

St John Ambulance (VIC) and MAGIQ Performance



The Challenge

St. John Ambulance Victoria runs a complex business with multiple income sources. They required their managers to take responsibility for their budgets and mitigate the risk associated with having a single individual oversee the budgeting process.

The Cloud Solution

St John Ambulance enhanced its capabilities by implementing MAGIQ Performance Cloud, enabling effective and comprehensive budget reporting.

The Benefits

MAGIQ Performance equips St John Ambulance with an advanced budget management tool that promotes managerial control over the budgeting process.

Additionally, it includes reporting tools that streamline the assessment of activities relative to the budget.

The solution delivers quick, dynamic access to detailed financial information, facilitating rapid reporting and greatly enhancing the effectiveness and efficiency of financial accounting operations.

The Benefits of MAGIQ Performance

The real-time reporting and responsiveness of MAGIQ Performance enables St John Ambulance managers to deliver budget results promptly.

The platform eliminates the risk of relying on a single individual with specialised Excel skills, granting the team greater freedom to concentrate on other projects and enhancements.

St John Ambulance's managers are more engaged and take ownership of their budgets, which were previously just numbers in a spreadsheet with little involvement.

St. John Ambulance Victoria runs a diverse business with several sources of income. They manage both an online store and a national retail outlet that sell first aid supplies. They also have a dedicated fleet that services first aid kits for businesses and maintains defibrillators.

In partnership with Ambulance Victoria, St. John Ambulance transports patients and has agreements with both public and private hospitals to move patients between medical facilities and homes. They also handle transportation for the coroner's office.

As the leading provider of First Aid in Victoria, St. John Ambulance offers a broad array of accredited training programs, including First Aid, Mental Health First Aid, and CPR. These courses are available at over 40 locations across Victoria, as well as onsite at workplaces.

Additionally, they generate significant revenue by providing health services at large events. And in the community, they run a program that focuses on areas with high rates of cardiac arrest, educating residents on the use of defibrillators and CPR.

How does St John Ambulance manage multiple revenue streams and budgets? With MAGIQ Performance Cloud!

St John Ambulance in Victoria enhances its operational efficiency by utilising MAGIQ Performance's budgeting and labour budgeting modules, coupled with comprehensive reporting dashboards.

Every manager is accountable for managing their individual budget, facilitated by a streamlined approval process through the software. All financial data is extracted from SAP financials.

The organisation automates board and management reporting using MAGIQ Performance. This is facilitated by the MAGIQ Publisher module, which, along with the MAGIQ Scheduler, ensures reports are distributed efficiently.

A notable feature is the automated cash flow tree, which integrates seamlessly into the board reporting package. This innovation significantly reduces the time spent on manual reporting, saving approximately two full days each month through its streamlined mapping and cash flow tree structure.

Furthermore, St John Ambulance employs dashboard reporting, allowing managers to drill down into transactions and gain insights into their expense composition, enhancing their ability to make informed decisions.

How MAGIQ Performance has improved workplace efficiency

The real-time reporting and responsiveness of MAGIQ Performance enables St John Ambulance managers to deliver budget results promptly. The platform eliminates the risk of relying on a single individual with specialised Excel skills, granting the team greater freedom to concentrate on other projects and enhancements.

Thanks to MAGIQ Performance, St John Ambulance's managers are more engaged and take ownership of their budgets, which were previously just numbers in a spreadsheet with little involvement. The interactive nature of MAGIQ Performance allows managers to delve into finer details, providing them with greater control over the budgeting process.

Additionally, MAGIQ Performance offers quicker and more professional-looking board and management reports, along with the flexibility of automated graphs and analytics.

Working with the MAGIQ Software Team

The St John Ambulance team praised their MAGIQ Software account manager for being exceptionally approachable, making sure any issues are swiftly resolved or escalated when needed.

The staff at St John's Ambulance have become well-acquainted with all the key support personnel and subject matter experts at MAGIQ, allowing them to know precisely whom to contact for specific concerns. They also rely on Zendesk for support and have consistently experienced outstanding responsiveness from the team.

MAGIQ Performance is equipping St. John Ambulance with dynamic, real-time budget insights, fostering budget ownership, and streamlining the process of budget reporting and distribution. This innovative approach not only saves time but also delivers comprehensive analytics across the entire organisation.



About St John Ambulance Victoria

St John Ambulance Australia (Victoria) Inc (St John Victoria) is a self-funding, non-profit charitable organisation providing first aid training, patient transport and event health services and youth programs in Victoria..

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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