



## Colchester City Council drives efficiency by migrating to iManage Cloud for managing the LLPG

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**Kelly Canham**  
Information Analyst  
Colchester City Council

### Overview

Serving over 194,000 residents from the historic city of Colchester to West Mersea, Wivenhoe, and surrounding rural areas, Colchester City Council (CC) is committed to delivering superior services in the face of tightening budgets. As local authorities across the UK grapple with the dual pressures of enhancing service delivery and maintaining fiscal discipline, Colchester CC has responded proactively by embracing digital transformation.

In 2016, the Council recognised the potential of cloud migration to significantly reduce infrastructure, maintenance, and specialist staffing costs. With this strategic foresight, Colchester CC set the stage for a comprehensive digital overhaul. The migration to cloud-based systems has almost reached its culmination with an imminent replacement of the final legacy systems, positioning the Council to fully capitalise on the efficiencies of its new IT infrastructure.

### From desktop to cloud: a seamless transition to iManage Cloud for the LLPG

Since 2018, Colchester CC has utilised Idox's iManage Gazetteer Management System (GMS) to manage its Local Land and Property Gazetteer (LLPG). Under the stewardship of dedicated custodians Kelly Canham and Rachel Eley, the Council has consistently ensured the LLPG remains the highest-quality of master source address data, earning the coveted Platinum status from GeoPlace — the central hub for address data validation in Great Britain.

Despite the success of iManage's desktop version, Colchester CC recognised the advantages of moving the LLPG to the cloud. “While iManage desktop served us well, our IT strategy is firmly aligned with a cloud-first approach,” said Kelly Canham, Information Analyst, Colchester City Council. “We’re proud to be one of the first councils to migrate to **iManage Cloud**, and the benefits are already evident.”





### Enhanced efficiency with iManage Cloud

The migration to iManage Cloud has proven to be a game-changer for Colchester CC.

“One of the standout features is multi-editing, which has dramatically reduced the time spent updating records. Now, we can update entire batches of addresses in one go, instead of making individual changes,” Kelly Canham explained. “Additionally, the ‘plot to postal’ functionality has been invaluable. When managing large-scale developments—such as a 200-plot site across four streets—we can assign postcodes and other address attributes in bulk, ensuring speed and accuracy.”

iManage Cloud’s customer-driven design, developed in close collaboration with users, has made the system intuitive and easy to navigate. Redundant steps have been eliminated, therefore simplifying processes. For instance, users can now modify and save records without needing to click an “edit” button, resulting in a more streamlined experience.

The platform’s wizard-driven workflows and templates empower all team members, regardless of experience, to navigate the system seamlessly. When errors occur, a clear error message appears, guiding users on how to correct them before saving the data.

### Intuitive allocation of BLPU classifications

An area of particular improvement in iManage Cloud is the allocation and management of Basic Land and Property Units (BLPUs). Rachel Eley, Information Analyst, Colchester CC, emphasised: “The process of allocating BLPU classification has become far more user-friendly. Previously, we had to recall specific codes or know which category the BLPU classification was in, but now, if you’re not familiar with the codes or categories, you can type a keyword like ‘land’ and the system will present a list of possible BLPU classifications along with their codes and descriptions. This saves a significant amount of time and reduces the potential for errors.”

When asked about the most valuable benefits of the migration to iManage Cloud, Rachel Eley highlighted several key advantages: “The transition has been an integral part of our cloud strategy, and the system’s intuitive design makes it incredibly easy to use — especially for new team members. The multi-edit and plot-to-postal features have not only saved time but also minimised human error. We’re excited about the continued evolution of iManage Cloud and the new features that will further enhance our operations.”

### Driving data integration and improved outcomes

Colchester CC’s ICT strategy is grounded in the principle of “record data once, use many times.” The LLPG, now managed within iManage Cloud, serves as the single authoritative source for address data that integrates with various other Council systems. Thanks to the efforts of the Address Custodians, the LLPG has become a critical asset for other departments, delivering platinum-quality data that drives improved outcomes across the board.

Colchester CC has achieved a remarkable system integration score of 8.3/10, significantly outperforming the national average of 6.9/10 as measured by **GeoPlace’s system integration tool**. This high level of integration allows for greater data accuracy and more efficient service delivery.

One example of this integrated approach is the waste management department’s use of the LLPG. By ensuring that businesses are accurately classified via the BLPU classifications, the waste team is better equipped to track and charge for food waste services. Relevant data is fed back into the LLPG from services, ensuring continuous improvement in both data quality and service accuracy, which ultimately increases revenue potential.

### A future-focused strategy for success

As part of its ongoing IT strategy, Colchester City Council continues to embrace cutting-edge technologies that deliver even greater efficiencies and service enhancements. With its successful migration to iManage Cloud, the Council has positioned itself as a leader in local government digital transformation.

For councils looking to modernise their systems and embrace a cloud-first approach, Colchester CC’s experience with iManage Cloud offers a proven roadmap for success.

**Call us now on 0333 011 1200 or email [marketing@idoxgroup.com](mailto:marketing@idoxgroup.com) to find out more about migrating your LLPG/LSG to iManage Cloud.**

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