

## The Lost Dogs' Home



### The Challenge

As a charitable organisation The Lost Dogs' Home receives a range of public funding and government support. Good governance, accountability and transparency are vital to The Home's ability to maintain, protect and enhance public trust and confidence.

A frustration with the lack of adequate reporting and budgeting capability within the core finance system, had over time led to a reliance on multiple, manual spreadsheet based systems.

### The Solution

The Lost Dogs' Home has chosen MAGIQ Performance to meet its requirements for a highly transparent and efficient financial reporting and budgeting framework. MAGIQ Performance connects to The Home's Attache finance systems, to provide management with improved access to accurate and relevant financial information.

### The Benefits

MAGIQ Performance has allowed the organisation as a whole to have far greater transparency and understanding of its financial information. Significant time-savings have been achieved together with considerable improvements in data accuracy and reporting capabilities.

### About The Lost Dogs' Home

**Not for Profit** industry

**165+** staff members

**22,000+** animals in care

**\$18.5m** annual expenditure

"With MAGIQ, we're seeing improvements in everything we do. We're saving time, our data is accurate, and our reporting capabilities are dramatically improved."

Jerome Lucassen, Finance Manager

“MAGIQ empowers the Finance team to do our jobs more efficiently and accurately, so we can focus our time on analysis and business decision support, instead of spending our time simply gathering and compiling data.” Jerome Lucassen, Finance Manager

The Lost Dogs' Home in Melbourne has chosen the MAGIQ Performance strategic financial management solution to meet its requirements for a highly transparent and efficient financial reporting and budgeting framework.

MAGIQ Performance connects to The Home's Attache finance systems to provide management with improved access to accurate and relevant financial information.

The decision to implement MAGIQ Performance was driven by a frustration with the lack of adequate reporting and budgeting capability within the core finance system, which over time had led to a reliance on multiple, manual spreadsheet based systems.

“With MAGIQ, we're seeing improvements in everything we do. We're saving time, our data is accurate, and our reporting capabilities are dramatically improved,” said Jerome Lucassen, Finance Manager The Lost Dogs' Home.

#### Simplified Budgeting Process Delivers Efficiency and Accountability

Jerome believes the simplicity of a single, automated system has dramatically improved transparency and accountability across the organisation.

In the past, each manager manually entered his or her budget data into a spreadsheet, which was then re-entered by Finance into the consolidated budget. This data then had to be cross-checked against multiple spreadsheets.

“Previously our budgeting process was very finance driven, however implementing MAGIQ Performance has allowed us to empower our managers, giving them a much better view and understanding of their budgets.”

MAGIQ Performance provides full auditing capabilities across the Budgeting application; a feature that Jerome says further strengthens his confidence in the accuracy and consistency of the data.

“MAGIQ has enabled us to give our budget holders far greater responsibility and involvement in the budgetary process; however we still maintain overall control of the data and can easily track and understand any changes.”

The Lost Dogs' Home is also relying on MAGIQ Performance to build its labour budget.

Managers are able to budget for labour by the hour, to deliver a clear and accurate view of real labour costs across the organisation.

“MAGIQ is enabling us to budget much more efficiently, which means we can spend more time on analysis and support our operational managers with high quality data for their decision-making,” said Jerome.

#### Improved Reporting Capabilities Deliver Greater Transparency

The Lost Dogs' Home has undertaken a transformation of its reporting processes using the MAGIQ Performance product suite to deliver an accessible and highly transparent financial reporting framework.

Jerome commented that the Finance team is now relying on the core finance system purely as a transactional system. All reporting processes including Management and Board Reports; and Annual Statutory Audit reporting requirements are now delivered using MAGIQ Performance.

“MAGIQ Performance is unbelievably flexible and robust, yet it's also very intuitive and easy to use,” said Jerome. “A number of our managers are now creating and running their own professional looking reports, which was impossible within the finance system environment.”

Jerome sees great potential to improve transparency of business information using the highly visual MAGIQ Dashboards.

“My goal is to build dashboards for each manager with a snapshot of the data specifically relevant to their business area,” he said.

“For example, our Shelters should be able to see at a glance how they are tracking against budget for food; and our Veterinary Clinic should be able to see how they are tracking against medical supplies.”

“It's about making the data more accessible, open and transparent. MAGIQ empowers the Finance team to do our jobs more efficiently and accurately, so we can focus our time on analysis and business decision support, instead of spending our time simply gathering and compiling data.”

“MAGIQ Performance has really exceeded our expectations with its flexibility and capabilities. We're constantly surprised by what we can achieve with the software and how powerful it is,” said Jerome.



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#### About The Lost Dogs' Home

The Lost Dogs' Home in Melbourne is one of Australia's largest Not for Profit Animal Welfare organisations, caring for more than 22,000 cats and dogs each year. Since 1910 The Lost Dogs' Home has been a pioneer for fair animal laws working to reduce the number of lost, abandoned and stray cats and dogs. The Home relies on public support to provide Australia-wide animal welfare services and programs including The Lost Cats' Home; Animal Shelter operations; Adoptions and responsible pet ownership education.

#### About MAGIQ Software

MAGIQ Software is an international software business focused on the delivery of the MAGIQ Cloud 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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