



Public Sector Microsoft Partner

 **Microsoft**
Solutions Partner
Data & AI
Azure

Specialist
AI and Machine Learning

 **Microsoft**
Solutions Partner
Digital & App Innovation
Azure

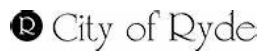
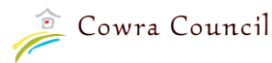
Specialist
Low Code Application
Development

2024

Digital.NSW Event



Public Sector Focused



Services We Offer

Platform Development



Enterprise application development on Microsoft Azure leveraging serverless and event driven capabilities.

Custom Web Portals

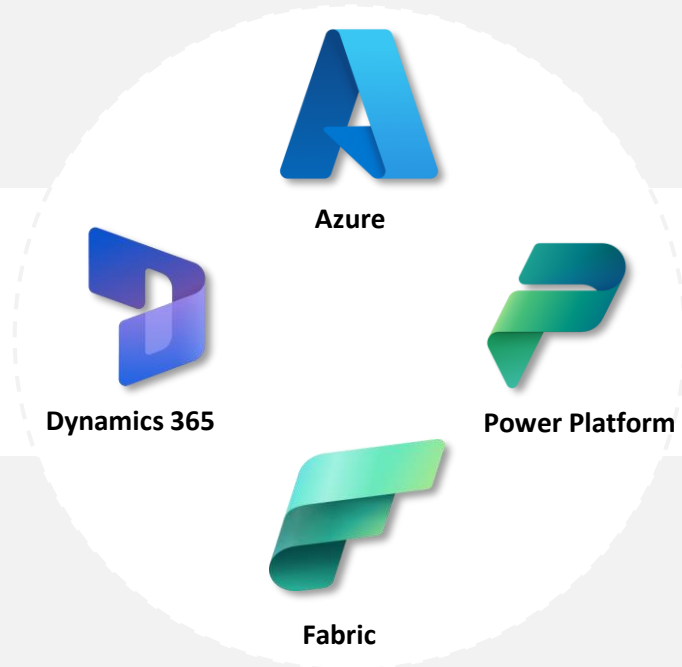


Empowering businesses to engage customers, optimise processes, and drive growth in the digital landscape.

Ai Solutions



Leverage AI technology to provide instant responses, personalised interactions, and round-the-clock support.



Enterprise CRM

Get a 360-degree view on your users and customers, manage complex business processes and track key interactions.



Intelligent Automation

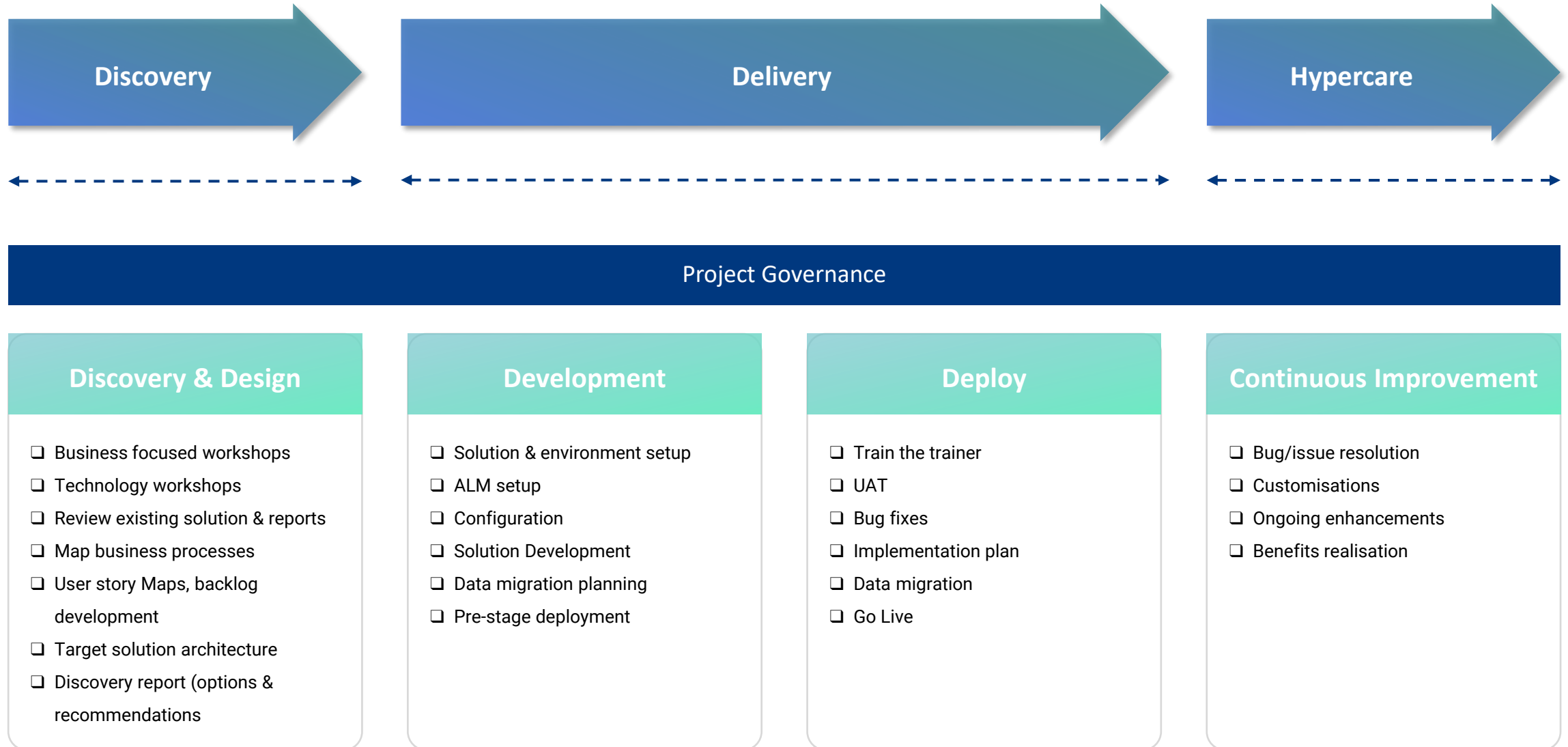
Simplify complex tasks, reduce manual efforts, and drive efficiency across your organisation.



Enterprise Integration

Seamless data exchange, consolidation, and synchronisation across multiple systems, driving data integrity, accessibility, and operational efficiency.

Typical Engagement Structure



Our Vision & Values

”

Our vision is clear: to leverage technology’s potential and deliver faster, cost-effective, and highly efficient outcomes while minimising waste and complexity. Through our streamlined methodology, utilising focused teams of three, we ensure swift solution delivery without compromising quality.



Agility

We don't mess about. We value our clients' time and get straight to work.



Sharing and inclusivity

We are transparent, and team driven and it's the open sharing and collaborative ideal that drives our team spirit.



Learning, growth and development

is the fundamental core value the company was founded upon.



Collaborative Problem-Solving

Is our superpower

Engagement Methodology

At Accelerate Tech we employ a project methodology that is built on core agile principles and values and leveraging user story mapping techniques to determine sprint priorities. Our approach focuses on flexibility, collaboration, and user-centred design, ensuring that our projects are adaptable, efficient, and aligned with the goals of our stakeholders. Here's an overview of how our project methodology works.

Accelerate Agile Project Methodology



Engagement Tools

Our engagement software tools provide significant benefits that enhance project execution, collaboration, and delivery. These tools enable clear communication by creating a centralised platform for all stakeholders to track progress, share updates, and align on goals, reducing the chances of misunderstandings or miscommunication. Automation features streamline repetitive tasks like sprint planning, issue tracking, and reporting, which increases efficiency and allows the team to focus more on critical development tasks.

