

Shire of Boyup Brook Transforms Operations with MAGIQ Cloud ERP



The Shire of Boyup Brook, located in rural Western Australia, recently transitioned from an on-premise ERP system to the MAGIQ Cloud ERP solution.

This strategic move was driven by the need for greater operational efficiency, intuitive reporting, and streamlined processes across departments.

The Challenge

Over time, the Shire had accumulated an overly complex coding structure with excessive job and project codes, resulting in inefficiencies and unnecessary confusion during transactions and reporting.

Manual workflows and fragmented systems such as spreadsheets and trackers slowed down processes and left room for error.

Delegation rules and approval workflows were not enforced systematically, impacting accountability.

The Solution

MAGIQ Software offered a tailored, cost-effective cloud solution and a responsive implementation process that delivered exceptional support throughout the project.

The outcome has been a transformative improvement in the Shire's financial and administrative operations

Implementation Timeline

Kickoff: January, 2025 | Go Live: June 9, 2025

Implementation was completed in under five months, with some delays due to data reconciliation and linkages within the general ledger structure. However, these were quickly resolved with MAGIQ's assistance.

Services Provided

Key Modules Deployed:

- MAGIQ ERP
- MAGIQ Documents EDRMS
- Excel Integration for reporting
- Purchase Orders, Debtors, and Timesheets

Services Provided by MAGIQ Software:

- End-to-end project scoping and consultation
- System configuration and data migration
- Staff training and onboarding
- Document management cleanup and workflow setup
- Ongoing support and system optimisation

MAGIQ Software's structured approach, combined with their responsive and consistent communication, built trust and ensured clarity throughout the transition.

When the Shire of Boyup Brook made the leap from an aging on-premise ERP system to MAGIQ Cloud ERP, it wasn't just a technology upgrade - it was a transformation. Nestled in rural Western Australia, the Shire needed a solution that was not only powerful but also intuitive and supportive.

What they found in MAGIQ Software was more than software - it was a partnership built on responsiveness, understanding, and a shared vision for modern local government.

We caught up with the Manager of Financial Services at Boyup Brook to find out how the recent rollout of the MAGIQ Cloud ERP has gone.

About the Shire of Boyup Brook

Boyup Brook is a small local government shire located in the southwest of Western Australia, about three hours from Perth, nestled within the Southwest Land Division. It's a farming and rural community and agriculture remains the backbone of their way of life.

How did you hear about MAGIQ Software?

Our CEO first came across MAGIQ Software at a Local Government Conference last year, where he first heard murmurs about MAGIQ and its potential expansion into Western Australia. There was a lot of discussion around future directions and innovations, and that's when the idea started to take shape.

When MAGIQ came to us with their pricing options, it was a clear apples-to-apples comparison. The responsiveness from the team was amazing. Every question we asked was answered within 24 hours, sometimes even faster. The turnaround was incredible.

Implementation Timeline

The implementation officially began in the second week of January 2025, and we went live on June 9. So, all up, it took just under five months.

There were a few delays along the way, mostly related to data feeds. Some of the figures weren't balancing correctly, which we traced back to linkage issues between various lines in our GL structure. Once those connections were sorted, everything ran smoothly from that point forward.

The implementation started with initial scoping sessions and early data exchanges.

The MAGIQ team's support made the process relatively painless. The information that was requested was straightforward, and we were able to provide it without much trouble.

Data Cleanup Before Implementation

We did some tidying up of data before the implementation, though in hindsight, probably not as thoroughly as we should have.

As we approached the June rollover, we made a conscious effort to tidy up key areas like purchase orders and debtors, both rated and office-based, to ensure that what transferred across was accurate and meaningful.

That early cleanup paid off. It quickly became clear how much unnecessary complexity we had - like using 20 different codes when three or four would've sufficed. Simplifying those has had a noticeable impact, especially when setting up project IDs and managing timesheets for field staff. We realised we didn't need 110 job codes. We didn't even need 20 - grouping them made far more sense, and there was no real benefit in breaking them down further.

Looking back, these are the kinds of conversations we should've had as early as February or March. Our advice to anyone preparing for a similar rollout, it would be this: take the time to reassess your codes and data structures. Ask yourself - do you really need all of it? A thoughtful cleanup upfront can save a lot of headaches later.

