



CITADEL GROUP MEDIA RELEASE

Victoria University and Campbelltown City Council Move to Citadel Content Management as a Service (CMaaS)

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With more than 39,000 students across 6 campuses and 4500 staff, Victoria University (VU) ICT expenditure exceeds \$47 million annually. Campbelltown City Council (CCC) is a leader in Local Government with a forward-thinking approach and has over 700 staff across New South Wales.

CCC and VU are implementing Citadel's Secure Content Management-as-a-Service solution (CMaaS), [Citadel-IX](#), across their organisations to effectively manage their information. This solution includes the implementation of Content Manager (CM), which offers world-class physical and electronic document and records management capabilities. CM is the electronic document and records management system (eDRMS) of choice for all levels of government across Australia.

In 2019 a Request for Tender (RFT) was issued by CCC seeking an eDRMS software solution. They required a scalable solution that was mobile-friendly, easily accessible, and provided full integration capabilities with multiple Council systems and business processes. The solution is compliant with The State Records Act 1998 (NSW) and be ISO 27001 (Information Security Management) certified.

In 2019 an RFT was issued by Victoria University to implement a suitable eDRMS to replace the existing RM software system and ensure compliance with VU's regulatory and statutory obligations under the Public Record Act 1973. Key requirements of the new solution were to provide University staff with a user-friendly system which can integrate with core University Line of Business applications; streamlining their daily operations in effectively managing and preserving University records.

Both organisations have adopted a "cloud-first" strategy and were seeking to migrate existing information to a Secure CMaaS solution to replace legacy applications. Citadel is pleased to be working closely with CCC and VU to meet their information management requirements moving into the future, through 5-year managed services contracts.

Stewart Hollingdrake, Head of Business Development at The Citadel Group Limited, said, "The Council and University wanted to focus on their business operations and engage a partner that could manage their information effectively in a secure, managed and fully accessible way. The solution being implemented across each site will ensure full records compliance with Service Level Agreements that provide clear, measurable performance indicators."



Citadel's team of cloud and information management specialists provide expert advice and support throughout the projects. In addition to implementation services, Citadel will provide ongoing maintenance and support for the end to end solution (both application and infrastructure), full Disaster-Recovery services with advanced data loss protections.

Citadel CEO Mark McConnell said "We are proud to be working with CCC and VU to transform the way they manage their information. Citadel-IX is a leading solution which provides security, scalability and flexibility for organisations of all sizes."

The Citadel Group was recognised as 'Micro Focus Partner of the Year for Cloud Innovation' at Micro Focus Realize 2019. This award reflects the growing success of the Citadel-IX platform – the world's first (and only) ISO27001 certified (end-to-end), cloud hosted Content Manager-as-a-Service solution.

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About The Citadel Group

Citadel is an enterprise software and services company. We specialise in managing information in complex environments through integrating know-how, systems and people to provide information on an anywhere-anytime basis. We are a leader in the development and delivery of managed technology solutions.