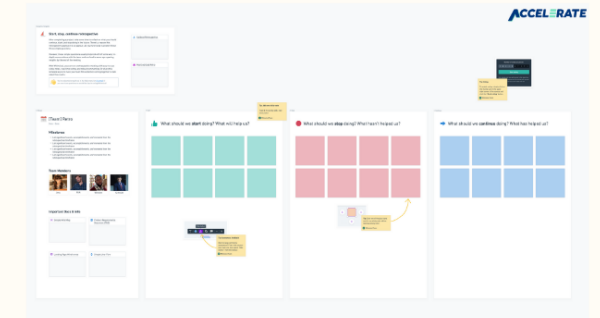
1. Each sprint starts with User Story Mapping workshops



2. Each sprint is managed in Jira or Azure DevOps



3. Each sprint completes with a retrospective



-  We adapt to your current project management software setup. Whether you prefer using your internal Jira or Azure DevOps backlogs, or opt for our DevOps organisation, we can accommodate your choice.
-  We use pipelines and code repos to automation solution development in Azure DevOps.



4. Code is pushed to production



Documentation We Provide

We provide documentation in an Agile way for all projects to ensure clear communication, transparency, and effective project management. Our documentation is designed to support smooth project execution, agility and facilitate easy reference throughout the project lifecycle, ensuring all stakeholders are well-informed and aligned with project objectives. In the Table below we have outlined the relevant documentation.

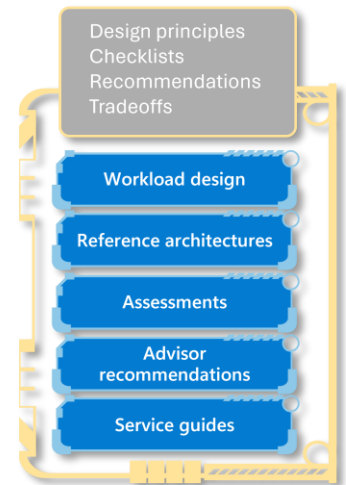
In partnering with our clients, we are happy to incorporate your document templates as needed.

	Business Applications Engagement	Azure / Data Engagement	AI Engagement	Strategy, Architecture or Business Value Engagement	ePlanning.io Integration Engagement	ePlanning.io App Tracker Engagement
Design Document	✓	✓	✓		✓	✓
As Built	✓	✓	✓			
Test Plan	✓	✓	✓			
Implementation Plan	✓	✓	✓		✓	✓
Project Completion Report	✓	✓	✓		✓	✓
Advisory Report				✓		
Responsible AI Assessment			✓			
AI Skills / Resource Assessment			✓			
Azure Assessment		✓	✓			

Well Architected



We design our solutions according to the Azure Well-Architected Framework, following Microsoft's best practices for AI workloads on Azure. By assessing your infrastructure, we address trade-offs between cost, speed, and reliability. Adhering to the framework's five pillars—cost optimisation, operational excellence, performance efficiency, reliability, and security—we ensure your solution is reliable, secure, efficient, and cost-effective.



Cost

Cost optimisation to deliver efficient and budget-friendly solutions



Speed

Optimise performance efficiency to ensure your AI solutions are fast



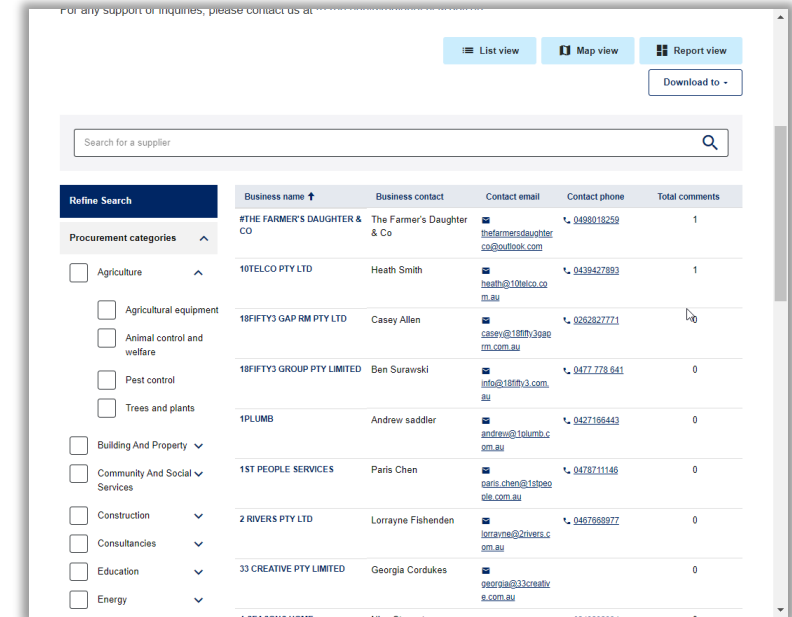
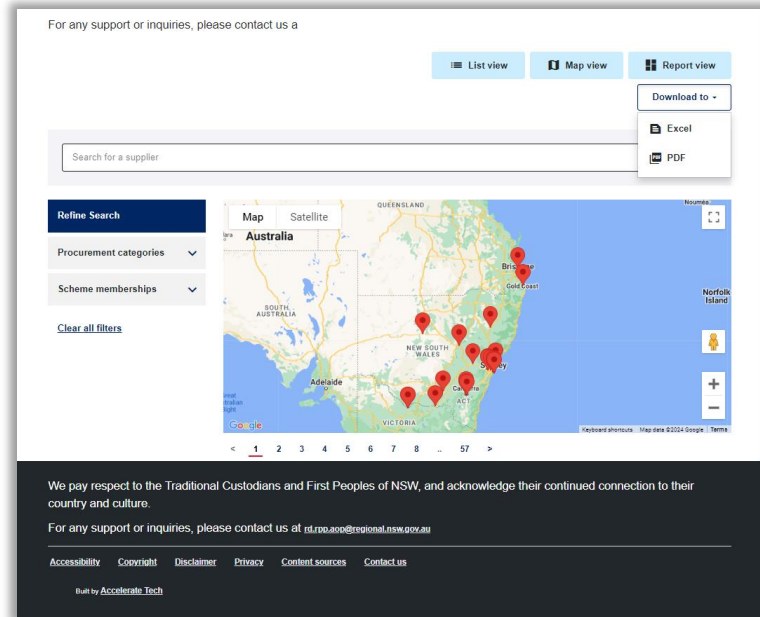
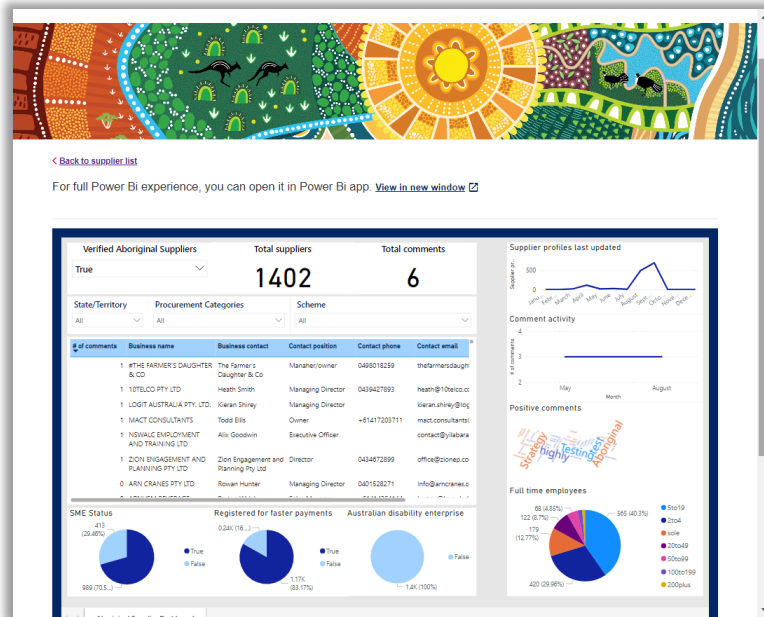
Reliability

