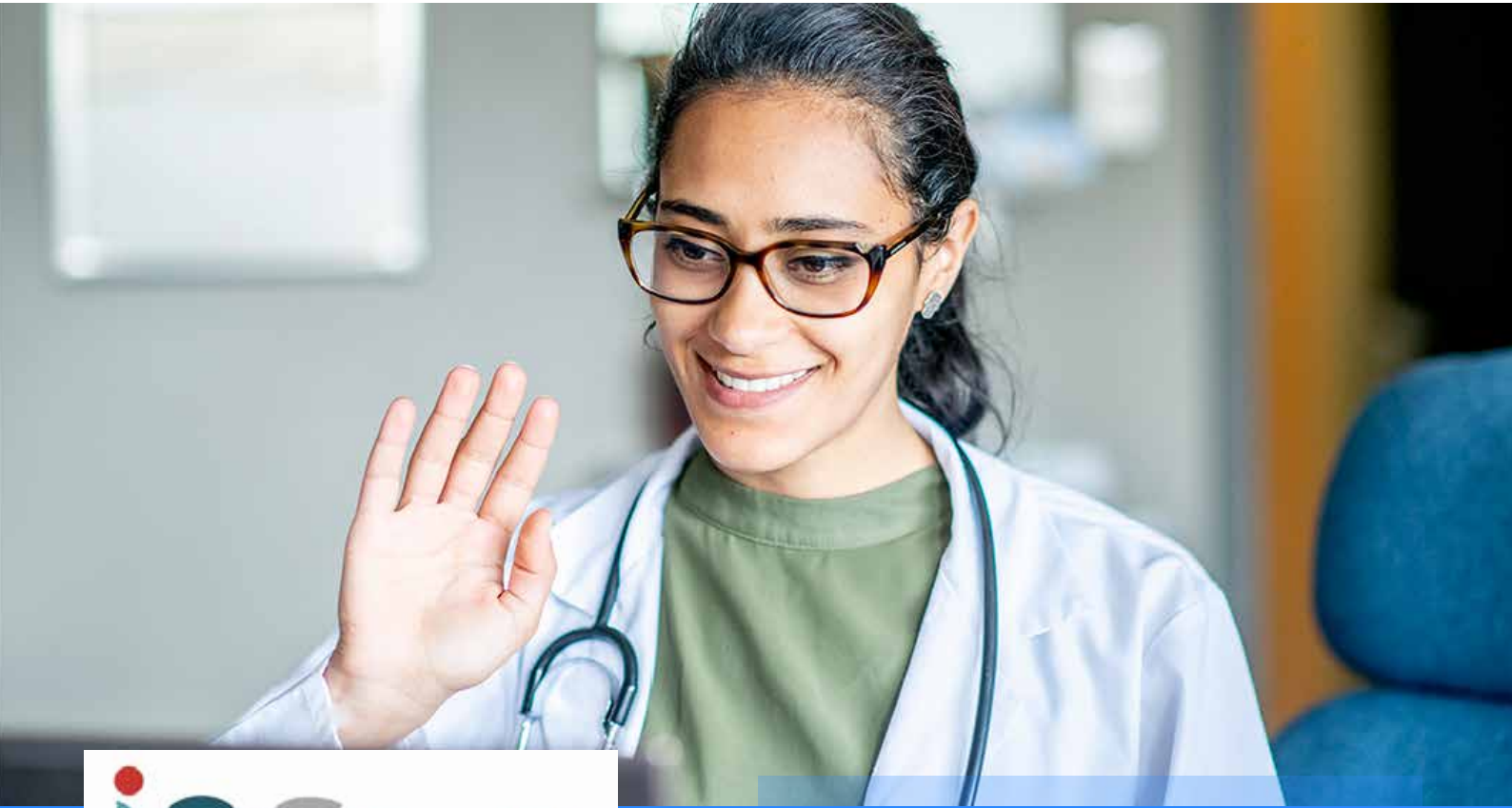# Case Study

# IPC Health Implements MAGIQ Performance



## The Challenge

The finance team was working with multiple spreadsheets with no ability to drill down into financial data to provide accurate reporting.

## The Solution

IPC Health implemented MAGIQ Performance to reduce manual efforts and improve their budgeting and financial planning capabilities.

