is an expected service. Buyer behaviour is changing: can you afford not to be part of the revolution?

Any organisation that wants to provide the facility to pay online needs a payment gateway provider to facilitate and authorize these payments; whether they are made by credit card or direct debit payment.

IT Vision's 'Payment Gateway 2017' is an online payment solution which enables multiple forms of payment to be offered, accepted and transacted. It is provided in a highly secure, technically advanced manner, backed by 24/7 authentication and fraud detection support.

The unified payment engine drives organisational efficiency, reduces administration time and increases process automation.

What makes this solution superior?

- **Maximum choice:** Broadest range of payment types
- **Maximum flexibility:** Instant merchant on-boarding
- **Maximum ease:** No on-boarding fees or charges
- **Leading edge technology:** Real-time transaction monitoring (cyber-security)
- **No monthly administration fees or charges**
- **Pay for only what you use**: In other words, the payments you receive
- **Seamless integration**
- **Exciting innovation:** In-Video Payments, credit overlays and more

SynergyOnline pricing guide

For LGA with:	LESS than 5,000 Population		MORE than 5,000 Population	
SynergyOnline Modules	Set-up[1] (One-Off)	Subscription[2] (Annual)	Set-up[1] (One-Off)	Subscription[2] (Annual)
Rates Online Payment*	$1,700	$3,564	$2,500	$3,564
Debtors Online Payment*	$1,700	$3,564	$2,500	$3,564
Infringement Online Payment*	$1,700	$3,564	$2,500	$3,564
Development Application Tracking	$2,300	$3,564	$3,800	$3,564
Building License, Permit Lodgement & Tracking**	$2,300	$3,564	$3,800	$3,564
Customer Request Lodgement & Tracking Solution	$2,300	$3,564	$3,800	$3,564
Dog & Cat Online Renewal Solution*	$2,300	$3,564	$3,800	$3,564

Discount Tiering (applies to Set Up & Annual Subscription)	**Discount**
Purchase of 2 modules	5%
Purchase of 3 modules	10%
Purchase of 4 modules	15%
Purchase of 5 modules	15%
Purchase of 6 modules	20%
Purchase of all 7 modules	25%

1. Pricing applicable to websites hosted by Market Creations only. Price may vary if hosted with another provider and can be quoted on request.
2. Subscription includes software licensing, hosting and support fees and are charged annual in advance.
* Modules: Rates, Infringements, Debtors, Cats & Dogs all require payment gateway and is included in the price
** The installation costs include technical implementation assistance and a discrete consulting services engagement to assist staff configure the solution.

Subscription is charged Annually July 1 - June 30.
Where SynergyOnline is implemented during the financial year, the annual subscription is invoiced on a pro rata basis

A pricing discount applies when Councils opt for more than one module. The Discount Tiering table above reflects the total discount when more than one module is integrated with your website.

Want to learn more about SynergyOnline?

Call us on 9920 8500 or email mc@ marketcreations.com.au to discuss how SynergyOnline streamline your organisation.