Dependable systems that maintain high availability and consistent performance

Customer Case Studies



Department of Primary Industries & Regional Development – Aboriginal Supplier Portal



For any support or inquiries, please contact us at info@apsp.regionl.nsw.gov.au

Search for a supplier: [Search bar]

Refine Search: [Dropdown menu]

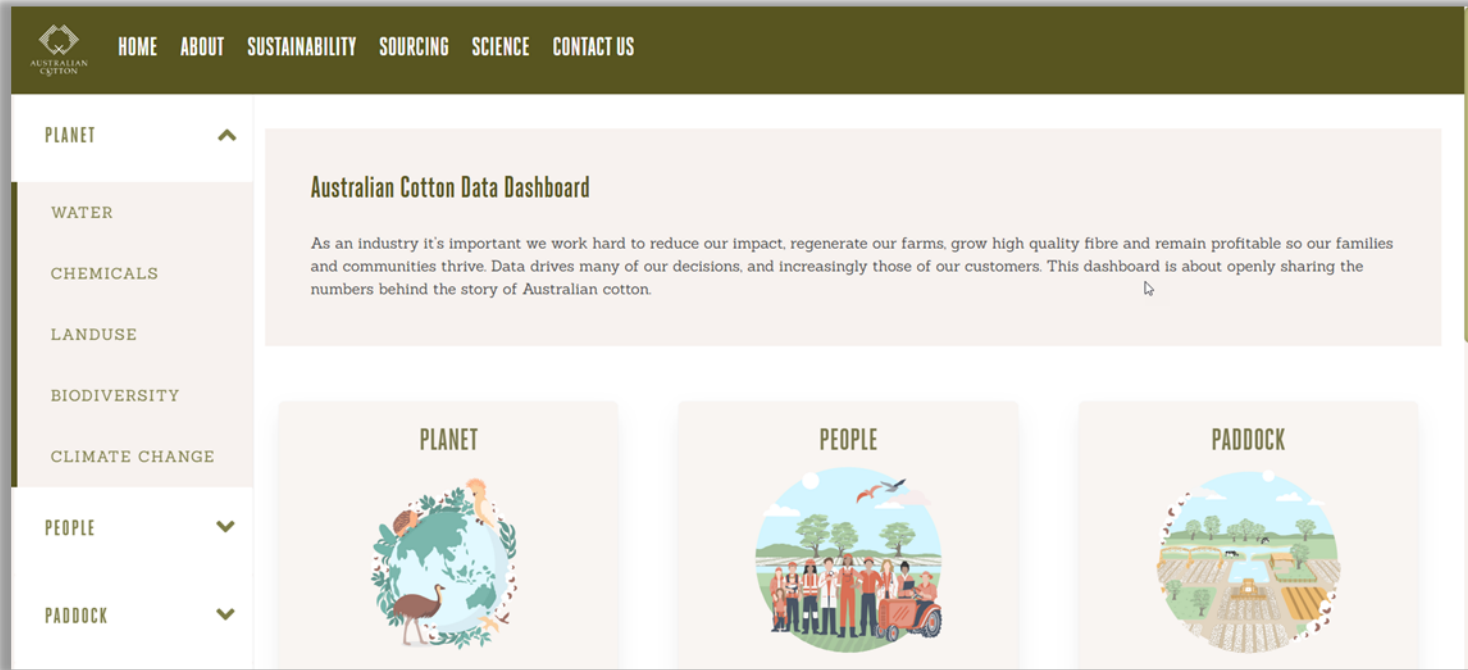
Procurement categories: [Dropdown menu]

Business name	Business contact	Contact email	Contact phone	Total comments
THE FARMER'S DAUGHTER & CO	The Farmer's Daughter & Co	thefarmersdaughter@outlook.com	0499018259	1
10TELCO PTY LTD	Heath Smith	heath@10telco.com.au	0439427893	1
18FIFTY3 GAP RM PTY LTD	Casey Allen	casey@18fifty3gap.com.au	0452827771	0
18FIFTY3 GROUP PTY LIMITED	Ben Suravski	ben@18fifty3.com.au	0477 778 541	0
1PLUMB	Andrew saddler	andrew@1plumb.com.au	0427166443	0
1ST PEOPLE SERVICES	Paris Chen	paris.chen@1stpeople.com.au	0478711146	0
2 RIVERS PTY LTD	Lorraine Fishenden	lorraine@2rivers.com.au	0467688977	0
33 CREATIVE PTY LIMITED	Georgia Cordukes	georgia@33creative.com.au		0

The Aboriginal Supplier Portal makes it easier for procurement officers to find and transact with verified Aboriginal businesses registered with BuyNSW. The solution was built on Microsoft Power Pages, Power Apps Power BI and BuyNSW API Integration.



