

Case Study

Masterton District Council



About

Masterton District Council

70+ staff members

24,000+ residents

2,300 km²

\$37m annual expenditure

Masterton is located 100 kilometres north east of Wellington and is the largest town in the Wairarapa, a region separated from Wellington by the magnificent Remutaka ranges.

Sheep and beef farming, forestry, cropping and horticulture are the major industries for the District, which is home to more than 24,000 people.

Solution

MAGIQ Enterprise

The Challenge

As a smaller organisation Masterton District has limited access to resources and a limited capacity to manage systems complexity. Council requires its business systems to meet its diverse functional requirements, while being easy to use and administer.

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

The MAGIQ Platform is providing Council with access to cost-effective, fit-for-purpose business systems that are easy to use and consume, ensuring a high level of take-up and utilisation across the organisation. Partnering with a long term supplier to the local government industry also provides Council with access to the expertise and contextual experience required to effectively support its business systems.

“As a smaller Council, we have limited access to resources and with that comes a limited capacity to manage complexity. The MAGIQ Software Platform allows us to meet the diverse functional requirements of our business, while ensuring that as an organisation we can also effectively consume the software.”

David Paris, Manager Finance

Masterton District Council in the North Island of New Zealand 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.

Masterton District has built a long-term business relationship with MAGIQ Software, which began nearly 20 years ago in 1997. Today, Council is enjoying the business efficiencies of working with a single, reliable supplier for the delivery of its core business systems.

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.

David Paris, Manager Finance at Masterton District Council has played a significant role in the selection and implementation of Council's business systems over the past 20 years. According to David, there are several key business criteria that have consistently guided Council's system choices.

“The key criteria we have applied to our selection of business systems have been cost-effectiveness, fit-for-purpose and ease of use; and from a vendor perspective we also place a high value on the quality of support and understanding of our industry and business processes.

The MAGIQ Software products largely tick these boxes and as a long-term player within the New Zealand local government industry the team at MAGIQ certainly have the expertise and contextual experience that we require,” said David.

According to David, Council's original decision to implement the MAGIQ Enterprise software back in 1997 was driven largely by the need for a single system that could meet the organisation's business requirements; as well as meeting New Zealand rating and regulatory requirements.

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David believes MAGIQ Software's continued commitment to delivering strong integration across the MAGIQ Platform is also highly beneficial to smaller Councils.

“These days our business systems are used by pretty much everyone right across Council and in order to operate efficiently we need those systems to be integrated.

“If we had adopted a multiple vendor approach, Council would have had to invest heavily in resources, time and expertise to build and manage the integration between each system. As a smaller Council we simply don't have the IT budget or resources to justify that approach,” said David.

According to David working with a single vendor also helps to simplify the application support process in a small Council environment, where the function of managing application support is typically the responsibility of each departmental manager.

“Each of our managers works directly with the MAGIQ support team if and when a problem or request arises. If Council had multiple system vendors, the process of managing those relationships across multiple departments would be very complex and time-consuming and could ultimately lead to a lot of confusion.”

David believes ease of use is critical to staff take-up and adoption of systems and was a key factor in Council's recent decision to implement the MAGIQ Documents product.

“We looked at several document management systems, however we felt MAGIQ Documents offered the best solution ticking all the functionality requirements within a nice, easy to use framework. Plus there's the additional benefit of integration with our MAGIQ Enterprise systems.”

Council has participated in a number of surveys led by local government industry association bodies, one of which analyses annual IT expenditure. According to David the surveys show that Masterton's overall IT spend as a percentage of turnover has typically been at the lower end of the industry scale; which he feels is quite appropriate for their size Council.

“As a smaller Council, we need to be realistic about our investment level and our ability to consume and take advantage of technology. Larger, more complex systems may offer a lot of ‘bells and whistles’ however at the end of the day it's really about the quality of the core business systems and the ability of those systems to stay current and reliably meet the day to day business needs of Council.

“MAGIQ Software has been a long term, reliable business partner for Council and we're confident they will continue to provide us with the systems and support we need.”

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.

www.magiqsoftware.com

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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.