

## Torres Shire Council



### The Challenge

Council was seeking to address a number of business challenges with the replacement of their business systems. Ease of use was a significant factor, as was the ability to access a suitable customer service and support model that would ensure effective transfer of knowledge to Council staff. Council was also seeking to introduce a system that would deliver much easier to use and more effective business reporting and analysis tools.

### The Solution

Council has implemented the MAGIQ Platform to manage all aspects of their business operations. The MAGIQ Performance and MAGIQ Reporting suites will meet their business and statutory reporting requirements.

### The Benefits

Council completed their implementation in July 2014 and the chosen on-site customer service and support model is allowing Council to complete a thorough transfer of knowledge to support their investment in the new MAGIQ business systems. Council is also achieving improved financial reporting outcomes with the MAGIQ Performance software.

### About Torres Shire Council

**Local Government** industry

**25+** staff members

**3,700+** residents

**\$18m** annual expenditure

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Dalassa Yorkston, Chief Executive Officer

“The MAGIQ Reporting suite offers very strong capabilities including the ability to personalise reporting views for each user and set up automated alerts. This will deliver a significant improvement in reporting and will provide staff with a much clearer picture of the financial and business information they need on a daily, monthly and annual basis.” Dalassa Yorkston, Chief Executive Officer.

Torres Shire Council, Queensland’s northern-most local authority has chosen to implement the MAGIQ Platform. As part of the contract arrangements, Council will adopt an innovative, onsite application support model, designed to provide the high level of support the Shire needs as a small and remote authority.

Torres Shire Council is the first Australian site to go-live with the MAGIQ local government system, which holds a leading position in the New Zealand marketplace with 35% of the NZ Council market.

According to Council’s CEO Dalassa Yorkston, Council had identified a number of essential criteria in selecting their replacement business systems.

“Choosing a software solution that was appropriate for our size and scale of Council was absolutely critical. We have a small team here at Council and we need a system that will provide us with the functionality we require to run our business and is easy to learn and use” said Dalassa.

“From our discussions with key staff at MAGIQ Software and with a number of their existing MAGIQ customers we were comfortable that MAGIQ Software had a very good understanding of our business needs, were very flexible, honest and open and this gave us a high level of confidence moving forward,” said Dalassa.

Council also needed easy to use and effective reporting and business intelligence tools and Council staff are very enthusiastic about the business intelligence and reporting tools that MAGIQ will provide.

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Council’s Director of Corporate and Community Services David McNicoll managed the tender selection process and explained “that there was a strong focus on ensuring the vendor had experience working with small, remote Councils and fully understood our business challenges.”

As a smaller Council we don’t have a dedicated IT Manager and need to be very comfortable that we can rely on our new systems provider to advise us well and help us make the decisions during our implementation that will best represent Council’s interests,” said David.

Another important criteria for Council was the ability to implement a suitable customer service and application support model.

“We needed a much more flexible customer service approach as the ‘fly-in fly-out’ training and customer service model simply doesn’t work for remote Councils. We were looking for a business partner who was willing to work with us in a way that would efficiently achieve the transfer of knowledge we need to fully optimise our use of MAGIQ.

MAGIQ Software appreciated the challenges we faced and were very keen to work with us to provide a suitable onsite support arrangement,” said David.



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## About Torres Shire Council

The Shire of Torres is the northernmost Queensland local authority, and is the only Australian local government which abuts an international border (Australia and Papua New Guinea). Torres Shire is a Shire literally on the sea. The main form of transport within the shire is by boat: commercial ferries, barge transport and private vessels.

## 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 90 staff deliver local support and development from offices in Napier, Melbourne, Auckland, Christchurch and San Diego.

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