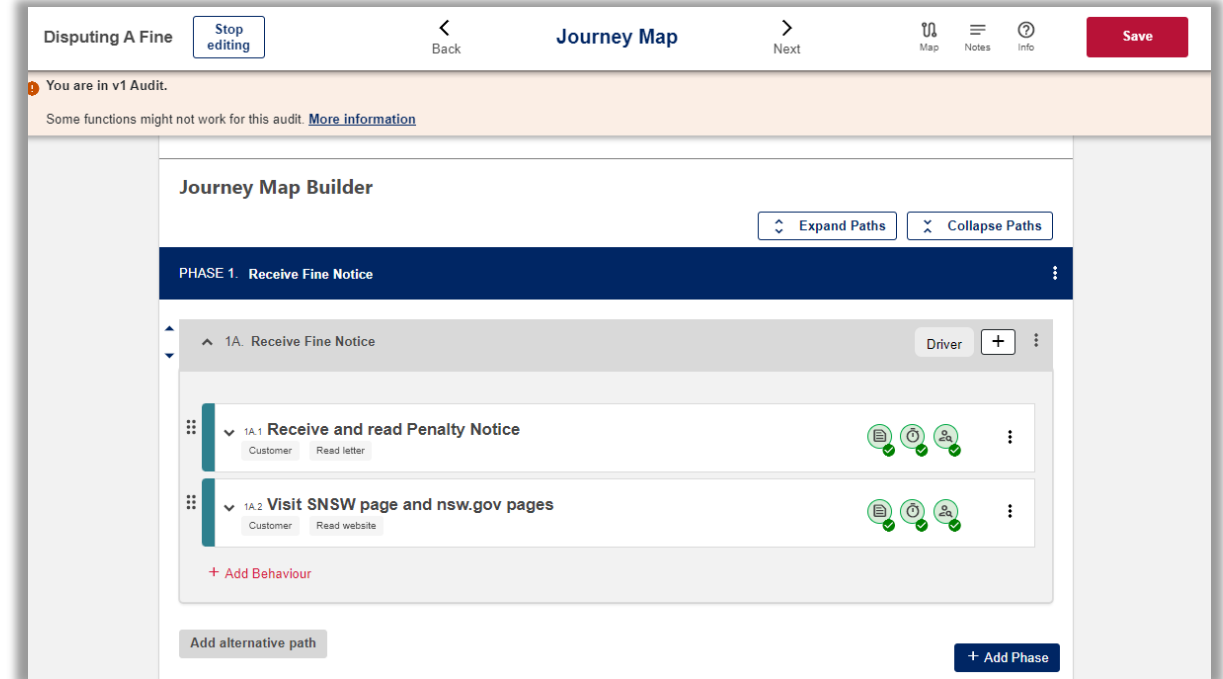
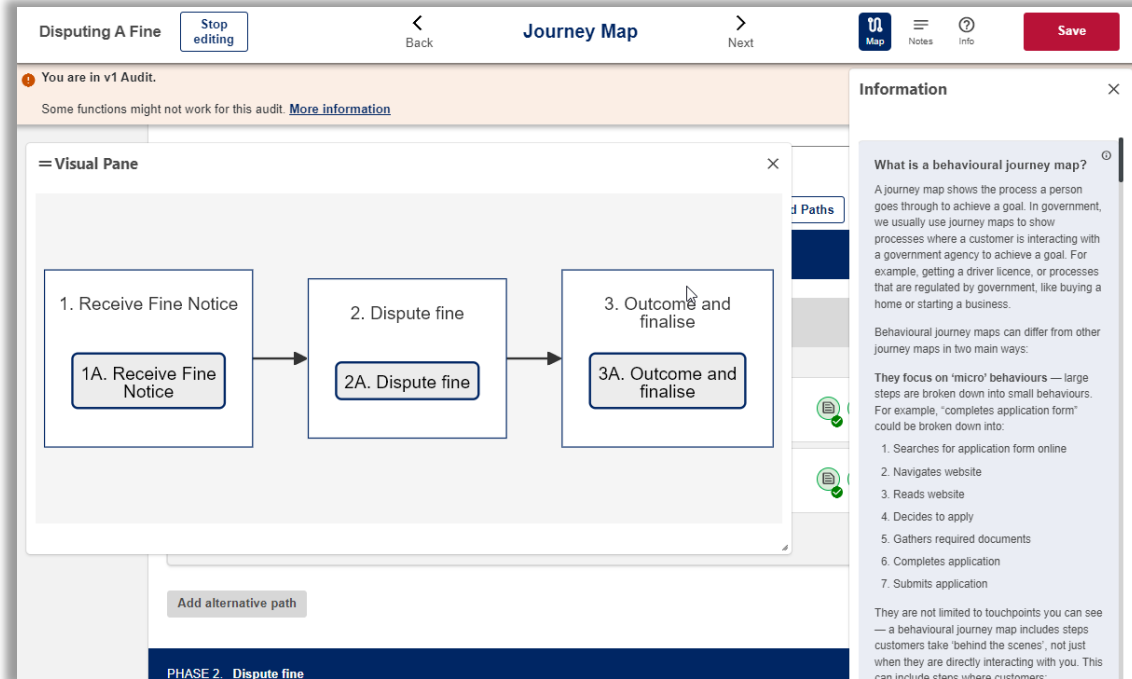
Cotton Australia – Sustainability Supply Chain Portal



Cotton Australia required a public website to showcase their sustainability metrics in a user-friendly format, accessible across all devices. They also needed an efficient way to upload both historical and future data, with a dashboard capable of handling incremental data uploads without causing overhead.



Department of Customer Service NSW – Sludge Finder



The NSW Behavioural Insights Unit wanted to transform their Excel worksheet used in workshops into a dynamic tool with a rich user interface. Initially, these workshops required a facilitator from the Behavioural Unit to manage them. However, they aimed to allow their B2B users to perform self-guided assessments with an intuitive interface assisting them throughout the process. Additionally, they required admin users to have access to all workshop data, while B2B users would only see workshops they were assigned to.



Department of Customer Service NSW – Procurement Help Desk

NSW
GOVERNMENT

HomeMy requests

Home > Plan > Procurement Request for Pipeline

New Request

Parent Division *

Agency Division *

DCS Category *

Title *

Business Partner *

Parent Agency *

Current Supplier Name *

Project Title *

Remaining: 100 characters

A NSW Government website

MenuNSW

DCS Procurement Help Deskv1.0.0

Welcome to DCS
Procurement Help
Desk

The help desk is designed to help you create, manage and streamline all your procurement requests. Select a category to begin creating your request and then navigate through the options tailored to meet your procurement needs.

Generate a Procurement Reference Number

Choose a request category

Plan

Assistance with planning your procurement and developing an effective procurement strategy.

A NSW Government website

MenuNSW

DCS Procurement Help Deskv1.0.0

Plan > Assistance with Procurement Process

New Request

Parent Division *

Agency Division *

DCS Category *

Title *

Remaining: 100 characters

If you have already received advice on this enquiry, please select Yes and the team member who assisted you. *

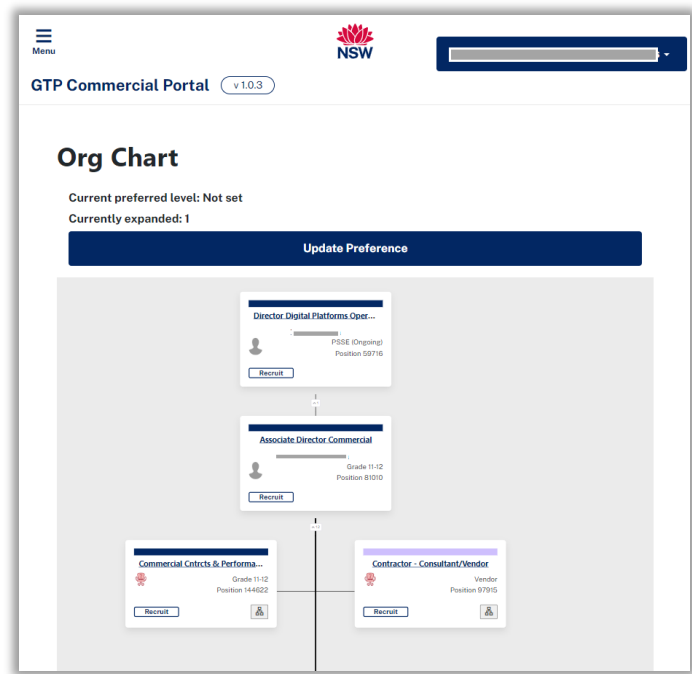
Select

What is your enquiry

Group Technology Platforms required a resource management solution consisting of an admin app and a portal to enable HR and managers to manage their resources. Additionally, they needed a dynamic organisational chart based on data.



