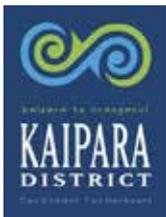# Case Study

Kaipara District Council Transitions to the Cloud

The Challenge

Kaipara District Council was relying on ageing storage infrastructure that was beyond its support date. The Council's team is only small and staff often work from home and have a crossover of responsibilities.

The Solution

Council has chosen to move its on-premise MAGIQ Software system to be hosted in a complete Cloud environment. The entire Council will operate its finance and administration, business performance management from the Cloud.

The Benefits

The Council experienced many benefits by adopting a Cloud strategy. The benefits include reduced infrastructure costs and peace of mind knowing their data is securely stored in the AWS system. Staff can swiftly and remotely access business tools from anywhere, increasing organisational effectiveness.

About
Kaipara District Council

Local Government industry

100+ staff members

24,000 residents

"When we went live with MAGIQ Cloud, staff could not believe the speed and efficiency they experienced.
For example the ability to complete purchase order approvals from home without having to use Remote Desktop Services, it was such a pleasure for them - they were over the moon."

Michael Juer, IT Project Manager

Kaipara District Council has migrated to the MAGIQ Cloud Platform.

The MAGIQ Cloud Platform is a native Cloud, Software as a Service (SaaS) public administration platform designed to meet Council's financial and legislative requirements within a simple, easy to use Cloud environment.

Challenges Council was Seeking to Address

Kaipara District Council was relying on an ageing storage infrastructure that was beyond its support date. The move to MAGIQ Cloud removed the risk of on-premise server reliance and aligned with Council's other digital transformation plans.

Business Benefits

According to Michael Juer, IT Project Manager at Kaipara District Council, the Council's team is only small and staff often work from home and have a crossover of responsibilities.

"The MAGIQ Cloud enables staff to work from home both during business and after hours and this is a huge win for Council.

When we went live with MAGIQ Cloud, staff could not believe the speed and efficiency they experienced. For example, the ability to complete purcase order approvals from home without having to use Remote Desktop Services, it was such a pleasure for them - they were over the moon!

We feel very secure knowing we have a dedicated MAGIQ team on hand to provide support. And we are relieved to no longer have our core data stored on an unreliable system."

During the recent pandemic, Council immediately and effectively mobilised its entire workforce.

"We are grateful for completing our MAGIQ Cloud project, otherwise we would have struggled with the recent transition to a completely remote workforce. The MAGIQ Cloud allows us to keep using the tools we use every day, allowing us to continue to effectively support our Customers.

The MAGIQ Cloud security is far ahead of our other apps as it safeguards our data with 2 factor authentication. Staff praise the speed of the system and the performance is second to none."

The Transition Experience

"The transition to the MAGIQ Cloud was pretty straight forward considering the implementation was such a fundamental change in technology. The planning was smooth and the MAGIQ team showed real commitment and provided support when needed and critical issues were fixed immediately.

Rodger Nelson and Jordan Taylor are both fantastic resources – our meetings were well organised and thorough and the provision of onsite support pre/post Go-Live was invaluable - great for building relationships and trust.

Remote support was also outstanding, it felt like they were also there when needed, especially Jordan."

Council's next MAGIQ project is to implement MAGIQ Online followed by implementing the animal control module in order to bring the dog registration process back into the Council.

"The team at MAGIQ are just great. We are grateful on many fronts that we completed the MAGIQ Cloud project!" said Michael.

magiqcloud

About Kaipara District Council

Kaipara District Council is located in the Northland Region on the north western side of the north island of New Zealand. The district is largely rural with a population of approximately 24,000 living in small settlements scattered amongst the rolling hills or nestled on the shores of the harbour, including the harbour villages of Tinopai, Pahi and Whakapirau. The local economy is supported by farming and forestry.
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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 550 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, Auckland, Christchurch and San Diego.

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