



technology

Guide



A simpler path to everyday outcomes.

Supporting students and communities, every step of the way.

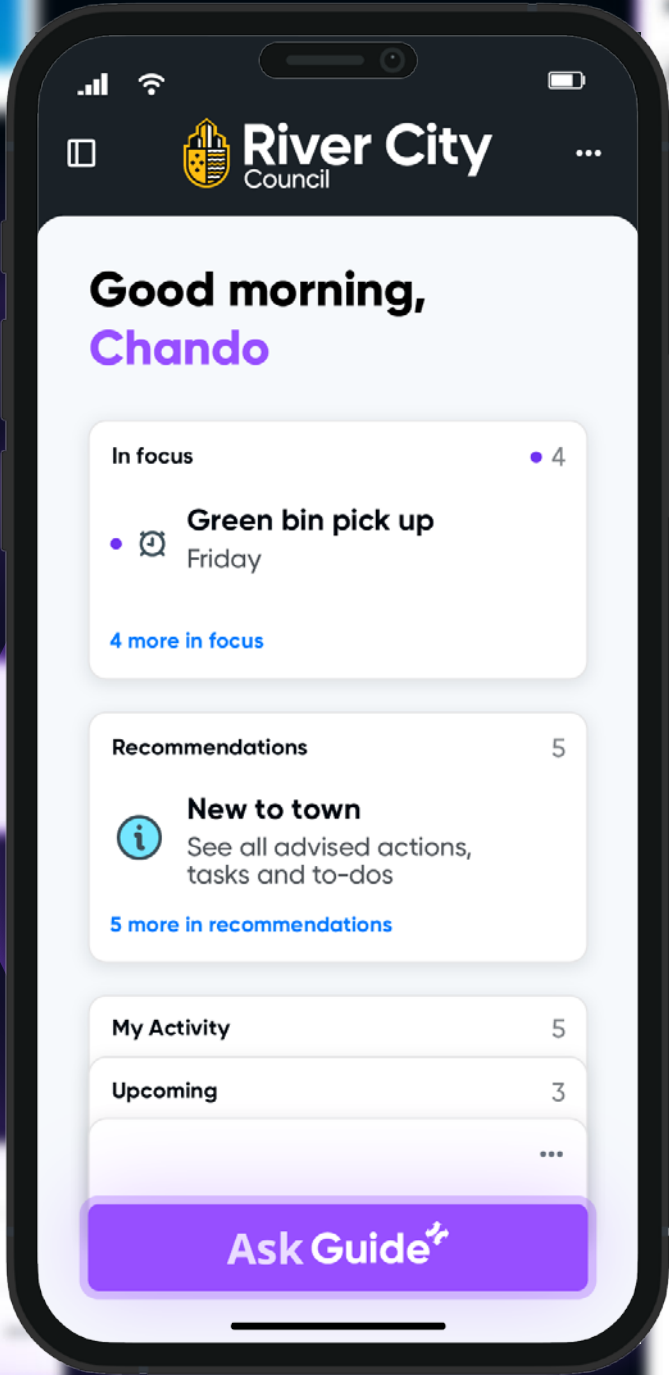
Simple. Fast. Connected. Developed for local government and higher education institutions, Guide puts enterprise intelligence directly into the hands of your communities.

Leveraging the agentic AI capabilities of TechnologyOne Plus, Guide enables students and residents to access essential services, find information, complete tasks and get support through simple, natural language conversations within one single interface.

More than a chatbot, Guide interprets intent, understands

context and takes action, securely connecting to live enterprise data and systems in real time to complete tasks, not just answer questions.

Whether supporting university students or council residents, Guide delivers fast, personalised and seamless digital experiences, available anytime, on any device.



Designed for intelligence. Built for confidence.

Guide is not a surface-level AI tool layered onto existing systems. It is enterprise-grade, agentic intelligence built deep within your core environment – designed to deliver trusted, connected and secure experiences at scale.

