Case Study

Moyne Shire Council

The Challenge

Moyne Shire was seeking to implement a single, central place for the storage and handling of all documents and records across the whole of Council to replace a series of disparate network directory and database structures.

The Solution

Moyne Shire implemented a single, central and highly secure electronic records and documents repository using the MAGIQ Documents system.

The Benefits

All Council information is stored and maintained centrally, which means staff can easily access and retrieve the documents and records they need, leading to improved customer service levels. Overall confidence in the accuracy and consistency of business information has improved and a highly secure, central repository means the risk of lost or misplaced information is also significantly reduced.

About Moyne Shire Council

Local Government industry

335+ staff members

16,000+ residents

$47m annual expenditure

"With all information stored and maintained centrally in MAGIQ, staff can efficiently access and retrieve the documents they need to do to complete their daily tasks."

Joanne Brozinski
Information & Administrative Services
Co-ordinator, Moyne Shire

"The MAGIQ Documents full text search capabilities are fantastic and really flexible. Finding records or documents is now much easier and we have far greater confidence that everyone is accessing the latest, most accurate information." Joanne Brozinski, Information & Administrative Services Co-ordinator, Moyne Shire

Moyne Shire Council in south-west Victoria has implemented a single, centralised electronic records and documents repository using MAGIQ Documents, to deliver improved business efficiency and data security.

MAGIQ Documents is a suite of easy to use electronic document and records management software. The overall simplicity and intuitive design of the software means it is very easy for staff to learn, which leads to excellent take-up and adoption.

Moyne Shire recently implemented a single, central electronic records and documents repository using MAGIQ Documents. Prior to this documents and records were stored across the organisation in a number of disparate network directories and database structures.

According to Joanne Brozinski, Information & Administrative Services Co-ordinator, Moyne Shire Council a single, central repository that everyone is using delivers enormous benefits to Council.

"Locating and accessing corporate information used to be a very time-consuming and frustrating process and this impacted on our customer service levels. Now with all information stored and maintained centrally, staff can efficiently access and retrieve the documents they need to do complete their daily tasks."

"The MAGIQ Documents full text search capabilities are fantastic and really flexible. Finding records or documents is now much easier and we have far greater confidence that everyone is accessing the latest, most accurate information," said Joanne.

In her role as the Shire's Information & Administration Services Co-ordinator, Joanne is required to complete Freedom of Information searches and she commented that the new system makes this process much more efficient.

"Using MAGIQ Documents I am more confident that I have access to all of the information available; I don't have to search through multiple directories and this makes the task much more efficient."

Secure storage of the organisation's corporate information is another benefit the Shire has recognised. The MAGIQ Documents system is regularly backed-up and a central repository significantly reduces the risk of lost or misplaced information.

According to Joanne her business relationship with the MAGIQ Documents team is an important and enjoyable part of her role at Council.

"The MAGIQ Helpdesk is second to none. The whole team are always very helpful and I can ring and speak to them anytime. It's nice to know I can ask any question at all and I'll always get a quick and friendly answer."

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About Moyne Shire

Moyne Shire is located in the Barwon South West region, around 290 kilometres west of Melbourne. It is one of the states most productive and enterprising agricultural regions. Tourism is also a significant contributor to the local economy, particularly in the coastal township of Port Fairy, which is a popular seaside holiday destination with the local community tripling to upwards of 20,000 people during peak season.

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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