

Case Study

Yass Valley Council



The Challenge

Yass Valley Council recognised that in order to achieve greater efficiency and meet the increasingly high service expectations of its community, it needed to be more progressive and fully embrace change. As part of this commitment to change, Council decided to replace its existing business systems and partner with a vendor who could demonstrate a real commitment to the local government industry and who fully understood the challenges faced by smaller councils.

The Solution

Yass Valley has chosen to implement the MAGIQ Enterprise Suite of financial administration and council management systems. Council has implemented the MAGIQ Documents system and will also implement the MAGIQ Performance Suite to improve the efficiency of Council's strategic, operational and statutory reporting processes.

The Benefits

The MAGIQ Enterprise business systems will help Council to efficiently meet its industry legislative and compliance requirements. The new systems will also deliver a greater level of accountability and transparency across the organisation to pro-actively support improved business decision-making and customer service.

About

Yass Valley Council

162 staff members

16,500+ residents

3,999 km²

\$102m annual expenditure

Yass Valley is around 280 km south-west of Sydney and 60 km from Canberra. The main service town is Yass, with the towns and villages of Murrumbateman, Binalong, Bookham, Bowning, Gundaroo, Sutton and Wee Jasper supporting the outlying areas.

Yass Valley is renowned for its production of fine merino wool and in recent years many new agricultural industries have emerged in the region including wine, alpaca studs, olives and berries.

Solution

MAGIQ Enterprise

“At the end of the day it’s all about resources. For smaller councils in particular, our resources are limited, however we still need to meet the legislative and compliance requirements of our industry. So we need to work smarter and we’re confident MAGIQ is going to help us achieve that.”

Sharon Hutch, Director of Finance and Corporate

Yass Valley Council located in the beautiful Southern Tablelands of New South Wales and bordering Canberra the national’s capital, has chosen to implement the MAGIQ Enterprise council management system to achieve greater efficiency and productivity, and deliver better outcomes for its community.

MAGIQ Enterprise is a fully web-based, cloud deliverable suite of financial administration and council management systems. The product suite features comprehensive Finance, Payroll, Regulatory & Compliance, Revenue & Property, Community Engagement and Human Resources systems.

Council’s decision to implement new business systems was driven by dissatisfaction with the customer service and product development provided by its existing vendor; leading to a lack of confidence in the vendor’s ability to meet Council’s future business needs.

“As an organisation we’ve recognised that we need to be progressive and fully embrace change in order to achieve best practice and meet our community’s increasingly high service expectations,” said Sharon Hutch, Director of Finance and Corporate, Yass Valley Council.

“In selecting a business systems vendor we were looking for a similar commitment to best practice and innovation. We’re confident MAGIQ Software is the right vendor for Yass Valley.”

Yass Valley Council has used the MAGIQ Documents software suite for several years and staff were impressed with both MAGIQ Software’s customer service, and their commitment to delivering continual improvements to the product.

Sharon says this positive experience provided the initial motivation for Council to consider extending their business relationship with MAGIQ Software and to exploring MAGIQ Enterprise as a viable systems alternative.

“We were looking for a vendor who could demonstrate a real commitment to our industry and who also understood the challenges faced by smaller councils,” said Sharon.

“As part of our evaluation process we had conversations with a number of councils that have implemented MAGIQ Enterprise and we could see a clear alignment between our customer service expectations and the service culture that MAGIQ has developed within its business.”

In terms of functionality, we undertook detailed product demonstrations and our staff were able to satisfy themselves that MAGIQ Enterprise does everything they need to do.”

The Yass Valley region has a higher than average level of education and civic awareness; a factor of its proximity to Canberra. Ultimately this presents Council with the challenge of meeting a very high demand for service and information.

“We have an organisation-wide commitment to being completely transparent with our community, and that means we need to be able to easily access accurate and up-to-date information. Achieving that level of accountability and transparency requires us to have effective business systems, and we believe MAGIQ will definitely help us to achieve this.”

Sharon fully appreciates that implementing new systems is a significant challenge, however she and her team are all very enthusiastic and highly motivated to undertake the change.

“We’re incredibly excited to be the first council in NSW to implement MAGIQ Enterprise. We see this as a fantastic opportunity for all of our stakeholders; our community, our staff and our elected representatives.

“Frankly there has been a real lack of viable alternative system options available and we see MAGIQ Software presenting an enormous opportunity for the local government industry, particularly for smaller councils like Yass Valley,” said Sharon.

Council will also implement the MAGIQ Performance Suite of Budgeting, Reporting and Analytics and Strategic Planning software and Sharon sees this as an exciting initiative that will improve the efficiency of Council’s strategic, operational and statutory reporting processes.

Sharon points to the NSW Integrated Planning and Reporting (IPR) framework as an example of where she can see clear efficiency and productivity gains.

“It’s imperative that Council comply with these requirements, however again it comes back to our available resources. I’m really looking forward to exploring how we can use MAGIQ Performance to help us significantly improve business efficiency in this area. This is an area of great interest to me and I can see real potential for other councils to also benefit from what Yass Valley achieves with MAGIQ.”

“At the end of the day it’s all about resources,” says Sharon. “For smaller councils in particular, our resources are limited, however we still need to meet the legislative and compliance requirements of our industry. So we need to work smarter and we’re confident MAGIQ is going to help us achieve that.”

About MAGIQ Software

MAGIQ Software is an Australian and New Zealand based software business providing financial and administration software for the Public and Social Sectors. The MAGIQ Software platform includes the MAGIQ Enterprise, MAGIQ Performance and MAGIQ Documents Suites. The business has more than 480 customers throughout Australia, New Zealand, the USA, the UK, Singapore and South Africa. Key markets include Federal and State Government, Local Government, Health and Community Services, Utilities, Education and Not for Profit sectors. A highly experienced and skilled team of more than 95 staff deliver local support and development from offices in Melbourne, Sydney, Napier, Auckland, Christchurch and Los Angeles.

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The logo for MAGIQ software features the word "magiq" in a lowercase, orange, sans-serif font. Above the letter "i" is a small green leaf icon. Below "magiq" is the word "software" in a smaller, lowercase, grey, sans-serif font.