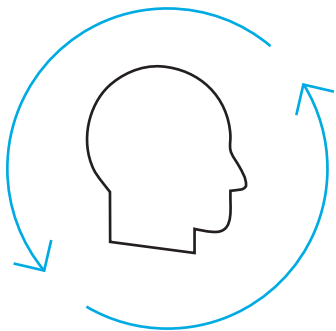


# CONSUMER AFFAIRS VICTORIA IMPLEMENT SIMPLIFIED ONLINE BUSINESS PORTAL TO OVER 40,000 ORGANISATIONS

With a highly-based administration system, Consumer Affairs Victoria (CAV) wanted an online platform where organisations and associations across Victoria could complete applications, update their details and lodge annual statements; from this myCAV was created. myCAV has been rolled out to over 40,000 organisations so far and allowed CAV administration staff to significantly reduce time and better focus on the services they provide.



## A SIMPLIFIED EXPERIENCE

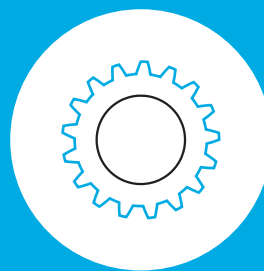
The purpose of myCAV was not only to move away from paper-based administration but also to offer a simplified process for end users to complete administration tasks. myCAV users can complete applications, access and update their information, and lodge annual statements all from the one portal. This allows a bigger picture overview and a much simpler process for both end users and CAV administration staff.



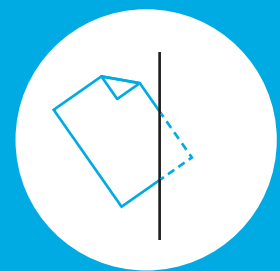
**SIGNIFICANT  
TIME SAVINGS**



**IMPROVED  
SELF-SUFFICIENCY**



**SIMPLIFIED  
PROCESSES**



**ONE PORTAL  
FOR ALL RECORDS**

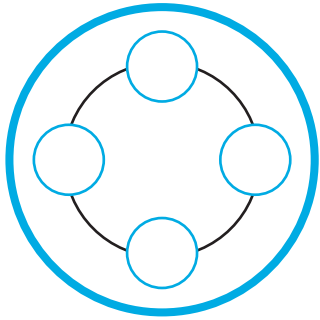


### ABOUT SMS

A leader in advisory, solutions and managed services, SMS cultivates innovation, digital, mobile and design-led business and technology capability to empower organisations across all industry sectors. With over 1600 staff across Asia Pacific, SMS promotes and delivers next-generation customer-centric outcomes for their clients.

# WITHOUT EVEN A SINGLE CLICK...

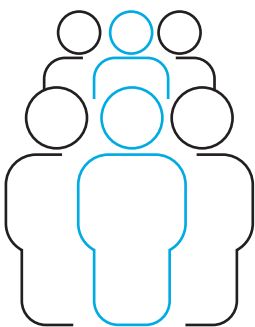
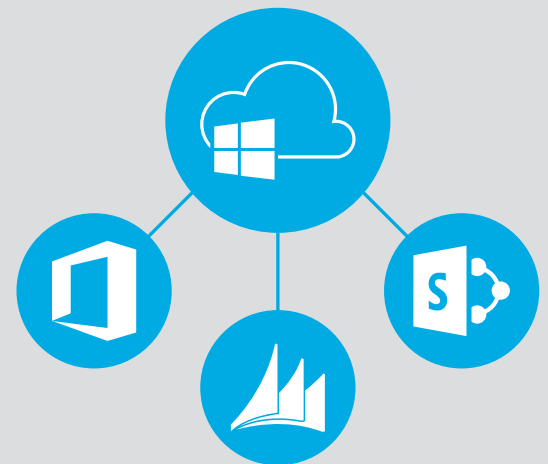
CAV wanted associations to be able to register without the CAV administration having to even make a single click. The SMS team created myCAV so that associations could complete a full application to become incorporated and then receive confirmation electronically, with a downloadable certificate, meaning the my CAV administration team didn't have to get involved and process the application.



## AN AGILE APPROACH

Using an Agile approach to combat the scale of change, ensured this project was a success. This was the first time that CAV had utilised an Agile approach so the SMS team worked with CAV to train them on Agile processes and create a change in behaviour, which ultimately lead to an ideal solution that best fitted the needs of CAV and its customers.

A range of products from the Microsoft technology stack were used to create myCAV. The solution itself was built on Microsoft Dynamics CRM, with other features included from SharePoint and Office 365. It was then all bundled together and hosted in the Azure Cloud's Australian data centres.



So far, myCAV has been used by over 40,000 associations and organisations across Victoria. It's strong adoption rate has been a key success indicator for CAV, particularly as the average user is 55+. Simple, online training has been a key factor in this success.