Case Study
Otorohanga District Council

magIQ

About
Otorohanga District Council

40+ staff members

3000+ residents

1,999 km ^{2}

$15m annual expenditure

Otorohanga District Council is located in the Waikato Region of the North Island of New Zealand and is centrally placed, being within easy driving distance of Auckland, Hamilton, Tauranga, Rotorua, Taupo and New Plymouth.

The local economy is primarily based upon agriculture, with sheep, beef and dairy farming being the principle agricultural activities.

Otorohanga has successfully branded itself as New Zealand's official 'Kiwiana Town' and is home to the world famous Kiwi House & Native Bird Park. The town is also close-by to the world famous glow-worm caves at Waitomo, which generate considerable tourism in the area.

Council has recently implemented a free Wi-fi network within the towns main centre as part of an innovative strategy to encourage tourists to stop and support local retail businesses.

Solution

MAGIQ Enterprise

The Challenge

As a smaller Council, Otorohanga District Council has limited capacity and resources to consume and manage its business systems. Simplicity of use and deployment are also critical to efficient take-up of systems across the organisation.

The Solution

Council has chosen to adopt a single vendor systems approach investing in the MAGIQ Software Platform to efficiently meet its finance and administration, business performance management and document management requirements across the whole of Council.

The Benefits

Working with a single vendor provides Council with a less complex and more cost-effective business systems approach. Council has continued to invest in and enjoy additional product functionality, while eliminating the hidden costs and complexity associated with maintaining integration between systems.

> "The MAGIQ Software Platform delivers all the business systems we need within a single, easy to use framework. At the end of the day business systems are all about making people's jobs easier for them and MAGIQ does a great job of delivering that."

Mike Wanden, IT Manager

Otorohanga District Council in New Zealand's North Island has built a long-term business relationship with MAGIQ Software over more than 20 years.

Today Council relies on the MAGIQ Software Platform to efficiently meet its finance and administration, business performance management and document management requirements across the entire organisation.

Mike Wanden, IT Manager, Otorohanga District Council reflects on the journey Council has undertaken with MAGIQ and the business benefits of adopting a single-vendor, business systems approach.

The MAGIQ Software Platform comprises the MAGIQ Enterprise suite of finance and administration software; the MAGIQ Performance suite of business performance software and the MAGIQ Documents suite of document and records management software.

Otorohanga District initially implemented the MAGIQ Enterprise business systems in 1995 and according to Mike Wanden, MAGIQ Software's product strategy has since evolved to provide a product platform that offers an excellent fit with the market requirement.

"We've been very pleased to see MAGIQ Software develop a product strategy that's in line with market requirements, particularly for smaller organisations like Otorohanga District," said Mike.

"Over the past four or five years the product has evolved to fill a couple of critical product functionality gaps.

The MAGIQ Performance product has completely transformed the financial reporting capabilities, which is a big win for the Finance team. MAGIQ Documents is an excellent fit for smaller Councils looking to cost-effectively meet their record management compliance requirements."

"MAGIQ Software has traditionally been very successful and popular with smaller Councils and they understand the constraints we work within. I can see that as the MAGIQ Platform has evolved overall simplicity of both the software and the deployment process continues to be a major area of focus, which is very important to us."

According to Mike working with a single, reliable vendor is a huge advantage to Council.

"As a smaller Council, we have limited capacity and resources to consume and manage the software.

Working with a single vendor simplifies the entire process, plus we avoid the hidden costs and complexity of maintaining integration between systems."

Mike points to Council's decision to replace its existing Dataworks eDRMS with the MAGIQ Documents product in 2012 as an excellent example of Council leveraging its investment to deliver greater benefit across the organisation.

"By implementing MAGIQ Documents we were able provide staff with a system that delivered improved product functionality and usability – and that meant overall take-up improved.

We also achieved a significant reduction in our overall software licensing costs and we were able to free up valuable staff resources that were previously required to administer and maintain the system.

For a small Council these are significant cost efficiencies. Plus the team at MAGIQ really understands our business and the way we work, which meant the whole implementation process was much smoother. "

Council used the implementation as an opportunity to review and improve its business processes and today MAGIQ Documents is used across the whole of Council within a best practice framework.

Mike believes the business relationship Council has forged with MAGIQ Software over the past twenty years has created an enormous pool of shared knowledge and understanding, which he says is critical to continually evolving and improving Council's business systems.

He also feels the business attitude and customer service philosophy of the Company is a good fit with smaller organisations that require greater flexibility.

"The team at MAGIQ have always been very flexible and helpful in their approach. They're a smaller organisation than some of the other industry players and with that comes the ability to be much more agile and responsive to their customer needs - I like to think of it as letting common sense prevail," he said.

"The MAGIQ Software Platform delivers all the business systems we need within a single, easy to use framework. At the end of the day business systems are all about making people's jobs easier for them and MAGIQ does a great job of delivering 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 450 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

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

magiq
software