

The story so far for Cairns City Council



Cairns, located in tropical North Queensland, is one of Australia's premier tourist destinations and has a population of over 120,000 people. Cairns City Council employs around 1000 staff and has been using Benchmark Estimating Software since May 2004.

Consistency and ease of use

Jack Mitchell, Design and Support Services Coordinator for Cairns City Council, evaluated Benchmark and is coordinating the rollout of Benchmark within Council. Jack tells why their Council adopted Benchmark... "The Council

"The training provided by Benchmark was very user friendly and worthwhile."

took on Benchmark Estimating Software to ensure consistent estimating practices within the Design and Works sections, and because of its ease of use..".

Flexibility

"Benchmark will be used by a range of staff within the City Works and Services division", explains Jack. City Works and Services'

responsibilities include capital works delivery, infrastructure planning and specifications, and the construction and maintenance of roads, drains and parks.

Cairns City Council joins over 50 other Local Government bodies using Benchmark. The flexibility of the Software makes it perfect for a range of staff within Local Government organisations, offering one single system for Strategic Budgeting, Design estimates and detailed works estimating.

Installation and training

After a simple installation process, Benchmark travelled to Cairns to provide a New User Course for Council staff. "The Training provided by Benchmark was very user friendly and worthwhile. After this training other council areas have expressed interest and access to the Software's capabilities", explains Jack.

Whilst in its early stages within Cairns Council, the ease of use of the Benchmark system and the quality user training has already

enabled Council staff to develop better estimates for various projects.

Added benefits

The Council is looking forward to gaining the added benefits of the Benchmark system including:

- > A central Library of up to date Items that all staff can use in their estimates
- > Savings in time
- > More accurate scheduling using
- > Benchmark's automatic export to Microsoft Project
- > The ability to very quickly find previous jobs, as all estimates are stored in the one file

"Benchmark is a great estimating system for Councils. They understand local government needs"

Summary

Jack summarises his organisation's experience so far by saying "Benchmark is a great estimating system for Councils and their training and support is very good. They also understand Local Government needs."