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Empowering local government operations through smart integration



150+ staff. One integrated viewer. Countless hours saved.

Orange City Council's transformation shows what's possible when the right technology meets the right implementation strategy.

Modernising in the heart of regional NSW

In the heart of regional New South Wales, Orange City Council was ready to modernise. A legacy CAD-based system was limiting how staff accessed and used spatial data. Council leaders envisioned a more connected, responsive organisation, one where teams could make faster, data-driven decisions.

Recognising the need for expert guidance, the council partnered with GP One Consulting to lead the rollout of **ArcGIS**. GP One recommended **Connect for ArcGIS** from Cartinum to meet the integration requirements and link core business systems. The result? A powerful, user-friendly **Council Viewer** that now supports over 150 staff with real-time access to property, asset, and utility data.

The challenge

Orange City Council vision for a more informed, connected council was clear, but achieving it was anything but simple. Their legacy CAD-based system was functional but siloed, making it hard to combine spatial data alongside business information. Teams relied on fragmented systems, slowing workflows, and limiting collaboration.

Council leaders knew they needed more than just a new platform, they needed a solution that integrated with their core business system, **Civica Authority**, and supported a wide range of users with minimal overhead. With a small internal team and growing operational demands, the council was looking for a GIS environment that was modern, scalable, and easy to maintain.

This wasn't just a technology upgrade. It was a strategic shift, requiring the right tools, the right partners, and a clear roadmap for change.

The solution: A strategic collaboration

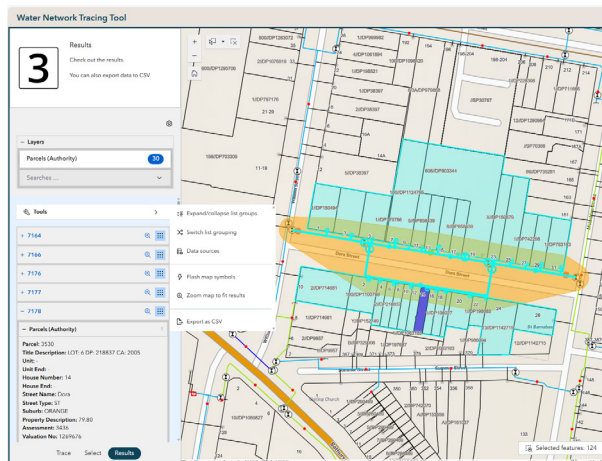
To bring this transformation to life, Orange City Council led a collaborative modernisation effort built on **ArcGIS Enterprise** and **Utility Network**. At the centre was the **Council Viewer**, a user-friendly application designed with **ArcGIS Experience Builder**, to give staff real-time access to property, asset, and utility data in one place.

To bridge the gap between GIS and core business systems like **Civica Authority**, the council partnered with GP One Consulting and adopted **Connect for ArcGIS** - an innovative, scalable solution aligned with council workflows. The integration brings advanced search, CSV exports, and a seamless transition between spatial and business processes, allowing staff to open **Civica** property records directly from a map view and making GIS a practical tool across every department.

Real-world impact

The transformation delivered immediate and lasting benefits for Orange City Council.

More than 190 staff now use the **Council Viewer** daily, accessing property, asset, and utility data in seconds. Tasks that once required specialist knowledge or manual workarounds are now streamlined, thanks to intuitive



search and integrated workflows.

Operationally, the **Viewer** accelerated processes across property, rates, and asset management, reducing administrative overhead and freeing up time for more strategic, community-facing work. The solution is cloud-ready, scalable, and easier to maintain than traditional approaches.

Strategically, the council is now positioned for future growth, with a modern GIS platform, integrated business systems, and a foundation aligned to **Utility Network** standards.

Looking ahead: A foundation for the future

Orange City Council's journey from legacy systems to a modern GIS environment is a story of smart choices and strong partnerships. By working with GP One to lead the transformation and adopting **Connect for ArcGIS** to drive integration, the council delivered a solution that empowers staff, streamlines operations, and enhances service delivery.

With the **Council Viewer** now embedded in daily workflows, the council is expanding integrated processes, exploring mobile GIS, and preparing for future cloud migration. This transformation has laid the foundation for a more agile, responsive council, equipped to meet evolving community needs and driven by simplicity, scalability, and a people-first approach.

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