

Case Study

Western Australian Local Government Association



The Challenge

WALGA was seeking to implement a system to centralise its records and documents and to ensure adherence to compliance requirements. With limited available resources ease of use and deployment were critical selection criteria for the systems.

The Solution

WALGA has established a centralised corporate repository to efficiently manage its records and documents and meet its compliance requirements. MAGIQ Documents is now used by more than 100 staff in multiple locations, across six Business Units.

The Benefits

Ease of use has led to successful take-up of the MAGIQ Documents system across all six Business Units, with positive sharing and collaboration amongst the teams. The powerful flexibility of the MAGIQ Documents system has allowed WALGA to establish discrete work spaces for each Business Unit, while still ensuring that all documents are stored in a single, centralised document repository.

About WALGA

100 staff members

6 business units

138 member councils

Established in 2001, the Western Australian Local Government Association (WALGA) is the peak industry body for the Western Australian Local Government sector and advocates on behalf of 138 Councils throughout the State.

WALGA's vision as a respected industry association is to provide strong leadership and representation for Local Government and to assist in enhancing the capacity and public profile of Local Government.

Solution
MAGIQ Documents

“MAGIQ Documents has an intuitive, contemporary user interface, which is familiar to staff and certainly helps with take-up. Apart from that, it’s really quick and easy to use - it just works.”

Graham Wilson, Records & Knowledge Officer, WALGA

The Western Australian Local Government Association (WALGA) has established a secure, centralised corporate repository to manage its business documents and records using the MAGIQ Documents software application.

WALGA is the peak industry body for the Western Australian Local Government sector and advocates on behalf of 138 Councils throughout the State. The Association is focused on providing strong leadership and value to its member local governments by:

- enhancing the capacity of local governments to deliver services
- building a positive profile for local government
- providing effective leadership on behalf of the sector
- ensuring representation for local government

MAGIQ Documents is a web-based and Cloud deliverable suite of electronic document and records management software. The overall simplicity and intuitive design of the software means it is very easy for staff to use and learn, leading to excellent take-up and adoption.

WALGA selected the MAGIQ Documents system to meet its functional and records compliance requirements in 2006. WALGA is named in the Local Government Act, and as such must meet the records compliance requirements of the State Records Office of Western Australia.

Over the past 12 years the organisation has focused on establishing a centralised corporate repository to manage its records and documents. MAGIQ Documents is now used by more than 100 staff in multiple locations, across six Business Units.

MAGIQ Documents provided WALGA with the flexibility to create discrete workspaces for each Business Unit to enable easy collaboration; while still ensuring that ultimately all documents are stored in a single, centralised document repository.

“We’ve invested time upfront in making sure the system set-up is aligned with the Business Rules of each of our Business Units and we’re seeing positive collaboration and sharing of information amongst our various teams,” said Graham Wilson, Records and Knowledge Officer, WALGA.

“With version control managed at the user level, everyone has confidence they are accessing the correct version of a document and this has also helped with take-up by the various teams.

MAGIQ Documents has an intuitive, contemporary user interface, which is familiar to staff and certainly helps with take-up. Apart from that, it’s really quick and easy to use - it just works,” said Graham.

Graham acknowledges that positive staff take-up and adoption is vital to a successful document and records management system and he remains very focused on encouraging staff to take full advantage of the system.

“We’re continually looking at how we can use MAGIQ Documents to help our staff save time and improve business efficiency,” said Graham.

Erdi Arianto, WALGA’s Network and Systems Administrator believes the simplicity of MAGIQ Documents has also been very positive from an IT and Systems Administration perspective.

“With limited IT resources, system stability is always highly desirable and MAGIQ Documents pretty much looks after itself - which is really great for a small team like ours,” said Erdi.

We aim to be very responsive and resolve any issues our staff raise as quickly as possible. Although we experience very few user issues with MAGIQ Documents, it’s good to know we can rely on the team at MAGIQ Software to help us as and when we need them.”

About MAGIQ Software

MAGIQ Software is a New Zealand and Australian 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 Napier, Auckland, Christchurch, Melbourne, Sydney 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.