

# Case Study

## The Lost Dogs' Home



### About The Lost Dogs' Home

**1910** established

**165+** FTE staff

**22,000+** animals in care

**\$18.5m** annual expenditure

The Lost Dogs' Home in Melbourne is one of Australia's largest Not for Profit Animal Welfare organisations, caring for more than 22,000 cats and dogs each year.

Since 1910 The Lost Dogs' Home has been a pioneer for fair animal laws working to reduce the number of lost, abandoned and stray cats and dogs.

The Home relies on public support to provide Australia-wide animal welfare services and programs including The Lost Cats' Home; Animal Shelter operations; Adoptions and responsible pet ownership education.

**Solution**  
**MAGIQ Performance**



### The Challenge

As a charitable organisation The Lost Dogs' Home receives a range of funding, including donations and bequests from members of the public, tax concessions, grants and government support. Good governance, accountability and transparency are vital to The Home's ability to maintain, protect and enhance public trust and confidence.

A frustration with the lack of adequate reporting and budgeting capability within the core finance system, had over time led to a reliance on multiple, manual spreadsheet based systems.

### The Solution

The Lost Dogs' Home has chosen the MAGIQ Performance strategic financial management solution to meet its requirements for a highly transparent and efficient financial reporting and budgeting framework. MAGIQ Performance connects to The Home's Attache finance systems, to provide management with improved access to accurate and relevant financial information.

### The Benefits

MAGIQ Performance has allowed the organisation as a whole to have far greater transparency and understanding of its financial information. Significant time-savings have been achieved together with considerable improvements in data accuracy and reporting capabilities.

**“MAGIQ Performance has allowed the organisation as a whole to have far greater transparency and understanding of our financial information. We’re seeing improvements in everything we do. We’re saving time, our data is accurate, and our reporting capabilities are dramatically improved.”**

## Jerome Lucassen, Finance Manager

The Lost Dogs’ Home in Melbourne has chosen the MAGIQ Performance strategic financial management solution to meet its requirements for a highly transparent and efficient financial reporting and budgeting framework.

MAGIQ Performance is a suite of sophisticated and easy to use reporting and analytics, budgeting and strategic planning software. MAGIQ Performance connects to The Home’s Attache finance systems, to provide management with improved access to accurate and relevant financial information.

The decision to implement MAGIQ Performance was driven by a frustration with the lack of adequate reporting and budgeting capability within the core finance system, which over time had led to a reliance on multiple, manual spreadsheet based systems.

“With MAGIQ, we’re seeing improvements in everything we do. We’re saving time, our data is accurate, and our reporting capabilities are dramatically improved,” said Jerome Lucassen, Finance Manager The Lost Dogs’ Home.

### Simplified Budgeting Process Delivers Efficiency and Accountability

The Lost Dogs’ Home is currently undertaking its second budgetary cycle using MAGIQ Performance and Jerome believes the simplicity of a single, automated system has dramatically improved transparency and accountability across the organisation.

In the past, each manager manually entered his or her budget data into a spreadsheet, which was then re-entered by Finance into the consolidated budget. This data then had to be cross-checked against multiple spreadsheets. According to Jerome this process was very time-consuming and also raised concerns about the overall accuracy of the data due to the inherent double handling.

“Previously our budgeting process was very finance driven, however implementing MAGIQ Performance has allowed us to empower our managers, giving them a much better view and understanding of their budgets.

MAGIQ Performance provides full auditing capabilities across the Budgeting application; a feature that Jerome says further strengthens his confidence in the accuracy and consistency of the data.

“MAGIQ has enabled us to give our budget holders far greater responsibility and involvement in the budgetary process; however we still maintain overall control of the data and can easily track and understand any changes.”

### 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 90 staff deliver local support and development from offices in Melbourne, Sydney, Napier, Auckland, Christchurch and Los Angeles.

[www.magiqsoftware.com](http://www.magiqsoftware.com)

New Zealand +64 6 835 9380 Australia +61 3 9468 9401 USA +1 949 429 1699

For the 2017/2018 financial year The Lost Dogs’ Home is also relying on MAGIQ Performance to build its labour budget. Managers are now able to budget for labour by the hour, to deliver a clear and accurate view of real labour costs across the organisation.

“MAGIQ is enabling us to budget much more efficiently, which means we can spend more time on analysis and support our operational managers with high quality data for their decision-making,” said Jerome.

### Improved Reporting Capabilities Deliver Greater Transparency

The Lost Dogs’ Home has undertaken a transformation of its reporting processes using the MAGIQ Performance product suite to deliver an accessible and highly transparent financial reporting framework.

Jerome commented that the Finance team is now relying on the core finance system purely as a transactional system. All reporting processes including Management and Board Reports; and Annual Statutory Audit reporting requirements are now delivered using MAGIQ Performance.

“MAGIQ Performance is unbelievably flexible and robust, yet it’s also very intuitive and easy to use,” said Jerome. “A number of our managers are now creating and running their own professional looking reports, which was impossible within the finance system environment.”

Jerome sees great potential to improve transparency of business information using the highly visual MAGIQ Dashboards.

“My goal is to build dashboards for each manager with a snapshot of the data specifically relevant to their business area,” he said.

“For example, our Shelters should be able to see at a glance how they are tracking against budget for food; and our Veterinary Clinic should be able to see how they are tracking against medical supplies.”

“It’s about making the data more accessible, open and transparent. MAGIQ empowers the Finance team to do our jobs more efficiently and accurately, so we can focus our time on analysis and business decision support, instead of spending our time simply gathering and compiling data.”

“MAGIQ Performance has really exceeded our expectations with its flexibility and capabilities. We’re constantly surprised by what we can achieve with the software and how powerful it is,” said Jerome.