Advanced agentic AI

More than a chatbot, Guide uses true agentic AI to interpret intent, anticipate needs and proactively guide actions, understanding users' needs and helping them take the right next step.

Deep ERP integration

Guide connects directly to the TechnologyOne ERP suite and other core systems allowing context-aware, personalised support based on each user's real situation – not generic responses.

A single source of truth

By connecting securely to institutional systems and council data, Guide creates a single, reliable knowledge layer for users. At the same time, organisations gain deeper insight into engagement, demand trends and community needs, enabling better decision-making and continuous improvement over time.

Built on Plus

By extending Plus beyond internal users, Guide allows organisations to unlock the full value of their enterprise systems while delivering clarity, trust and simplicity to the people they serve.

Security by design

Guide is built on TechnologyOne's security by design best practice principles, such as 'the human in the loop'. It is supported by the ISO 42001:2023 certification, the world's first global standard for Artificial Intelligent Management Systems.

New world. New expectations.

Today's digital environment has transformed what people expect from the organisations they interact with – whether that's their university or local council. Students and residents alike now expect digital experiences that are:

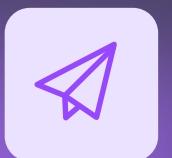
- **Instant and intuitive** – similar to the digital services they use every day.
- **Personalised to their situation** – guidance and support tailored to individual needs, circumstances and interactions.
- **Always available** – accessible 24/7, on any device, with no need to navigate multiple platforms or wait for business hours.
- **Action-oriented** – the ability to complete tasks end-to-end without manual intervention.

At its core, this means simplicity.

Services and support should be easy to find, fast to use and centred around the individual.

People want a single, intuitive place to access information, resolve issues and get things done quickly through self-service – without waiting, repeating themselves or navigating disconnected systems.

What is the Council Tax for 540 Wickham Street|



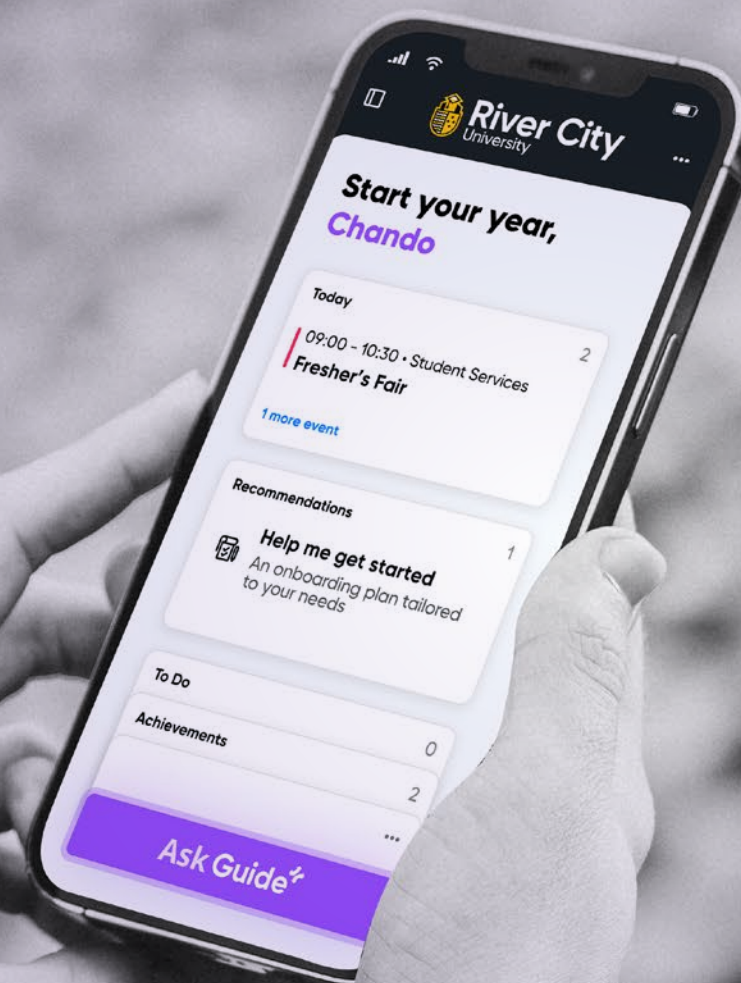
Steering your community through complexity

Guide is a conversational, agentic AI experience that acts as a trusted digital companion for residents and students. It listens, interprets intent and orchestrates actions across enterprise systems to deliver fast, accurate, and personalised support.