Group Technology Platforms – Commercial Portal



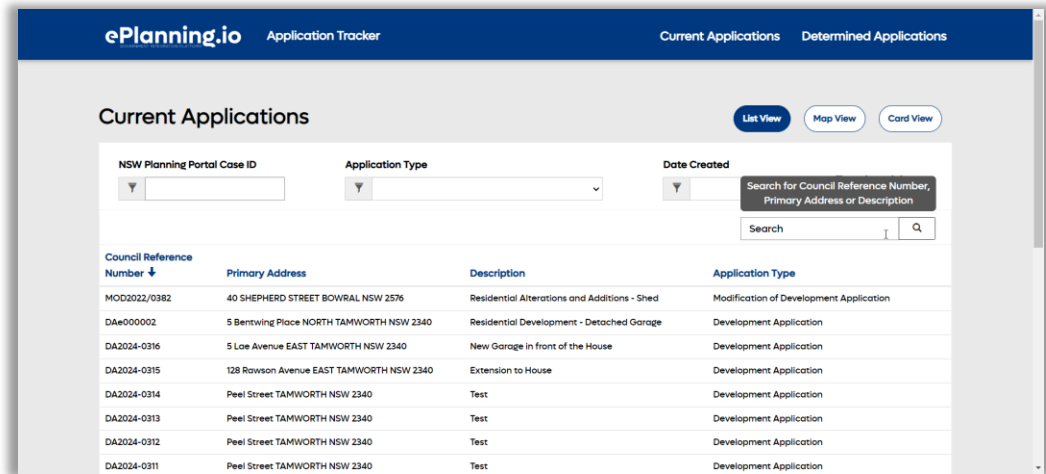
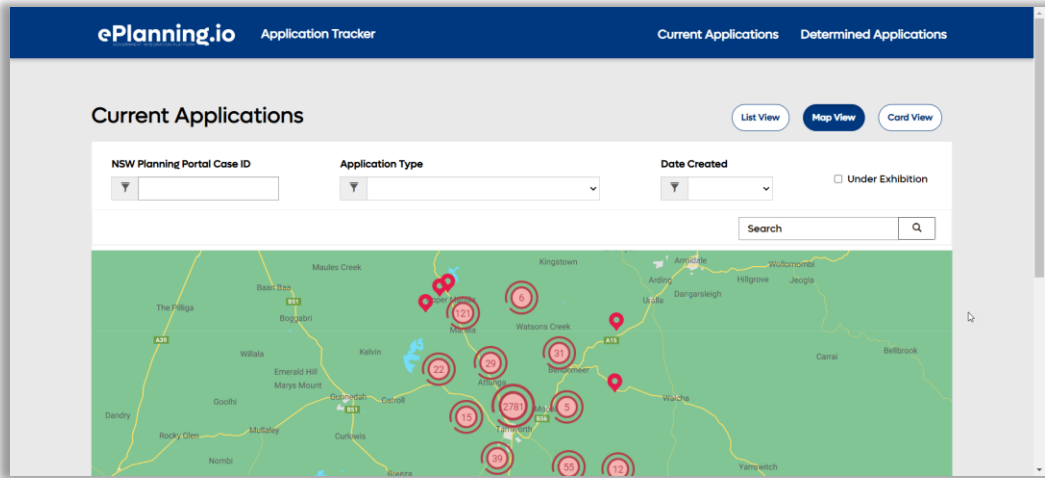
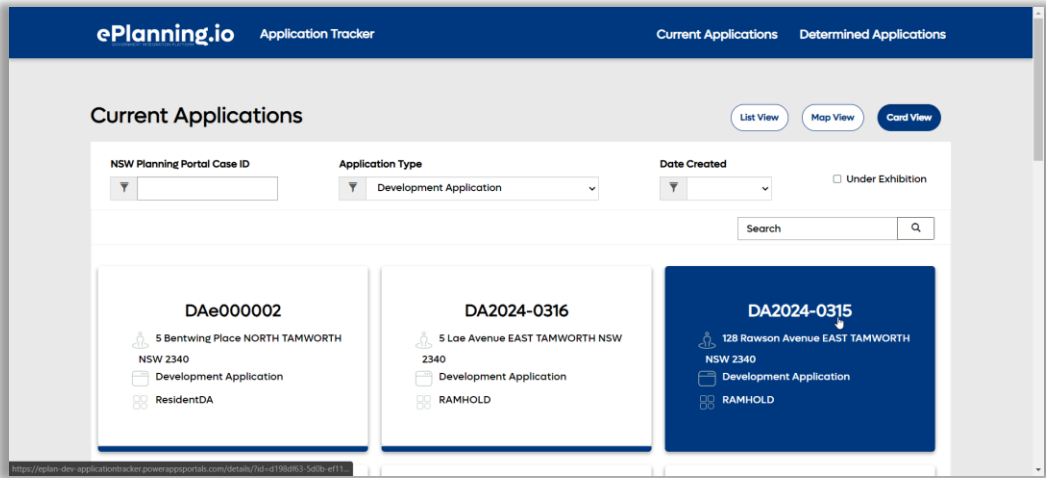
The screenshot shows the 'Requester Information' form in the GTP Commercial Portal. It includes sections for 'Is the Requester an Internal GTP Employee?', 'Requester Government Agency, Department Name & Team Name', 'Select the Requester', 'Employment Type', 'Contractor Extension', 'Start Date', and 'End Date'. Each section contains a dropdown menu or a text input field with a search icon.

Contributions / Disciplines	Required	Consulted Person	Assignee to WO Development	Final Draft Reviewer
Area Leads				
Operation	Empty	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)
Partnerships	Empty	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)
Commercial - Finance	Empty	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)
Commercial - Procurement	Empty	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)
Security and Compliance	Empty	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)
Technical Service	Empty	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)
Product Support	Empty	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)
DNA	Empty	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)
Chapter Leads				
Product Managers	Empty	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)	Search by name (At least 3 characters required)

Group Technology Platforms required a resource management solution consisting of an admin app and a portal to enable HR and managers to manage their resources. Additionally, they needed a dynamic organisational chart based on data.



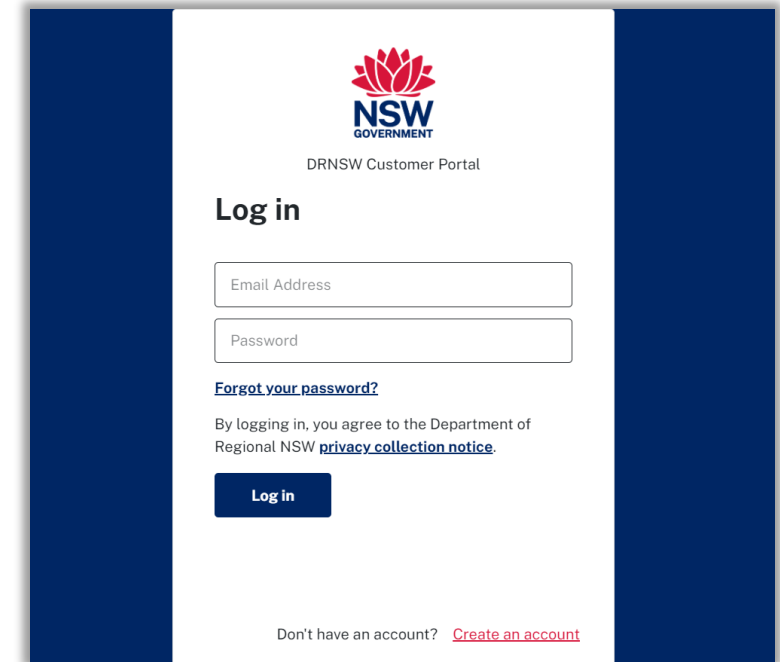
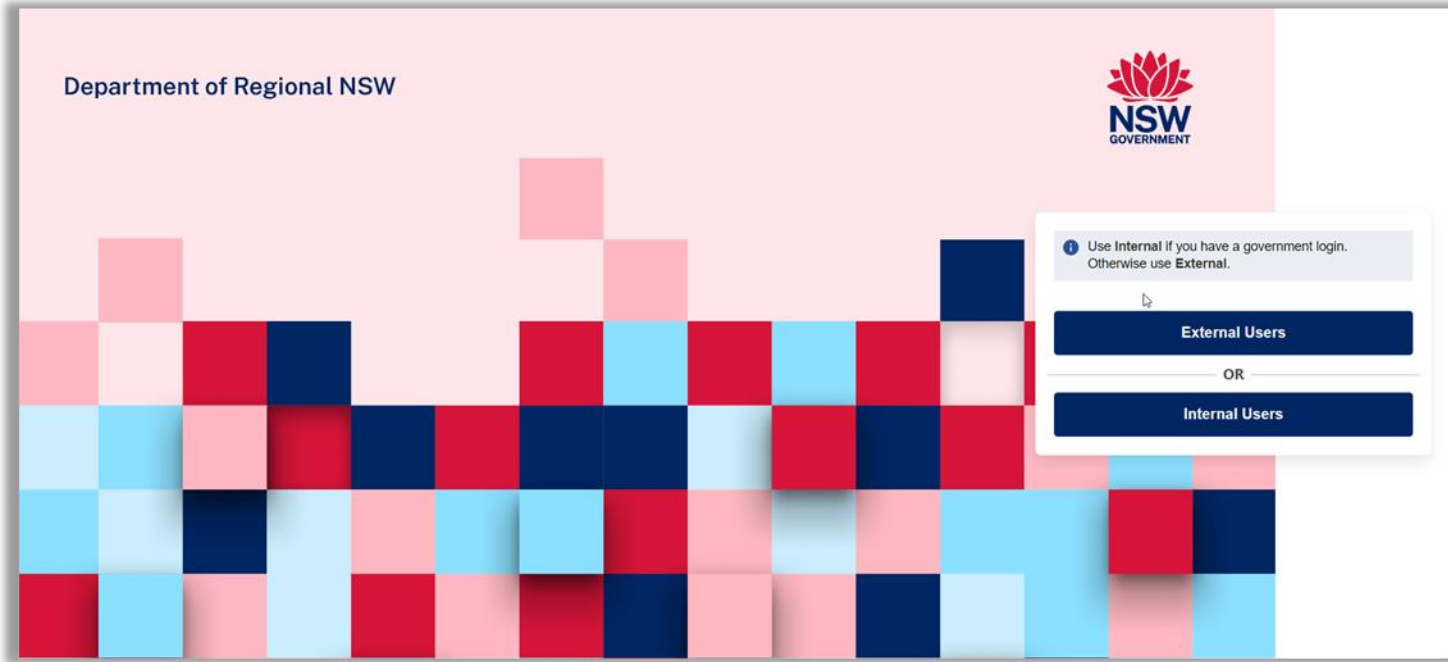
ePlanning.io – Council Application Tracker



