

Solomon Water



The Challenge

Solomon Water was relying on a number of disparate systems and manual spread-sheet based processes. The processes were inefficient and time-consuming and were impacting the overall quality and accuracy of the information the Authority relies on to support its business decision-making.

The Solution

Solomon Water has chosen to replace its existing business systems with the MAGIQ Platform to achieve its vision of a single platform of deeply integrated systems across the organisation.

The Benefits

The new systems will enable Solomon Water to implement best practice financial and administrative processes and significantly improve the quality and transparency of information across the organisation.

About Solomon Water

Utilities industry

135 staff members

992 islands

108,000 customers

“The MAGIQ Platform will deliver a full end-to-end finance system from procurement right through to payment, which will deliver enormous time-savings and improvements to our business.”

Debbie Johnsen,
Finance & Administration Manager

“With MAGIQ we will have far greater visibility over our inventory and stock levels – which means we can be a lot more pro-active. We can forward plan for events in a much more efficient and thoughtful way, as well as managing our expenditure more effectively.” Debbie Johnsen, Finance & Administration Manager

Solomon Islands Water Authority (Solomon Water) has chosen to implement the MAGIQ Platform from MAGIQ Software following an international competitive bidding process. Solomon Water is seeking to achieve improved business processes and efficiency by adopting best practice technology and deeply integrated business systems.

Solomon Water has its head office in Honiara, the capital city and main commercial centre of the Solomon Islands. It is a state-owned enterprise wholly owned by the Government of Solomon Islands and provides water and wastewater services to Honiara and some provincial towns.

The Authority is an important organisation within the Solomon Islands community, employing 135 staff and providing services to more than 108,000 people across Honiara and the provincial centres of Auki, Noro and Tulagi.

Solomon Water has completed a significant business recovery process over the past four years to ensure its long-term financial sustainability. Having now achieved a sound financial position, the Authority has chosen to replace its existing finance systems with the MAGIQ Platform to achieve its vision of a single platform of deeply integrated systems across the entire organisation.

Improved Business Efficiency & Transparency

Debbie Johnsen, Finance and Administration Manager, Solomon Water says the new systems will enable Solomon Water to implement best practice financial and administrative processes and significantly improve the quality and transparency of information across the organisation.

“The MAGIQ Platform will deliver a full end-to-end finance system from procurement right through to payment, which will deliver enormous time-savings and improvements to our business,” said Debbie.

Debbie pointed to the current inventory management process as an example, which can take up to three weeks to deliver information on stock levels.

“At the moment managing our stock levels is a nightmare,” she said.

We just don't have access to accurate information, which means that sometimes we are making decisions based on what we 'think' is correct as opposed to what we 'know is correct'.

And the end result is we can end up holding excess stocks or we can be caught out without enough stock – neither is a good outcome.”

“With MAGIQ we will have far greater visibility over our inventory and stock levels – which means we can be a lot more pro-active. We can forward plan for events in a much more efficient and thoughtful way, as well as managing our expenditure more effectively.”

Debbie commented that she believes the reporting capabilities of MAGIQ are a major strength and will dramatically improve the visibility of the information needed to support decision-making, as well as improving overall accountability across the business.

Currently business information is largely curtailed to the Finance team due to a lack of accessible reporting. However MAGIQ will provide each Business Manager with access to relevant and accurate business data, from easily understood, highly visual dashboards.

“MAGIQ Reporting is really simple to use and it's dynamic; we will be able to report across all of our business systems – using a single, easy to use reporting engine. That's a really powerful, fantastic improvement, which will provide a much broader and more accurate view of our business,” said Debbie.

Building on a Successful Long Term Business Partnership

Solomon Water has used the MAGIQ Billing system to manage its customer billing and revenue for more than 20 years and there is a high level of confidence in the MAGIQ team's ability to work effectively with staff at Solomon Water to achieve the required business outcomes.

“We're very impressed by the capabilities of the MAGIQ Platform software, it's very comprehensive, yet it's not overly complex. And the really user-friendly interface will definitely help with staff take-up., said Ian Gooden, General Manager Solomon Water.



magiqcloud

About Solomon Water

The Solomon Islands is an archipelagic state situated in the south-west Pacific Ocean, approximately 2,000 kms to the north-east of Australia and is made up of 992 islands. Solomon Water has its head office in Honiara, the capital city and main commercial centre of the Solomon Islands. It is a state-owned enterprise and provides water and wastewater services to Honiara and some provincial towns.

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.

www.magiqsoftware.com

New Zealand +64 6 835 9380 Australia +61 3 9468 9401 US +1 949 429 1699

magiqsoftware