Whether it's a resident interacting with council services or a student seeking academic guidance, Guide transforms complex data and processes into clear, human-centred experiences, all through a single intuitive interface.

Guide also helps you to:

- Move from reactive to proactive service delivery
- Reduce administrative burden
- Improve satisfaction and trust
- Gain insight from interaction data
- Deliver more with less



Simpler services. Smarter support. Stronger communities.

Guide removes the friction of navigating multiple complex systems and processes.

Instead of portals, forms and fragmented experiences, users simply ask for what they need, and Guide takes care of the rest.

Guide delivers real value with:

A unified digital entry point

One conversational interface replaces dozens of static forms and portals – making services and support easier to discover and access.

Context-aware interactions

Guide understands individual context by securely connecting to live enterprise data and systems. Residents and students don't just get answers – they get personalised outcomes.

24/7 availability

Support doesn't stop when business hours end. Guide is always on, always accessible, and always responsive – improving satisfaction and reducing peak demand pressures.

Real-time task completion

Guide doesn't just provide information – it orchestrates action and completes task, securely and accurately.

How do I dispose of this



Guide for residents

An extension of TechnologyOne Plus, Guide uses advanced agentic AI to make local government services simple, intuitive, and easily accessible for the whole community.

Through a single interface, residents can interact with council services through simple conversations – helping them find information,

complete tasks, and make decisions without navigating multiple websites, forms, or systems.

From paying Council Tax and checking bin days, to reporting issues and tracking requests, Guide enables residents to ask questions in everyday language and receive instant, trusted answers—removing complexity and

providing clear direction when it's needed most.

The result is an intelligent, conversational, outcome-driven experience that reduces demand on council staff, delivers better outcomes for communities, and enables councils to operate more efficiently.



Personalised guidance. Measurable impact.

Guide delivers a connected resident experience using true agentic AI, deeply integrated with a council's ERP – enabling tailored guidance, proactive support, and real outcomes, not just responses.

Guide isn't a chatbot.

