

Auckland Council and Lygon partner on a pilot project, successfully identifying a way to transform Council’s bank guarantee process.



The successful project gave Auckland Council the opportunity to harness emerging technologies and ensure equitable access to high quality digital services.

The Challenge

Auckland Council is the local authority for New Zealand’s most populous city, with their decisions impacting over 1.65 million people.

As part of its commitment to the environment, Council has ambitious environmental plans and strategies to position Auckland as a city at the forefront of sustainability practices. They highlight opportunity and prosperity as key objectives in their “Auckland Plan 2050,” calling out innovation as a way to achieve this.

Auckland Council identified their “offline” bank guarantee process as ineffective, and a hindrance to their strategies and environmental goals due to the reliance on paper.

Council handles many performance guarantees for large-scale projects in the city of Auckland, resulting in significant amounts of paper contracts that are manually stored and delivered between parties.

Auckland Council and Lygon collaborated to see how digitisation could improve Council’s environmental output and streamline their guarantee process.

Auckland Council's pilot with Lygon makes them the first Council in New Zealand to trial digital bank guarantees.



We are keen to know how this develops, and the time frame expected to move to standardised digital terms that are acceptable and enforceable in NZ. Thank you Lygon for involving us.”

Russell Vaurasi,
Manager P2P and Compliance,
Auckland Council

The Solution

Lygon worked closely with Auckland Council on a pilot project to introduce the Lygon Arc platform to their operations. The project aimed to revamp a tedious, time-consuming process, but one that is a critical function within the organisation.

The partnership allowed Lygon to understand the processes that Auckland Council had in place, using the collaborative technical expertise to discover ways in which digitisation can create multiple benefits for Council and their clients.

The Results

The project was a success, as Auckland Council identified a more sustainable and efficient practice for their bank guarantee process.

The switch to a digital way of processing bank guarantees is a welcome change to Auckland Council, who found it “much more accessible than their current offline process.”

Council's team were delighted with “how easy it was to get started” and praised the usability of the platform. Auckland Council would “100%” look to utilise the product and replace their existing processes when it goes live in New Zealand.

The project success and implementation of the Lygon Arc platform will allow Auckland Council to take a bold step towards meeting their “Auckland Plan 2050” objectives.