While the scoping itself went smoothly and the training we received was excellent, the biggest challenge was extracting usable data. That caused delays and frustration on both sides. Once we overcame that hurdle, things progressed quickly and efficiently.

Transitioning from Legacy Systems

Moving to a modern cloud-based platform was a big shift. In the old system you couldn't drill down into figures or access data intuitively. MAGIQ, on the other hand, allowed us to click into items, trace transactions, and understand how different modules feed into the general ledger.

Reporting & Integration

One of the biggest advantages we have seen is the ability to generate more detailed and analytical reports. With Project IDs and integration across departments, they can now produce reports that give line managers clear insights - whether they're ahead or behind budget.

That level of visibility was never possible before, which often required deep digging just to get basic information.

ERP Integration Capabilities

The MAGIQ ERP integrates effortlessly with Excel, which has been a huge plus. The ability to export virtually anything directly into Excel makes reporting and analysis incredibly efficient.

In terms of functionality, the system handles purchase order processing and creditor payments with ease. We are still getting familiar with modules like timesheets, especially as we transition more data entry processes to the cloud for employee use, but progress is steady.

The integration between MAGIQ Documents and MAGIQ ERP has been excellent. Over the past few weeks, MAGIQ Software's Glen has been helping us clean up our data, identifying what's no longer needed and streamlining our folders. Unused items are being archived or deleted, which has helped tidy things up significantly.

From a management perspective, the ERP integrates well with Microsoft tools and continues to perform strongly with Excel.

We haven't fully explored the visual reporting features yet, like pie charts and project ID analytics, but that's on our radar. We've held off showing those to supervisors until we're ready to roll them out more broadly.

Overall, we are very happy with how the system delivers and integrates data. It's been a solid experience so far.

Key Business Outcomes from Software Implementation

The adoption of the MAGIQ ERP has delivered several tangible improvements across the Shire's operations. Here are the standout benefits:

- Enhanced Purchase Order Control

We now have far better oversight of purchase orders from the outset. The system ensures the correct account or cost centre is attached immediately, reducing mix-ups and mistakes.

Approval processes are much tighter - if required documentation like quotes or proof of purchase isn't attached, the system prevents approval until everything is in place.

The system automatically ensures the right people sign off automatically, ensuring only the appropriate personnel can authorise transactions.

- Streamlined Approval & Accountability

Weekly reminders for outstanding purchase orders prompt users to act, reducing bottlenecks. The approval process now rests with the initiator or authoriser, cutting down on finance team follow-ups. If there's a breakdown in communication between those roles, the system forces resolution - people must collaborate to move things forward.

- Smarter Task Allocation & Document Workflow

Sharing our tasks within the MAGIQ Documents module has become a powerful tool - the team has embraced it fully, assigning tasks across the team with ease.

This has allowed us to retire older systems like spreadsheets and manual trackers, consolidating workflows into one platform.

The ability to attach tasks directly to documents has made internal workflows much smoother and improved visibility.

- Seamless Email Integration

Email notifications now include direct links to relevant items - clicking takes you straight to the task or document in question.

This feature has significantly improved responsiveness and reduced time spent navigating the system.

- Improved User Experience

The ERP is easy to use and designed with users in mind. Daily and weekly reminders help keep everyone on track without overwhelming them. Overall, it's made day-to-day operations smoother, more efficient, and less reliant on manual

How the Software Has Made the Finance Manager's Job Easier

The software has made life a whole lot easier for me - primarily by streamlining processes and enforcing a clear, structured workflow. There's now a defined sequence to follow, and if you don't complete each step properly, you simply can't move forward. That kind of built-in discipline has made things much more efficient.

From my perspective, it's a huge help. I can now go back to staff and say, "You need to complete A, B, and C before I can do D." It forces everyone to get the data right from the start, which means fewer corrections, fewer back journals, and less time spent cleaning up errors later.

You can still make amendments after something's been processed, but the goal is to get it right the first time. That's been a big shift for us - spending just a little more time upfront to ensure accuracy saves hours down the track.

It's also helped eliminate duplicate entries. Data is entered once, not two or three times, which cuts down on confusion and wasted effort.

Overall, it's a lesson in doing things properly from the outset - and the payoff is clear in how much smoother everything runs.