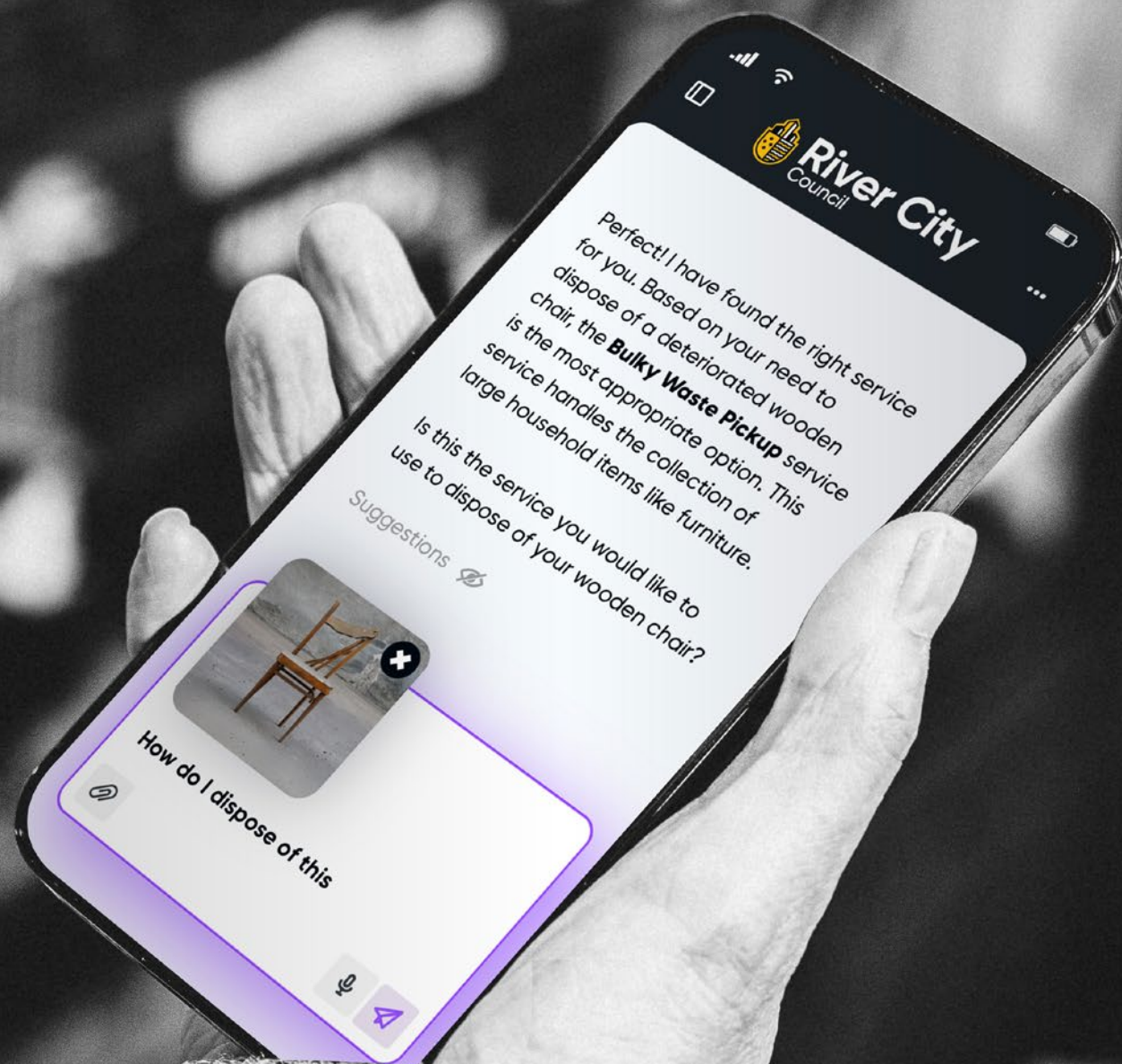
It's agentic AI that understands intent, anticipates needs, and takes action.

Guide:

- Provides a single, trusted entry point across systems, forms, portals and websites, making it easy for residents to find answers and complete tasks quickly
- Translates complex council data into conversational and clear guidance
- Unifies information into a single view for both the community and council
- Uses data across council systems to build a holistic view of each community member, leading to more personalised, proactive and relevant services
- Future-proofs councils for change, whether through reorganisation, amalgamation, or growth
- Reduces friction, confusion and repeat contact for councils and communities

The outcomes are:

- Simpler, faster and more satisfying experiences for residents
- Fewer calls and enquiries to council
- Lower service delivery and operational costs
- Better visibility into community needs
- Staff freed to focus on complex, high-value work
- Increased confidence and trust in council services
- A future-ready digital service



One connected community experience

From fragmented systems to one seamless experience

Guide transforms how residents experience their council – turning fragmented processes into clear, guided interactions that feel simple, human and complete.

Guide provides residents with:

- Natural conversations that remove the need to endlessly search multiple sites, interpret or second-guess
- Clear next steps, not just information
- The ability to complete tasks end-to-end in one interaction
- Guidance that reflects their circumstances and previous interactions
- Certainty that their request has been understood and actioned

Single, trusted source of truth for residents

Residents no longer need to know where information lives. Guide searches for information and delivers it in one conversational interface.