By legislation, councils are required to make Development Application (DA) information publicly available online. While some NSW councils have their own solutions to meet this requirement, many prefer a managed solution to reduce the burden on internal staff.



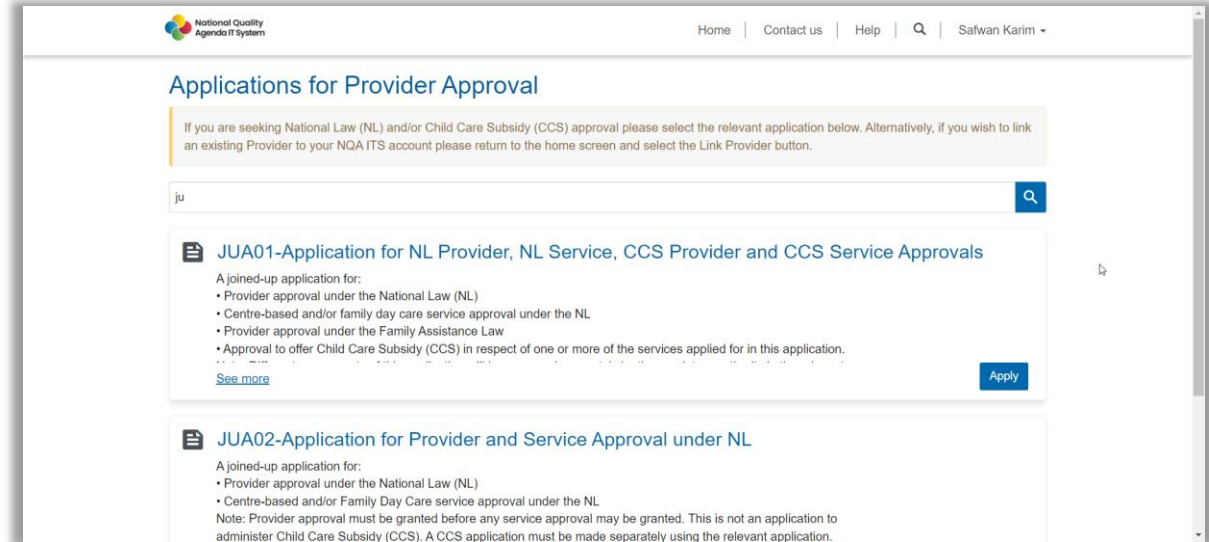
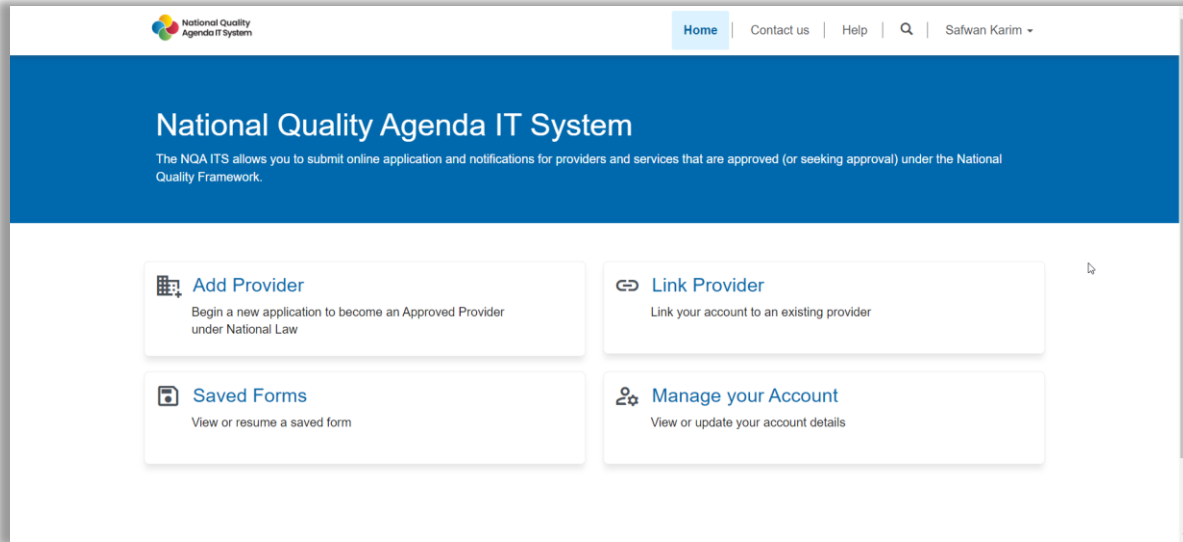
Department of Primary Industries & Regional Development – Customer & Ministerial Portal



By legislation, councils are required to make Development Application (DA) information publicly available online. While some NSW councils have their own solutions to meet this requirement, many prefer a managed solution to reduce the burden on internal staff.



ACEQCA – NQAITS Portal



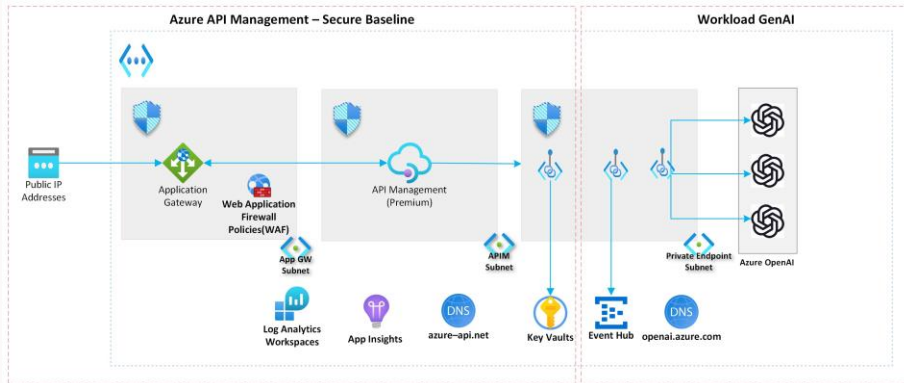
ACECQA approached us to create a reusable D365 portal style that adhered to their brand guidelines and accessibility requirements. They needed a styling solution that would be robust enough to support future pages and forms. Additionally, they requested a custom-styled B2C login page.





