

# Ruapehu District Council Transforms Digital Content Management with M365 Migration

Information Leadership expertise utilised for optimal content and collaboration system design.



## Overview

Collaborating with other organisations to deliver optimal systems for councils is a core strength of Information Leadership (IL).

In late 2023, Ruapehu District Council (RDC) aimed to retire clunky and cumbersome legacy content systems to improve performance, manage risk, and reduce costs. RDC began leveraging Microsoft 365 for information management, transitioning from their 2019 on-premise system (Spock) to the evergreen M365 platform. The team at IL supported RDC throughout their journey to make work better.

## Objectives

The primary goals of the project were to:

- Enhance digital presence and customer engagement
- Implement a modern digital workplace solution
- Deliver enhanced content management capabilities
- Reduce costs associated with on-premise hardware and licensing.

## Implementation

The project involved several key initiatives:

- Development of MS Teams and SharePoint collaborative workspaces, supporting better content management and sharing of information

- Integration of Ozone with SharePoint Online, ensuring a single source of truth for critical records
- Deployment of enterprise search functions specifically for property records, enabling property-specific records to be easily discovered within the content framework
- Enterprise Content Management (ECM) document search, helping staff to discover content easily
- Creation of a new modern intranet, with intuitive UX/UI supporting ongoing engagement and adoption
- Implementation of a workflow solution for policies and procedures, ensuring relevant stakeholders could successfully manage these key documents.

### CHALLENGES

**Difficult to collaborate:** no visibility of information across the organisation.

**Information risk:** lack of information governance causing security concerns.

**Lack of process:** no automated processes and workflows for document control.

**Lack of integration:** no connection between systems holding information relating to property records.

**System costs:** significant hardware and licensing costs, limited budget.



*The great thing about partnering with Information Leadership was the proven solutions they were able to bring. This accelerated our project and gave us real clarity on the end result.*

*– Maggie Flonk, Manager Information Management, Ruapehu District Council*



### SOLUTIONS

 <p><b>iWorkplace Framework</b></p>	 <p><b>iWorkplace Teams Request Wizard</b></p>	 <p><b>iWorkplace Smart Integration</b></p>	 <p><b>iWorkplace Controlled Documents</b></p>	 <p><b>iWorkplace Search</b></p>
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A roadmap was developed and implemented. This included workstreams for:

- a robust information and systems architecture
- enhanced taxonomy
- Cloud migration
- information protection and
- a human transformation programme to embed change.

The project was delivered by IL, RDC's trusted Microsoft 365/SharePoint provider.

## Solutions

Throughout the project, the team discovered and implemented further opportunities to enhance their content management approach. They focused on automation and efficient solutions, leveraging IL's expertise to install and configure specialist solutions, automate processes, and deploy controlled documents and workflows.

## Results

The project achieved significant outcomes:

- Improved communication and teamwork through MS Teams
- Enhanced project efficiency with new SharePoint Project Workspaces
- Deployment of IL's Smart Integration Engine for common tasks between Ozone (Local Government Line of Business System) and SharePoint Online
- Deployment of property search and ECM document search functions
- Successful design and adoption of a new intranet
- Reduced ongoing hardware and licensing costs.

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*"We are finding great benefits from the new integration tool which allows us the ability to manage, maintain and implement future integration opportunities as and when the business need arises."*

*– Maggie Flonk, Manager Information Management, Ruapehu District Council.*



The project was delivered on time and within budget, while being flexible enough to accommodate new or refined requirements. It was completed over an 11-month period from the design stage in November 2022 to go live in September 2023. The project used a combination of project management and software development methodologies to achieve its objectives.

## Conclusion

RDC's digital transformation project met its business objectives by establishing a modern compliance-grade content management foundation on the Microsoft 365 platform, migrating legacy content, and integrating Ozone with SharePoint Online.

The project showcased high levels of collaboration among various stakeholders and providers, leading to remarkable success and lasting positive impact on the Council and for the community.