Proactive guidance that reduces future demand

Guide doesn't wait for residents to ask the "right" question. It surfaces relevant information, identifies emerging patterns, and helps them move forward like submitting forms, updating details, or resolving issues within the same interaction.

Future-ready experience through change

As councils modernise systems, evolve services or undergo structural change, the resident experience remains simple, familiar and seamless – regardless of what's happening in the background.

Enterprise-grade governance, security, and data sovereignty

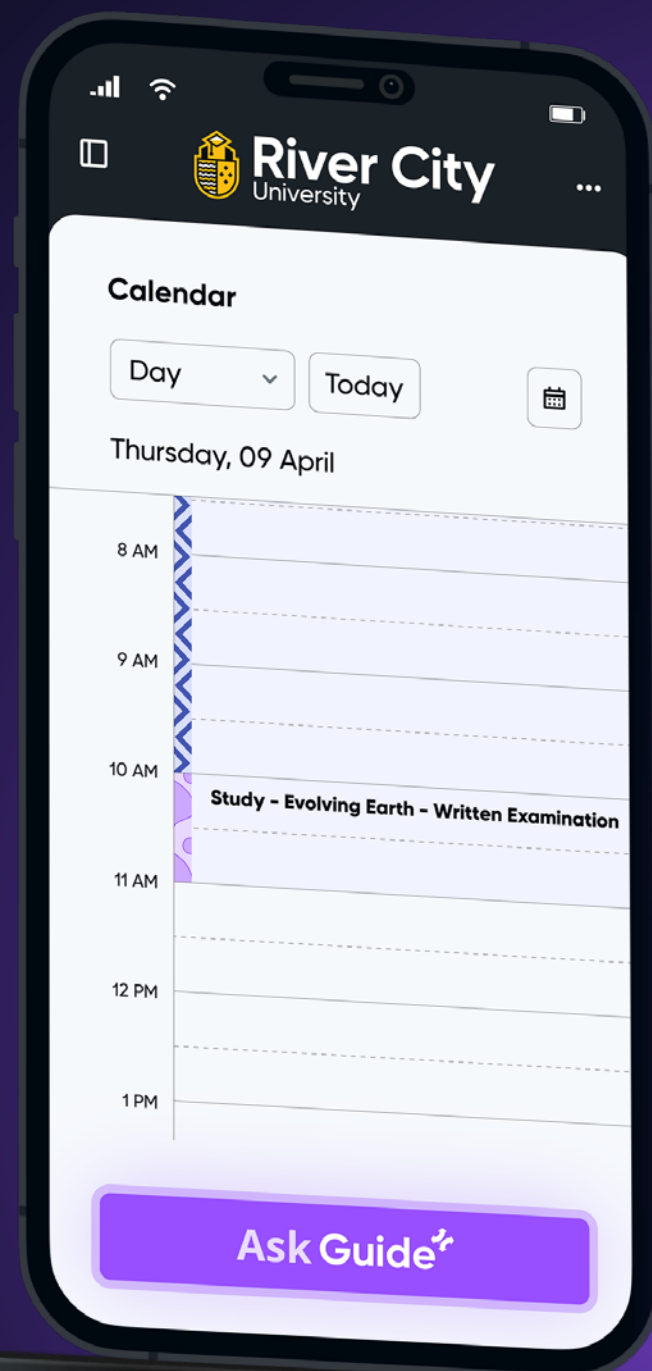
Built on TechnologyOne's secure SaaS foundations, Guide inherits proven compliance, role-based permissions, and governance, ensuring AI-driven interactions align with institutional policy and regulatory requirements.

Guide is a product of an ISO 42001:2023 certified AI management system (AIMS), maintaining its position as the 'Most trusted SaaS platform'.

The framework ensures Guide, among others, has been responsibly developed, designed and deployed to achieve the objectives of safety, fairness, security, privacy, transparency, explainability and accountability.



