

RAD to the future with Kāpiti Coast District Council

With around 50% of staff not using the legacy OpenText EDRMS, information management was a struggle for Kāpiti Coast District Council. Differing ways of working meant there was a very real risk of information getting lost.

Collaboration a chore rather than a way of working

With COVID ushering in the age of remote working, many of Kāpiti's 400+ staff found themselves needing to collaborate and work from home. Core systems on different platforms only added to the challenge, making customer requests slow to process and information difficult to manage.

Achieving together

Kāpiti and Information Leadership partnered to create a workplace that really worked. Information Leadership led the technical work while Kāpiti spearheaded the change management. Migrating from OpenText to M365 was Kāpiti's largest ever technology-based change project.

"The partnership we formed with Information Leadership has been collaborative and responsive"

Ewen Church,
Chief Information Officer

Ewen goes on to say, "What has been a significant contributor to the success of the RAD project is a vendor who had done it before."



The road to RAD

Internal motivation was a massive driver in the success of this project. Despite the challenges of staff often working from home, the team strived to keep everyone informed and involved throughout the project. They began with a staff expo and a platform naming contest, and continued with a network of influencers, workshops, training, regular tips, and drop-in sessions to keep staff engaged.

The digital workplace has been affectionately dubbed 'RAD' for its embodiment of Kāpiti's new ways of working. Branding the cool, forward-focused workplace kept staff excited about the change with the RAD logo appearing on the digital workplace, posters, t-shirts... even cake!

Transforming how work gets done

Kāpiti's new Microsoft365 digital workplace has transformed how they get work done, allowing them to better support their community. Using the iWorkplace Teams Framework, they have adopted a Teams-First approach with Microsoft Teams as their primary interface alongside SharePoint. This has simplified their information management making it easy for staff to file and find information as needed. Staff are enjoying new ways of collaborating across teams and locations with collaboration becoming the new way of working.

Supporting their digital workplace is a co-designed, functional taxonomy. 'What we do, not who we are' is fundamental to the taxonomy allowing it to future proof files by filing them by function rather than person.

Individual workspaces were designed with the teams who would be using them - ensuring they are fit for purpose and intuitive to use. Legacy files gained fresh metadata, shifting them to the correct workspaces and any files that didn't fit were reconsidered and retired if necessary.

Searching for documents has never been easier!

Since go-live, Kāpiti staff have been making the most of their digital workplace. A recent annual survey showed a 23-point improvement in their view of the tools and resources they use to do their jobs... and they're just getting started.

Migrating from OpenText to Microsoft365 has simplified information management for the team.

With core systems all on one platform, collaboration is a breeze. Customer enquiry responsiveness has also improved with staff able to quickly find the information they need.

Following the success of the RAD project the Kāpiti Coast District Council team has been named as finalists in the 2021 ALGIM awards.

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