

Dental Health Services



The Challenge

Dental Health Services Victoria needed to be able to capture and report on both financial and non-financial information across the organisation. The ability to access accurate and timely data around labour costs and consumables had been recognised as critical to ensuring effective and informed decision-making.

The Solution

Dental Health Services (DHSV) chose to implement the MAGIQ Performance Suite across its financial, payroll, labour, consumables and clinical data.

The Benefits

MAGIQ Performance has provided DHSV with a more transparent and flexible planning and budgeting process. Managers are able to better understand the financial implications of the workforce mix within their business area, which in turn allows them to plan and budget their resources more effectively. MAGIQ Performance has also delivered timely and accurate access to both financial and non-financial business information.

About Dental Health Services

Healthcare industry

660 staff members

341,000+ patients yearly

\$162m annual budget

"The provision of timely and accurate information is essential for informed decision-making. Using MAGIQ we are always very confident that the data we are relying on is current and accurate," said Tim Hogan, Chief Financial Officer.

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“This financial year we achieved a result of within 1% of budget for labour costs, which is a direct result of the data quality and transparency MAGIQ provides to our line managers,” [Emily Dlugosz, Strategy & Systems Accountant](#)

The City of Whittlesea in Melbourne has invested in MAGIQ Performance to deliver on its strategic goal of implementing a single enterprise-wide reporting solution.

MAGIQ Performance is a powerful and flexible suite of Budgeting, Reporting and Planning software. The City of Whittlesea currently use MAGIQ to report across more than 40 organisational datasets, with 250 staff using the software daily.

MAGIQ Performance sits across the City of Whittlesea’s core business system, the Civica Authority application, to provide a single, unified reporting environment. Council has also achieved significant improvements in efficiency and data consistency by replacing a number of spreadsheet-based, departmental reporting processes with MAGIQ Performance.

According to Emily Dlugosz, Strategy and Systems Accountant, City of Whittlesea, the key business driver has been to achieve a single version of the truth across the organisation.

“With MAGIQ implemented across the entire organisation, we can be very confident that we are basing our business decisions on a single, accurate source of the truth,” said Emily.

“By ensuring the quality and accuracy of the data, we are empowering managers to make highly informed decisions, which improves overall business efficiency, as well as reducing our business risk.”

Emily is able to cite a number of examples where MAGIQ has enabled Council to achieve significant time-savings and cost efficiencies.

Greater transparency around the organisation’s utility billing arrangements and expenditure is one recent example that has saved Council a considerable portion of its overall budget.

“Given the size and geographical spread of the City, our expenditure on utilities such as water, electricity and telecommunications is quite significant,” she said.

“Using MAGIQ we have been able to much more accurately analyse our utility bills and by doing this we have delivered an annual cost saving of \$315,000.”

With more than 1200 staff, labour costs are another significant area of expenditure for Council. Each operational manager has access to regular, highly accurate reporting on their labour costs, which means they can carefully consider and manage costs to fully optimise their labour budgets.

“This financial year we achieved a result of within 1% of budget for labour costs, which is a direct result of the data quality and transparency MAGIQ provides to our line managers,” said Emily.

Replacing a manual spreadsheet based system to comply with reporting requirements for Fees and Charges has also delivered significant productivity improvements across Council.

“We’ve implemented an automated process to report on Fees and Charges using MAGIQ,” said Emily. “Managers can now much more easily maintain and analyse their year on year data and the system also automatically updates the income accounts within the General Ledger.”

“We estimate we’re saving around 2-3 weeks of staff time by completing this process in MAGIQ, which is an excellent productivity improvement.”

Council has adopted a pro-active approach to the distribution of reporting information across the organisation by creating a central Portal that is accessible by all staff. Using the Links functionality provided by MAGIQ, staff can simply ‘point and click’ to access their ‘Favourite’ reports or files, all from a single, central location.

“Effectively we are making high quality information available across the organisation; the data is always available in real-time and that means greater transparency and far better support for management decision-making,” said Emily.



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About City of Whittlesea

The City of Whittlesea is one of the fastest growing municipalities in Australia, with the current population of 194,000 residents forecasted to grow to more than 333,000 over the next 20 years. The City is also one of the largest municipalities in metropolitan Melbourne, covering an area of approximately 489 square kilometers.

About MAGIQ Software

MAGIQ Software is an international software business focused on the delivery of the MAGIQ Cloud Enterprise-wide Finance and Administration Platform. MAGIQ Software has more than 500 customers throughout Australia, New Zealand, the USA, the UK, Singapore and South Africa. Key markets include Local Government, Health and Community Services, Utilities, Education and Not for Profit. A highly experienced and skilled team of more than 100 staff deliver local support and development from offices in Napier, Melbourne, Sydney, Auckland, Christchurch and Los Angeles.

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