ISO42001



We solve the complex to simplify life for our community

Since 1987, TechnologyOne has been shaping the future of enterprise software, delivering powerful, mission-critical Software as a Service (SaaS) solutions that empower organisations to deliver better outcomes for their people and communities.

Our deep understanding and engagement with our key markets means we are able to deliver integrated, preconfigured solutions that provide proven practice, streamline implementation and reduce time, cost and risk for our customers.

We are the only company offering true global SaaS solutions, harnessing industry expertise, innovative technology and user-centred design to present unparalleled digital experiences.

Our global software enables our customers to embrace the digital revolution and an exciting new world of possibilities in a cloud-first, mobile-first world.

Over 1,300 companies, government departments, councils and higher education institutions across the globe are supported by TechnologyOne solutions.

Future-proof your organisation with a true SaaS solution

Reinvent your system in a way no legacy software can – Software as a Service (SaaS) leverages the latest technology to deliver speed, security and scalability for your community.

SaaS delivers a mission-critical solution that empowers your organisation to provide compelling digital experiences – on any device, anywhere, at any time.

Only through the power of SaaS can your organisation embrace cutting-edge simplicity that offers a single source of truth and ensures your systems are guarded with defence-level security.

With continual upgrades, including two yearly major releases and weekly patches, empower your community with a best-in-class solution in an ever-changing environment.

Security standard		
IRAP (OFFICIAL)	✓	
IRAP (PROTECTED)	✓	
NZ IRD SPS 13/01	✓	
ISO/IEC 27001:2013	✓	
ISO/IEC 27017:2015	✓	
ISO/IEC 27018:2014	✓	
ISAE 3402 SOC1	✓	
AT-C 205 SOC2	✓	
AT-C 205 SOC3	✓	
SSAE 18	✓	
Cyber Essentials Plus (UK)	✓	
Gov.uk	✓	
PCI DSS 3.2 SAQ-D	✓	

The highest level of cyber security

Secure your digital environment and reputation against threats with stringent protection across your systems.

Through the power of SaaS, continuous and automatic upgrades ensure your organisation has the latest protection against emerging threats.

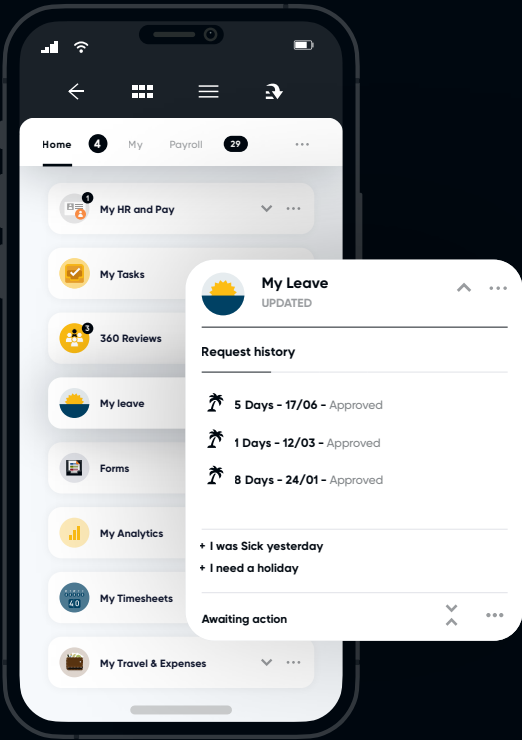
TechnologyOne is an industry-leader in cyber security, with the above security compliance certificates.

Our ~~code~~ no-code configuration

Tailor our solution for your specific needs with no programming or coding required.

Discover deep functionality for your organisation through an application that adapts to suit your unique needs. CiA is designed to seamlessly integrate with your systems to deliver an interconnected and unparalleled user experience.

Unleash streamlined functionality and cutting-edge efficiency for your organisation with faster time to value.

