

The Challenge

VicRoads is a statutory corporation within the Victorian State Government of Australia is responsible for maintaining and improving the condition and performance of Victoria's 22,320km of arterial roads and 5095 bridges and major culverts.

They were seeking to develop a strategy that would balance service outcomes, business costs and business risks while delivering best practice customer service to the Victorian community.

Key Points

- Global best practice customer service benchmarking across government and private sector
- Current state assessment and gap analysis
- Developed a people, process, and technology blueprint a future service delivery model
- Developed an implementation strategy and plan to navigate the journey

Our Solution

Over a twelve week period LimeBridge provide this organisation with details of global best practices for customer service across staffed and self service channels in both the government and private sector.

We then analysed trends that would be likely to impact VicRoads over the next few years and completed a high level gap analysis between best practice and current operations.

Based on this analysis we developed a strategy and operating model for future service delivery within VicRoads and a strategic roadmap to implement the new model.

The Results

The strategy and operating model formed the basis for VicRoads operational improvement plan across all of its customer touch points.