



Setting the Benchmark in Productivity and Service with FNDC

If you take a line halfway between Whangarei and the Bay of Islands and extend it north to the very tip of New Zealand you mark out the territory of the Far North District Council (FNDC). While its subtropical climate is very popular with holidaymakers, its rugged terrain and geographical isolation make it one of the more sparsely populated district council territories in New Zealand. The FNDC is located in towns across the region that are up to two hours travel time apart. Administering this area is the responsibility of 250 enthusiastic individuals who are consistently looking for ways to improve the way they do business and provide greater returns to rate payers. It was this desire for productivity improvement that led FNDC General Manager Finance and Business, Ian Sivyer, to adopt TechnologyOne's financial package in 2005.

Janice Smith joined the FNDC as Finance Manager with a "lifetime's experience in local government administration" just as TechnologyOne Financials was going live. She says she's found TechnologyOne Financials to be the best system she has worked with. Both Janice and Ian say a key strength of the system is its reporting, which makes it easy to extract information in a variety of formats suiting the needs of the various stakeholders within the council.

Since launch, the TechnologyOne Financials platform has become a vital component of the FNDC's infrastructure: it is used by the full finance team and key managers across all 12 offices – a total of 50 staff with direct access to the system.

Both Ian and Janice report the TechnologyOne platform has enabled dramatic improvements in both productivity and customer service. The system enables electronic approval and tracking of all invoices - which are now scanned and stored electronically. This has removed the need for couriering documents between offices and significantly improved the response time for both payments and customer enquiries.

"It is much easier to track an invoice through the system as opposed to following a paper trail across various offices," says Janice Smith. "Nor are we seeing the number of account enquiries that we used to, and if we do get an enquiry we are able to give an immediate answer from any terminal, instead of having to go back to the source."

FNDC also added multi ledger and multi reporting modules, Business Intelligence and a Works & Asset solution which is used for Fleet Management and Capital Project Monitoring. Janice commented that project tracking has become much easier. Instead of having multiple spreadsheets of projects costs they now electronically issue one project code and break it down into smaller components – nothing gets missed and everyone finds it much easier to track the overall budget.

If you would like to view a video about Far North District Councils use of TechnologyOne solutions please visit www.TechnologyOneCorp.com and look under solutions for Local Government.



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