

The technology that keeps every vehicle in NSW on the road

If you've registered a car in NSW, bought a fishing license or updated your land tenancy record online, you've experienced a payment platform built by ICM Consulting. Behind the scenes, the ICM Consulting team bridged multiple departments, legacy systems, strict government requirements and even voice recognition technology to replace RTA queues with a seamless experience through Service NSW.

Service NSW is an amalgamation of the RTA, Office of State Revenue, Fishing Industry, Agriculture Industry, and Land and Property Information office. Instead of needing to visit separate departments and offices for things like registration payments and licence renewal, Service NSW sought to provide a centralised place that could handle all these transactions. Having the vision and ambition to bring all these organisations together was one thing. More importantly, what Service NSW needed was the technology platform and interface to support the expanded operations.

Service NSW began to scope the project internally and developed an architecture that they wasted no time in starting to build. However, as the development and build progressed, it became apparent to the project lead at Service NSW that the team needed additional skills from outside their team. However, government requirements meant they couldn't completely outsource the project to a partner. What they needed were individual contractors with the necessary skills.

That's when Service NSW turned to ICM Consulting.

ICM's first step was to understand all the project deliverables for the first phase of the project, called the Payment Services Platform (PSP 1). The aim of PSP 1 was to provide the ability for Service NSW to capture money from a customer, talk to the banking network, and then push a record of the payment to the necessary department. Each department would receive the record and then update its own system. Not only that, but it would need to provide a record of said transaction to the customer, informing them that it was either successful or needed to be processed again. And to add a further layer of complexity, payments needed to be made over web or phone through voice recognition.

The ICM team started by designing a solution architecture that would integrate with the legacy infrastructure from what used to be five separate departments. ICM introduced several innovations along the way, such as designing the system to be multi-tenanted across multiple branches, allowing multiple transactions to be carried out at once. By introducing a federated solution, the system knows exactly where the data is being inputted from, which receipt to produce and where to send it regardless of the service being applied for.

Service NSW was so delighted with the solution architecture that they asked ICM Consulting to stay on and deploy the project.

The ICM team implemented a SCRUM methodology. This meant they could prioritise what needed to be done most urgently by creating a backlog of items to complete.

By introducing Service NSW to the SCRUM methodology, the project was deployed and rolled out across all of New South Wales in just a matter of months. Car registrations, fishing licences, and land ownership records could be paid and updated at any branch across the state, all for the first time.

Service NSW reported shorter waiting times, a higher transaction volume managed with less involvement from staff, and greater customer satisfaction, a huge improvement from the long lines and lengthy delays that were once the norm.

Due to the overwhelming success of PSP 1, Service NSW engaged ICM Consulting to deliver a second project, the customer-facing platform that is used at the kiosk in service centres. ICM once again integrated the systems, allowing changes and updates to be rolled out to both platforms simultaneously.

If you have legacy systems that require complex integrations or need an architecture robust enough to support multiple transactions or just need to speak to the right person to help keep a project ticking along, talk to the team at ICM Consulting. They'll have even the most complex of projects on the right tracks in no time.

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