## The Benefits

MAGIQ Performance provides access to data so that the finance team can drill down, report on it, and even look at transaction-level data quickly.

## About IPC Health

**Health** industry

**450** staff

**6** sites in Victoria

"I find MAGIQ Performance absolutely essential. Previously if someone had approached the finance team and asked them for the spend on interpreters and where, it would have been a difficult task. Now it's ready in 20 seconds. Bang, bang and there's your report. People think you're a magical, mystery worker because you can present data in a timely manner, but it's just there! MAGIQ Performance provides us with an automated, centralised system - improving our accuracy and providing swift access to all financial data."

Ian Holland, GM of Finance and Corporate Services

Over 100 healthcare organisations in Australia are using MAGIQ Performance's financial budgeting, reporting and planning capabilities to track, measure and improve organisational performance and results. MAGIQ Performance delivers easy-to-use data-driven analysis with powerful drill-down to the transaction level for budget managers.

IPC Health is one of Victoria's largest community health services providers. The organisation operates from six sites in Melbourne's West. It employs around 450 staff, providing a diverse range of services, including medical, dental, allied health, social services, and aged care services to the community.

The new General Manager of Finance and Corporate Services Ian Holland, who heads the finance team, was instrumental in implementing MAGIQ Performance into the organisation.

Ian spent 14 years working in various large Victorian healthcare organisations and, in his words, felt "completely hamstrung without MAGIQ Performance – so it was the first business case I wrote when I walked in the door."

**IPC Health implemented MAGIQ Performance in 2020 during the COVID pandemic.**

Approximately 23 program managers and financial managers now use MAGIQ Performance to view their financial data and report monthly financial data, build annual budgets, and report on payroll data and the Masterfile data against the budget.

When Ian first began working at IPC Health, the financial accounting team used Excel, but there needed to be a drill down into the data to different divisions or cost centres. He went from trying to navigate through time-consuming Excel spreadsheets and needed help understanding what was happening to being able to drill down right down to the transaction level.

"I find MAGIQ Performance absolutely essential. Previously, it would have been a difficult task if someone had approached the finance team and asked them for the spend on interpreters and where. Now it's ready in 20 seconds. Bang, bang, and there's your report. People think you're a magical mystery worker because you can present data in a timely manner, but it's just there! MAGIQ Performance provides us with an automated, centralised system - improving our accuracy and providing swift access to all financial data," said Ian.

"We only implemented MAGIQ Performance in 2020, so we haven't used all facets of the software yet. We are still fairly centralised with our budgeting, but we are trying to get to the point where we empower people to update their budgets online. It is undoubtedly a lot easier and simpler to disseminate budgeting information.

We are currently designing dashboards and portals and will roll them out to all users, so when they log in, they will go to their special landing page and see whatever month we have updated and a combination of their financial and payroll data. We will also look at designing and scheduling financial reports to staff."

### Key business outcomes

Ian says, "MAGIQ Performance provides access to data so that you can drill down and report on it and even look at transaction level data very quickly." Ian describes himself as very impatient and doesn't appreciate clunky systems. He has been using MAGIQ Performance every day for 14 years now and couldn't image not using it - it is a handy tool for his role as the head of the finance department.

At present, Ian is seeking to hire a finance business partner to manage and enhance MAGIQ Performance and make it more accessible throughout the organisation.

### Working with MAGIQ Software

"MAGIQ Software implemented MAGIQ Performance during COVID without a face-to-face meeting. Throughout the project, I found the response from MAGIQ Software staff to be quick, and MAGIQ implemented the software within a reasonable timeframe. It was made available to us in time for last year's budget setting. It was quite a push to get it done in time for us, so it was beneficial that it was available to us, and I was happy with how we got it in and done."

"Regarding support, I find the interactions via Zoom helpful as it allows the consultant to remote into our system and achieve the same result as someone sitting beside you.

During COVID, we set up discreet cost centres, and the CEO would ring me and ask how a project is performing – I could provide the data immediately, allowing decisions to be made quickly in response to the pandemic.

MAGIQ Performance has saved us time and has made everything more efficient, and as I said earlier, I would feel utterly hamstrung without it."

**MAGIQ**cloud

## About IPC Health

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## 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.

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