QLD Government QChat

Making it easier for business owners get help quicker.



Example Architecture

Addressing challenges such as:

- Data governance & sovereignty risks using OpenAI ChatGPT
- No governance controls in public solutions such as ChatGPT
- QLD did not want to be left behind or a laggard with AI adoption

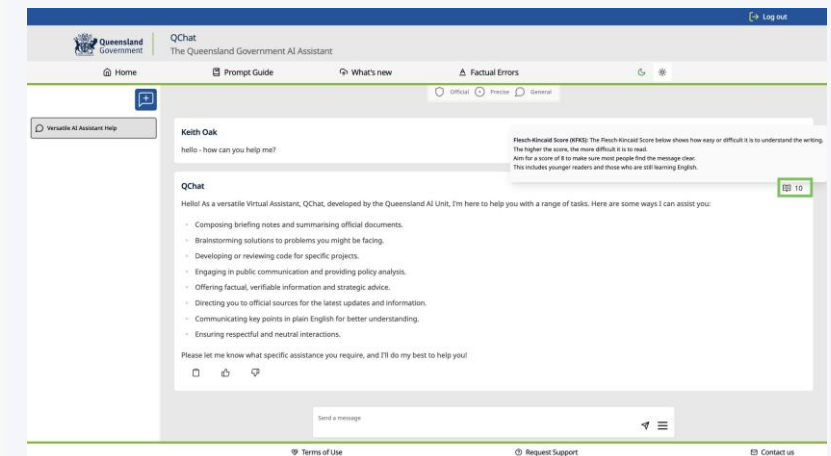


Benefits

- Tight governance controls
- High scalable solution
- Chargeback model for interagency use cases



Solution Snapshot



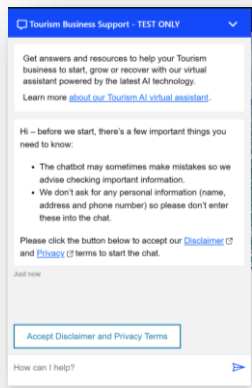
Qchat is QLD the QLD Government AI chat assistant used by all QLD Government agencies. Built leveraging Azure accelerators including chat with your data and Azure AI Landing Zones it provides the QLD Customer & Digital group with a scalable platform to build generative AI solutions on.





QLD Government Tourism Business AI Chatbot

Making it easier for business owners get help quicker.



The Department of Employment, Small Business & Training AI Chatbot solution helps SME organisations find information quicker and easier by bringing together multiple sources information together and present it to the public in a single chat-based solution that saves users from having to search multiple websites to get government assistance to help run their businesses better.

Addressing challenges such as:

- Information spread across multiple websites and knowledge sources
- Time consuming to find information
- Reduces external requests and inbound queries for assistance

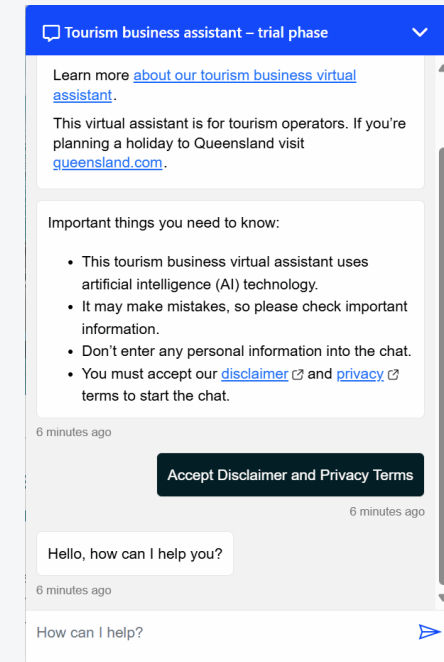


Benefits

- Accelerated information retrieval
- Reduced staff workload
- Seamless integration with existing systems
- Leverages QLD Gov AI Landing Zone



Solution Snapshot



Multi-turn chats and conversation history provide a more natural and seamless experience for users. Integrate website data and SaaS platforms to pull in dynamic information based on user queries.





Utility Invoice Automation

Reducing manual data entry by hours.

Tax Invoice

Account number: [REDACTED]
ABN Number: [REDACTED]
Address: [REDACTED]
SYDNEY, NSW, 2000, AU

Invoice Summary

Tax Invoice Number: 123
Tax Invoice Date: November 5, 2022
PO Number: [REDACTED]
TOTAL AMOUNT DUE ON December 5, 2022: AUD 8,345.89
TOTAL Tax: AUD 758.67

This Tax Invoice is for the billing period October 1 - October 31, 2022
You have selected AUD as your preferred payment currency.

Invoice Summary		
Service Charges (1 USD = 1.680001 AUD)	USD 5,196.39	AUD 8,345.89
Charges	USD 4,723.98	AUD 7,586.72
Net Charges (After Credits/Discounts, excl. Tax)	USD 4,723.98	AUD 7,586.72
Total GST Amount at 10%	USD 472.40	AUD 758.67

Electronic funds transfer details

Manual energy bill invoice entry is a time-consuming activity, particularly for recording energy for emissions reporting. Accelerate Tech have developed an Azure Based AI Forms recognizer solution that leverages the Azure landing zone accelerators with integration to Azure Logic Apps, SharePoint Online, Exchange Online, Dynamics 365 F&O and SAP. This solution is hosted in the Accelerate tenant as a multi-tenancy solution.

Addressing challenges such as:

- Reducing the time it takes to process utility invoices for ESG reporting
- Removing manual data entry so staff can focus on higher value activities
- Saves 17 hours per month



Benefits

- Fast, accurate utility data extraction
- 20+ utility providers and counting
- Human in the loop: Low confidence score invoices trigger an exception process

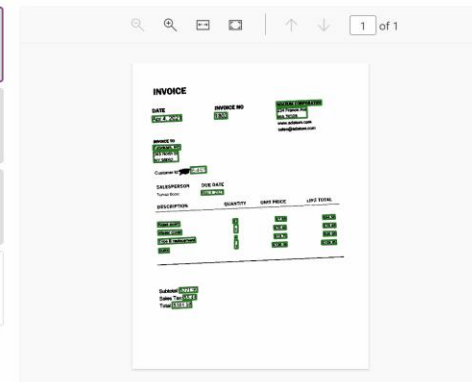


Solution Snapshot

Extract information from invoices

The invoice processing prebuilt AI model extracts key invoice data to help automate the processing of invoices. The invoice processing model is optimized to recognize common invoice elements such as the invoice ID, customer details, ship to, bill to, total, tax, subtotal, line items and more. In addition, the prebuilt invoice model is trained to analyze and return all of the text and tables on the invoice. Check out our [learn module](#) to get started with using an invoice processing model in a flow.

To recognize information that's specific to your business, create a [Document processing custom model](#).



Extracted information

Customer Address
345 North St NY 98052

Customer Address Recipient
Fabrikam, Inc.

Customer Id
8453

Customer Name
Fabrikam, Inc.