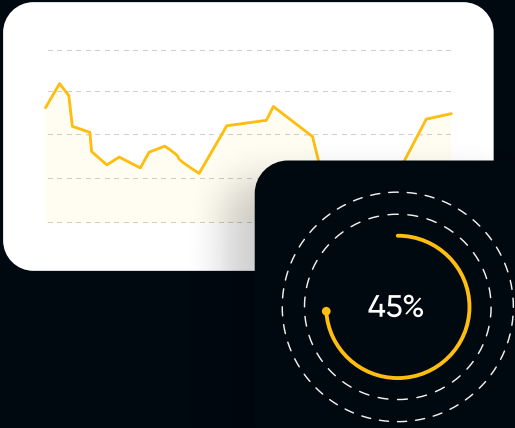


Real-time dashboards

Organisations must make strategic decisions to future-proof and give themselves a competitive edge.

Thrive in the face of challenges with dashboards that integrate and streamline real-time data to inform future spending and strategic decision-making.

Empower your organisation by improving efficiencies and eliminating manual and duplicated processes, reducing costs and empowering your staff to focus on your community.



SaaS+

With SaaS+ TechnologyOne, delivers an end-to-end, customer-centric solution so you can focus on serving your community.

Maximising our 'Power of One' promise, we're leveraging our unique domain expertise and taking full responsibility for the whole solution experience - reducing risk and saving you time and money.

One plan, one price, one point of call. SaaS+ delivers:

- An all-inclusive offering tailored to the industries we serve.
- All aspects of TechnologyOne's enterprise solution.
- A single yearly fee covering all costs to implement, run, support and upgrade the solution.

Why SaaS+?

SaaS+ is designed to help solve the three greatest impediments to digital transformation: time-to-value, cost, and complexity. It provides customers with a one-stop-shop, reducing much of the complexity, duplication and risk traditionally involved in ERP projects.

TechnologyOne takes complete responsibility for building, marketing, selling, implementing, supporting and running our enterprise solution for each customer, to guarantee long-term success.

SaaS+ provides:

- Quantified scope, outcome and approach
- Improved time-to-value – faster ROI
- Reduced project and organisational risk
- Platform for growth and business efficiency gains
- Accelerated path to a continuous improvement model



Our people

At TechnologyOne, we believe in fostering a culture of innovation, creativity, and collaboration, and have created an environment that allows our people to thrive. This culture is built into the fabric of our business, driving high performance, and underpinning our success.

Our global team of more than 1,300 passionate individuals forms the backbone of our operations. At the heart of our workforce are our more than 400 developers, powering one of the largest Australian-owned Research and Development (R&D)

centres for enterprise software. In addition to our R&D centres in Brisbane and Perth, we have offshore centres in Indonesia and Vietnam, extending our capabilities to better support our customers and products.

Our developers are leaders in their field who challenge conventional thinking and go beyond the traditional realms of development methodology.

Driven by a commitment to solving complex business problems for our customers, our team has delivered

a massively broad and deep global SaaS ERP solution, competing and triumphing against multinational giants with tens of thousands of staff.

Our customers are our true north guiding the decisions we make, the people we employ and the processes we create. We continue to invest in our Compelling Customer Experience program, which gives our people the ongoing training and support they need to deliver outstanding customer experiences.

technology¹

**Making life simple
for our community**

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Making life simple for our community **21**



technology¹

About TechnologyOne

TechnologyOne is a global Software as a Service (SaaS) company. Founded in Australia, we have offices across six countries. Our enterprise SaaS solution transforms business and makes life simple for our customers by providing powerful, deeply integrated enterprise software that is incredibly easy to use. Over 1,300 leading corporations, government departments and statutory authorities are powered by our software.

Our global SaaS solution provides deep functionality for the markets we serve, including local government and higher education in the UK. For these markets we invest significant funds each year in R&D. We also take complete responsibility to market, sell, implement, support and run our solutions for our customers, which reduce time, cost and risk.

Ready to learn more?

Technology¹.co.uk