

## Yass Valley Council



### The Challenge

Yass Valley Council recognised that in order to achieve greater efficiency and meet the increasingly high service expectations of its community, it needed to be more progressive and fully embrace change. As part of this commitment to change, Council decided to replace its existing business systems and partner with a vendor who could demonstrate a real commitment to the local government industry and who fully understood the challenges faced by smaller Councils.

### The Solution

Yass Valley has chosen to implement the MAGIQ Platform of financial administration and council management systems.

### The Benefits

MAGIQ will help Council to efficiently meet its industry legislative and compliance requirements. The new systems will also deliver a greater level of accountability and transparency across the organisation to pro-actively support improved business decision-making and customer service.

### About Yass Valley Council

**Local Government** industry

**162** staff members

**16,500** residents

**\$102m** annual expenditure

“Our resources are limited, however we still need to meet our legislative and compliance requirements. So we need to work smarter and we’re confident MAGIQ is going to help us achieve that.”

Sharon Hutch  
Director of Finance and Corporate,  
Yass Valley Council

“We have an organisation-wide commitment to being completely transparent with our community, and that means we need to be able to easily access accurate and up-to-date information. We believe MAGIQ will definitely help us to achieve this.” Sharon Hutch, Director Corporate & Finance, Yass Valley Council

Yass Valley Council in New South Wales has chosen to implement the MAGIQ Platform to achieve greater efficiency and productivity, and deliver better outcomes for its community.

MAGIQ is a fully web-based, cloud deliverable suite of financial administration and council management systems. The product suite features comprehensive Finance, Payroll, Billing, Regulatory & Property systems.

Council's decision to implement new business systems was driven by dissatisfaction with the customer service and product development provided by its existing vendor; leading to a lack of confidence in the vendor's ability to meet Council's future business needs.

“As an organisation we've recognised that we need to be progressive and fully embrace change in order to achieve best practice and meet our community's increasingly high service expectations,” said Sharon Hutch, Director of Finance and Corporate, Yass Valley Council.

“In selecting a business systems vendor we were looking for a similar commitment to best practice and innovation. We're confident MAGIQ Software is the right vendor for Yass Valley.”

Yass Valley Council has used the MAGIQ Documents software suite for several years and staff were impressed with both MAGIQ Software's customer service, and their commitment to delivering continual improvements to the product.

“We were looking for a vendor who could demonstrate a real commitment to our industry and who also understood the challenges faced by smaller councils,” said Sharon.

“As part of our evaluation process we had conversations with a number of councils that have implemented MAGIQ and we could see a clear alignment between our customer service expectations and the service culture that MAGIQ has developed within its business.

In terms of functionality, we undertook detailed product demonstrations and our staff were able to satisfy themselves that MAGIQ does everything they need to do.”

“We have an organisation-wide commitment to being completely transparent with our community, and that means we need to be able to easily access accurate and up-to-date information.

Achieving that level of accountability and transparency requires us to have effective business systems, and we believe MAGIQ will definitely help us to achieve this.”

Sharon fully appreciates that implementing new systems is a significant challenge, however she and her team are all very enthusiastic and highly motivated to undertake the change.

“We're incredibly excited to be the first council in NSW to implement the MAGIQ Platform. We see this as a fantastic opportunity for all of our stakeholders; our community, our staff and our elected representatives.

“Frankly there has been a real lack of viable alternative system options available and we see MAGIQ Software presenting an enormous opportunity for the local government industry, particularly for smaller councils like Yass Valley,” said Sharon.

Council will also implement the MAGIQ Performance Suite of Budgeting, Reporting and Planning software and Sharon sees this as an exciting initiative that will improve the efficiency of Council's strategic, operational and statutory reporting processes.

Sharon points to the NSW Integrated Planning and Reporting (IPR) framework as an example of where she can see clear efficiency and productivity gains.

“It's imperative that Council comply with these requirements, however again it comes back to our available resources. I'm really looking forward to exploring how we can use MAGIQ Performance to help us significantly improve business efficiency in this area. This is an area of great interest to me and I can see real potential for other councils to also benefit from what Yass Valley achieves with MAGIQ.”

“At the end of the day it's all about resources,” says Sharon.

“For smaller councils in particular, our resources are limited, however we still need to meet the legislative and compliance requirements of our industry. So we need to work smarter and we're confident MAGIQ is going to help us achieve that.”



**magiq**cloud

## About Yass Valley Council

Yass Valley is around 280 km south-west of Sydney and 60 km from Canberra. The main service town is Yass, with the towns and villages of Murrumbateman, Binalong, Bookham, Bowning, Gundaroo, Sutton and Wee Jasper supporting the outlying areas. Yass Valley is renowned for its production of fine merino wool and in recent years new agricultural industries have emerged including wine, alpaca studs, olives and berries.

## 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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