Key Features of the Software

The software has introduced several standout features that have significantly improved our day-to-day operations:

- Automated Reminders

The built-in reminder system is a game changer. It keeps users on track with outstanding tasks like purchase order approvals and customer service requests. These prompts help reduce delays and ensure nothing slips through the cracks.

- Streamlined Purchase Order Management

The purchase order system is intuitive and powerful. It ensures correct coding and documentation from the outset, improving accuracy and accountability. Approvals are now cleaner and more structured, with clear delegation pathways.

- Seamless Excel Integration

One of the most appreciated features is the ability to export reports directly to Excel with ease.

The depot crew, for example, uses a custom report that tracks outstanding purchase orders and service requests by department and area. They can download and print these reports daily, giving them a tangible, actionable list to work from.

- Simplified Reporting Workflow

What you see on screen is exactly what you get in Excel, with no formatting issues or missing data. This has drastically reduced the time and effort needed to generate and share reports.

Experience Working with the MAGIQ Team

Working with the MAGIQ team has been an outstanding experience. They're approachable, responsive, and consistently reliable.

One of the most reassuring aspects has been the consistency in communication: ask a question, and you'll get the same clear, accurate answer every time. There's no confusion or mixed messaging.

MAGIQ's team delivers a unified message. Their processes are well-defined, and everyone sticks to them. If someone doesn't know the answer, they're upfront about it and they'll find the right person who does.

The turnaround time is exceptional, whether it's a five-minute query or a same-day request, they always get back to us promptly.

The support has been top-notch. It's like a family - you can see it in the way our staff interact with their team - it's been effortless. For example, the two team members working closely with Glen on document management have built a strong rapport with him. I've stepped back from that area because I trust Glen completely. When he visited last week, he handled every issue with ease, answered complex questions, and provided clear guidance without hesitation.

Everyone's on the same page. The process is straightforward - step one, step two, step three - and there's no deviation. If something needs to be done a certain way, that's how it's done. No shortcuts, no confusion. That clarity has made a huge difference for our team.

In short, the MAGIQ team has been fantastic. Their support, consistency, and professionalism have added real value to our implementation journey.

Advice for Future Implementations

One thing we strongly recommend to any council considering the switch is to invest time upfront in data preparation. Don't treat the scoping sessions as quick half-hour meetings. Instead, take the time beforehand to understand what's required, review your existing data, and ensure what you're providing aligns with your goals.

We spent around 90 minutes on each scoping session, and had to dig deep to locate and validate the right data. Take the time to get it right. It makes a huge difference in how smoothly the transition goes.

Would You Recommend the ERP to Other Councils?

We would recommend the MAGIQ Cloud ERP to other councils without hesitation. It's clear that many councils are keen for change, even if there's some hesitation due to the unknowns. That's understandable - transitioning from a system after 13 or even 25 years is a big leap.

But the results speak for themselves.

The MAGIQ team has done a tremendous job with the Shire's rollout, and we have no doubt that MAGIQ will deliver the same quality of support to others.



About the Shire of Boyup Brook

The Shire of Boyup Brook, about 270 km southeast of Perth, is a small rural community in Western Australia's Blackwood River Valley. The Shire is a place where residents live closely with the land, farming wheat, sheep, olives, vineyards, and timber, often on family-run properties.

The Shire's lifestyle blends rural tranquility with a vibrant community spirit, showcased through events like the Country Music Festival and local art exhibitions. Surrounded by forests, rivers, and farmland, residents enjoy bushwalking, cycling, and other outdoor activities, while the local council focuses on sustainable growth, preserving natural beauty, and supporting community well-being.

About MAGIQ Software

MAGIQ Software is an international software business focused on delivering the MAGIQ Cloud Platform, consisting of our MAGIQ ERP, MAGIQ Performance, and MAGIQ Documents solutions. MAGIQ Software has over 600 customers worldwide. Our key markets include Local Government, Health and Community Services, Utilities, Education, and Not for Profit. A highly experienced and skilled team of over 90 staff delivers local support and development from Napier, Melbourne, Auckland, Christchurch, and San Diego.

www.magiqsoftware.com

New Zealand +64 6 835 9380 Australia +61 3 9468 9401 US +1 858 333 5523