Due Date
May 4, 2021

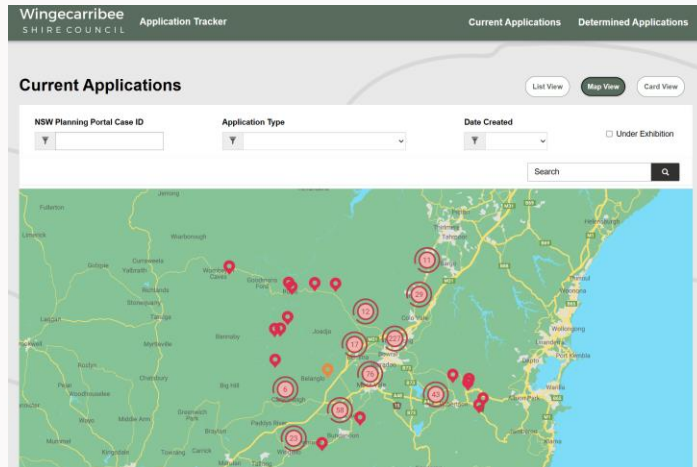
Invoice Date

Automate manual utility invoice processing, use intelligent AI OCR capabilities to read and extract complex information including tables. Integrate the solutions with Teams, approvals and other systems.



Wingercaribee Shire Council - Application Tracker

Improving council to citizen services through modern digital platforms.



The ePlanning.io Application Tracker integrates with the NSW Planning Portal and council property systems to automate data exchange and publishing public development applications. The App Tracker eliminates manual updates, ensuring real-time information availability. Developed on the Microsoft Power Platform. The solution enhances operational efficiency, transparency, and community engagement by allowing citizens to view and submit feedback on planning applications.

Addressing challenges such as:

- Broken data connections
- Staff having to manually update applications
- Poor user experience

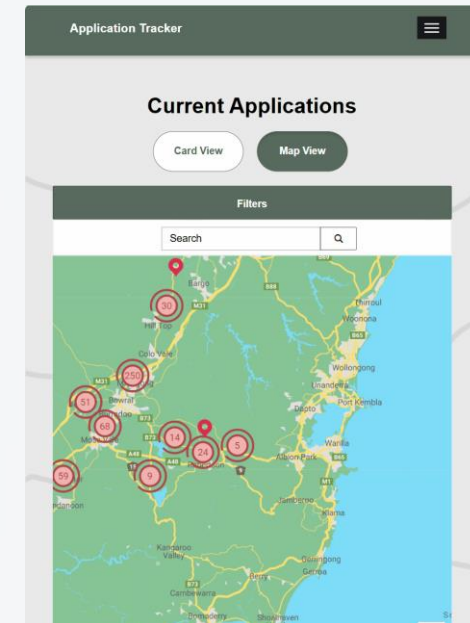


Benefits

- Integrated Portal
- Automatic Data synchronisation
- Automated actions and notifications



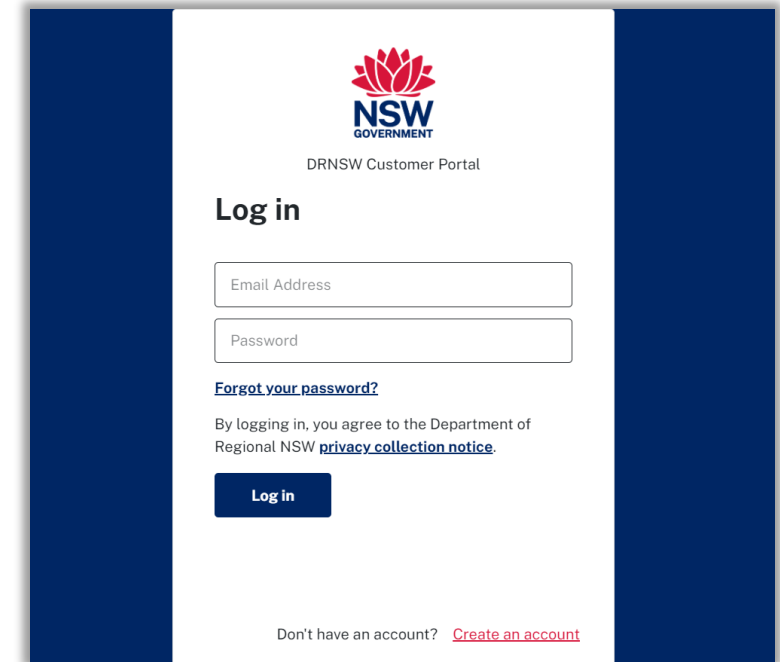
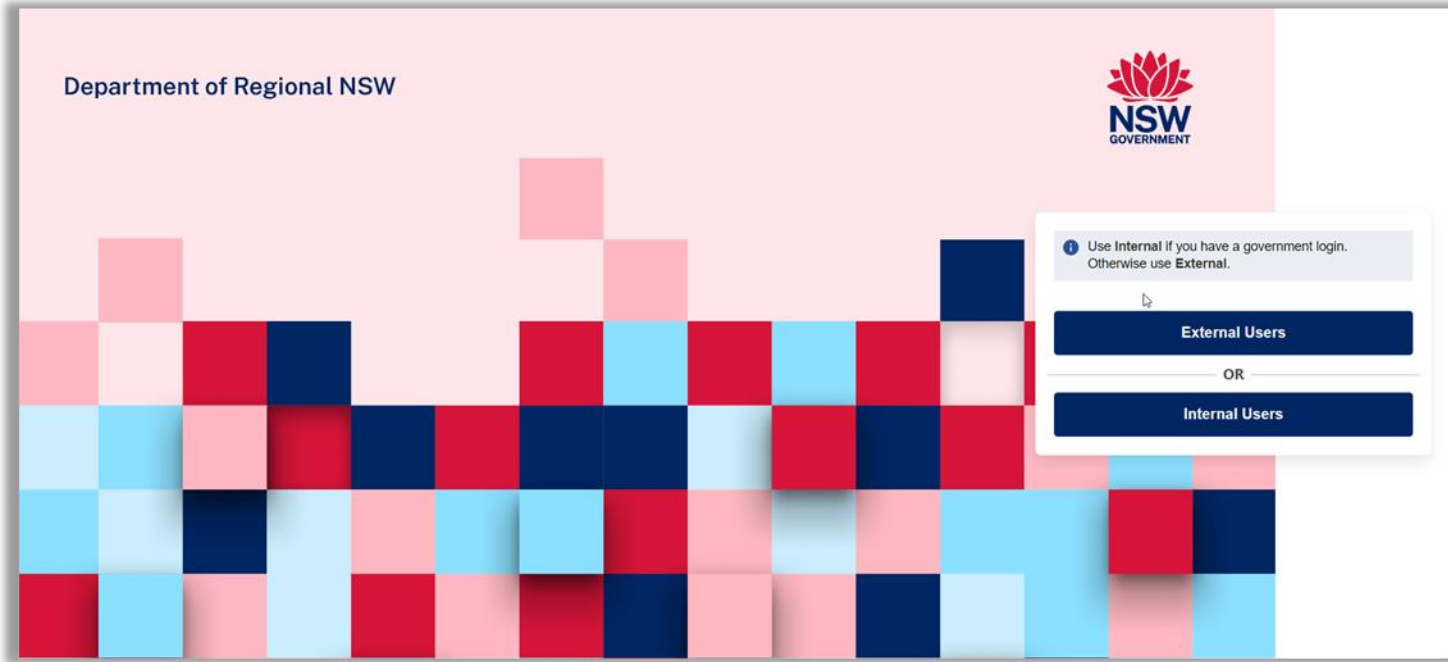
Solution Snapshot



The ePlanning.io App Tracker helps councils better manage their development applications and obligations under NSW Planning exhibition laws. The solution is mobile optimised and integrates seamlessly into councils existing websites. Users can follow applications to receive updates and make submissions in an easy to use, modern web interface.



Department of Primary Industries & Regional Development – Customer & Ministerial Portal



By legislation, councils are required to make Development Application (DA) information publicly available online. While some NSW councils have their own solutions to meet this requirement, many prefer a managed solution to reduce the burden on internal staff.





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