

North Burnett Regional Council Chooses a Future with MAGIQ Enterprise



North Burnett Regional Council in Queensland's Wide Bay Burnett has chosen to implement the MAGIQ Enterprise council management system from MAGIQ Software.

North Burnett is located approximately four hours drive north of Brisbane and an hour west of Bundaberg.

Originally settled as a rural agricultural area, primary industries still flourish in the region today and include citrus, beef, fodder crops such as lucerne, small crops, pork, broad acre crops, mining, timber and milk production. The region takes its name from the Burnett River that flows through the district and is the 'lifeblood' of the surrounding agricultural areas.

MAGIQ Enterprise is a fully web-based, cloud deliverable suite of finance and council management systems. The product suite features comprehensive Finance, Property, Regulatory, Customer Service, Revenue & Billing, HR & Payroll and Community Engagement systems.

Council has chosen to replace its aging business systems, which have been in operation for around 30 years with MAGIQ Enterprise, to achieve its vision of a contemporary, fully integrated suite of business systems that staff find easy to use and enjoyable to work with.

About North Burnett Regional Council

220+ staff members

10,300 residents

20,000 km²

\$37.5m annual expenditure

North Burnett is located approximately four hours drive north of Brisbane and an hour west of Bundaberg. The region encompasses six main townships - Biggenden, Eidsvold, Gayndah, Monto, Mt Perry and Mundubbera, which service around 25 surrounding villages and farming catchments.

Solution

MAGIQ Enterprise

“We were very impressed with the MAGIQ Enterprise product suite, particularly its strong core finance capabilities.

Justin Kronk, Special Projects Manager, North Burnett Regional Council

Council invested significant time and energy to completing a comprehensive review of current business processes with staff prior to commencing the system replacement process.

“We identified that staff buy-in and adoption of the new system was absolutely critical to the success of the implementation,” said Justin Kronk, Special Projects Manager, North Burnett Regional Council.

“At the end of the day we’re buying a piece of software. The difference between turning it on, and turning it on well, comes down to the people that are using it.

The first step we took was to engage with all of the operational teams across Council and complete a series of business process mapping and improvement workshops. This provided staff with the opportunity to identify and explain their vision for how improvements to business efficiency could be achieved, and to take real ownership of those opportunities,” said Justin.

Once the review of business processes was complete, Council used the output of the workshops to form a tender document. Following a thorough evaluation process, Council conducted a series of two-day demonstrations with three short-listed vendors, together with a number of reference checks and site visits with other Councils.

“We were very impressed with the MAGIQ Enterprise product suite, particularly its strong core finance capabilities. One of the current MAGIQ customers told us that the system ‘does all of the day to day accounting tasks like balancing a general ledger, really well’.

From my perspective that’s a huge advantage because it means our staff can focus on the more strategic, customer service focused activities, without the distraction of time-consuming, accounting administration issues.”

In line with Council’s view that staff take-up was critical to the success of the implementation, usability and ‘fit-for-purpose’ were key selection criteria.

“We received consistent feedback from staff that MAGIQ had a very clean and easy to use interface. We also felt the MAGIQ Software team had sound knowledge of Queensland Local Government practices such as the legislation pertaining to rates.

The MAGIQ Performance Suite will be used to deliver Council’s financial and operational reporting requirements including the Tropical Financial Statements as outlined by the Queensland Department of Infrastructure, Local Government and Planning.

North Burnett is currently using the MAGIQ Documents system, which Council believes is arguably the strongest document management system available within the local government marketplace.

“The integration between MAGIQ Enterprise and the MAGIQ Documents Suite further delivers on our vision of achieving a single, fully consolidated business system,” Justin said.

With six geographically dispersed Council offices and depots, Council believes the browser and mobility capabilities of MAGIQ Enterprise will deliver some very exciting business efficiency improvements for Council.

Staff will be able to access their MAGIQ business systems from any location and on any device, providing far greater flexibility and productivity.

“For example, at the moment some of our operators have to complete their paperwork and travel back to the office each day for manual processing.

Using MAGIQ they will be able to complete their timesheets and service requests on a mobile device, which will then seamlessly update the system back at the office.

These types of process changes deliver fantastic business efficiency improvements and make the lives of our staff much easier.”

Likewise a central Name and Address register in MAGIQ will see staff having to make a change of address in a single central location, as opposed to making the same change in multiple places, saving considerable time and eliminating the risk of data entry errors.

Justin commented: “Our goal is to provide our staff with the tools they need to make their jobs easier. We want them to be able to focus less on data entry and manual tasks and more on delivering business improvements and better service to our customers and ratepayers.

We’re confident MAGIQ offers the technology and functionality to help us achieve that.”

North Burnett Regional Council will undertake a phased implementation commencing with the MAGIQ Finance system and plan to go live later this year.

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 420 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.

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