

## Bland Shire Council



### The Challenge

As the volume of information across Council continued to grow the process of locating and physically managing paper-based documents was consuming a significant amount of time. Accurately tracking documents and managing version control became a very labour-intensive process for the records management team, which impacted on their ability to deliver the required level of service to both staff and the community.

### The Solution

Bland Shire chose MAGIQ Documents to replace its paper-based systems, creating a single, secure source of all Council information and more than 75 staff are now using the system.

### The Benefits

MAGIQ Documents has created a very positive change to the way people work at Council, with document and records management becoming an easy, routine aspect of their working day. Multiple people can access a document at the same time and that means tasks can be actioned quicker, achieving improvements in service delivery times and staff productivity.

### About Bland Shire Council

**Local Government** industry

**145+** staff members

**6,000+** residents

**\$20m** annual expenditure

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Michelle Wheatley, Senior Records Officer

“The MAGIQ Documents team is always very supportive, help us to effectively manage and administer our system. We give them 10 out of 10 for customer support.”

## Michelle Wheatley, Senior Records Officer

Bland Shire Council in central western New South Wales chose to implement the MAGIQ Documents Suite to ensure full compliance with legislative requirements and to improve overall business process efficiency across the whole of Council.

Bland Shire is located on the fringe of the Riverina and Central West regions of New South Wales. Council delivers services to a community of more than 6000 residents, with the town of West Wyalong being the central hub within the region. The Shire has a strong history within the agricultural industry and is also seeing significant growth within the mining and retail sectors.

In 2008 Bland Shire recognised the need to move to an electronic system to more effectively manage its records and documents and following a thorough evaluation process Council chose to implement the MAGIQ Documents Suite.

“We chose MAGIQ Documents because we felt it was the most appropriate solution for a Council of our size; it’s very easy to use and it delivers all the flexibility we need to manage our information effectively and meet our records compliance requirements,” said Michelle Wheatley, Senior Records Officer, Bland Shire Council.

Council embarked on the project to implement MAGIQ Documents in August 2008, replacing a paper-based register and filing system to manage its documents and records. The key business drivers for the project were the need to address the inefficiencies associated with the paper-based system and the risk associated with potential loss or misplacement of documents and information.

Michelle commented, “Efficient access to information by our staff and the community is vital to the successful running of Council. People expect to be able to easily find the documents and records they need and be confident that they are current and accurate.”

Council recognised very early in the implementation process that staff uptake of the system was critical to the success of the project and has invested significant time in training and education.

“User uptake has been very successful and we now have 90% of staff accurately and consistently capturing their documents and records within MAGIQ Documents,” said Michelle.

According to Michelle one of the significant advantages of the MAGIQ Documents system is the highly flexible and powerful administration capabilities.

“Council is a living and breathing environment; it’s changing all the time and we need our Document Management system to move with these changes. Roles, security levels and library structures are continually changing and we need to make sure that we can quickly and easily adapt the system in line with these changes.

“With MAGIQ Documents we have the power and flexibility to administer these changes ourselves and that means we can respond very quickly and deliver a better level of service to our customers.”

The volume of email correspondence received by Council continues to grow rapidly and the MAGIQ Documents MS Office Connector is helping to ensure that all emails are captured and registered correctly.

“We have had excellent feedback from staff on this module, which is really easy to use with a familiar MS Outlook look and feel,” said Michelle.

Michelle says the level of customer service and support provided by the MAGIQ Documents team is a key factor in the records management team’s ability to deliver a high quality, dynamic document and records management environment.

“The MAGIQ Documents team is always very supportive, helping us to effectively manage and administer our system. We are very committed to continually upgrading our system and staying current and they encourage and support us through that process.”

“We give them 10 out of 10 for customer support. They understand our business and we can be completely confident any issues will be resolved promptly.”



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### About Bland Shire Council

Located on the intersection of the Newell and Mid Western Highways in NSW the Bland Shire provides services to a community of more than 6000 people. West Wyalong is the central hub of the Bland Shire and other communities located within the Shire include Barmedman, Tallimba, Ungarie, Weethalle, Wyalong, Kikoira, Naradhan and Mirrool.

### 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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