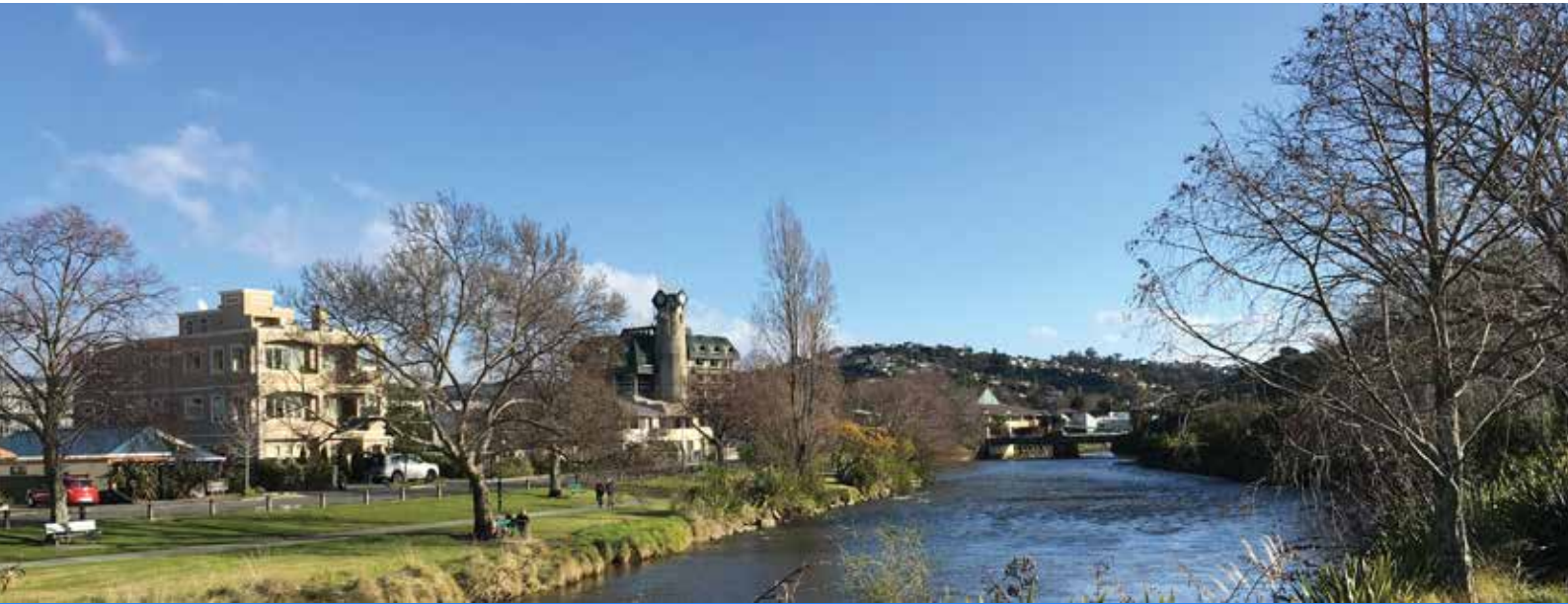


Nelson City Council



The Challenge

The complexity of Council's existing service requests system was impeding staff take-up and impacting the overall quality of the business information Council requires to accurately track its performance against the set KPIs.

The Solution

Nelson City Council chose to implement MAGIQ Service Requests, a comprehensive customer service system designed specifically for local government. The intuitive, easy-to-use interface is designed to be used across all areas of Council, allowing staff to easily process and complete assigned customer service requests.

The Benefits

System take-up and staff productivity has improved across the organisation, significantly improving the quality and visibility of the data the customer service team relies on to measure and report on service resolution times. This means that Council can much more accurately evaluate service performance and take any necessary actions.

About Nelson City Council

Local Government industry

211+ staff members

46,000 residents

\$88m annual expenditure

"With MAGIQ all it takes is a few simple clicks and the Service Request is done - we receive on average 200 Service Requests a day, so that's a significant time saving for everyone."

Jane McLeod,
Manager Customer Service and IT

“MAGIQ is providing us with access to thorough and reliable data, which allows us to much more accurately evaluate our service performance and take any necessary actions.” Jane McLeod, Manager Customer Service and IT.

Nelson City Council in the South Island of New Zealand is achieving significant time and productivity savings and improved visibility of its customer service performance following its implementation of the MAGIQ Service software application.

MAGIQ Service is a comprehensive customer service system designed specifically for local government. The intuitive, easy-to-use interface is designed to be used across all areas of Council, allowing staff to easily process and complete assigned customer service requests. The system enables management to accurately track and analyse customer service performance against set targets and KPIs.

Nelson City chose to replace its existing software with MAGIQ Service Requests to achieve Council's goal of more efficiently managing customer service requests and improving overall visibility and accuracy of customer service performance.

Ease of Use Improves Staff Productivity

“The system is designed to be simple and very easy to use; staff can complete their Service Requests with ‘point and click’ navigation, press save and it’s done. The user interface is also very familiar to staff being part of the MAGIQ Platform and this has definitely helped with uptake,” said Jane.

With the successful adoption of the system by staff, Jane observes that she and her team are now spending far less time following up on the correct entering and completion of Service Requests.

“Previously staff became frustrated due to the complexity of the system and we had a high ratio of Service Requests that had not been completed or closed properly. With MAGIQ all it takes is a few simple clicks and the Service Request is done – we receive on average 200 service requests a day so that’s a significant time saving for everyone,” she said.

The amount of time spent training staff on the Service Requests system has also been dramatically reduced. Previously the customer service team provided several hours training to all new staff as part of the induction process along with refresher training.

“We’re finding staff no longer need dedicated training; MAGIQ Service Requests are so intuitive and easy to follow a manager or another team member provides a quick overview of how it works and that’s it.”

Improved System Take-up Delivers Greater Visibility

Jane believes an effective Service Requests system is vital to Council's ability to accurately measure performance against its defined targets or KPIs, which Council refers to as its ‘Customer Promises’.

Customer Promises are central to Nelson City's customer service philosophy and have been established across every single area of Council. Each ‘Promise’ has specific performance targets or indicators assigned to it, which will include the acceptable timeframe for a service request to be completed.

Council staff are educated in the ‘Promises’ relevant to their business area; and ‘Promises’ are also published to the Community to provide full clarity around Council's customer service commitment.

According to Jane implementing MAGIQ Service Requests has significantly improved the quality of the data that she relies on to measure and report on service resolution times.

“Our business goal is to resolve 80% of our Service Requests within the original target timeframe. MAGIQ is providing us with access to thorough and reliable data, which allows us to much more accurately evaluate our service performance and take any necessary actions,” she said.

The MAGIQ Software team worked closely with Jane and her team to ensure staff were up and running with the new system within the required timeframes.

“Frankly, I can’t believe how little drama this whole process has been,” said Jane.

“The MAGIQ Software team installed and configured the software and then were here on-site to complete training of our key staff and make sure there were no problems when we went live.”

“As it turned out we had to change our go-live date and bring it forward and even with the additional time pressures I couldn’t fault the support and positive attitude of the MAGIQ team.”



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About Nelson City Council

Nelson is a city on the eastern shores of Tasman Bay, and is the economic and cultural centre of the Nelson region. The city has a population of around 46,000 people, making it New Zealand's 12th most populous city. Nelson City is well known for its thriving local arts scene, and is host to many events that are popular with locals and tourists alike.

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 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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