Piritahi: a story of vision, the right technology toolset and a journey of people-centred change

MINISTRY FOR PRIMARY INDUSTRIES

Cloud-based Cohesion ECM service enables collaboration, integrated information, insight and knowledge

Cohesion GOVERNMENT

THE SITUATION

The Ministry for Primary Industries (MPI) is committed to growing and protecting New Zealand. Their work includes helping to maximise export opportunities for New Zealand's primary industries, improve sector productivity, ensure the food we produce is safe, increase sustainable resource use and protect New Zealand from biological risk.

MPI was formed out of the Food Safety Authority, Ministry of Fisheries and Ministry of Agriculture and Forestry. With each organisation bringing with it its own systems, processes and information, the merger created a pressing informational challenge. MPI recognised the need to create a consolidated single, flexible and managed modern Enterprise Content Management (ECM) system that would span all aspects of MPI's operations and bring together its people and information.

THE OPPORTUNITY

As a "hugely diverse" organisation, with 2800 people distributed across the country, performing roles ranging from biosecurity control at New Zealand's borders to knowledge work within central government, and with more

than five million existing documents to control and manage, MPI understood the need for a new ECM solution that would be people-centred and easy to use, facilitating collaboration within MPI and, in time, more widely with external agencies. Underpinning this pan-organisational communication, collaboration and information management, the solution also needed to fulfil MPI's records management requirements, ensuring legislative compliance.

MPI's existing File Classification System (FCS) was not widely or consistently used, and resulted in a situation where information was siloed, "fragmented", out of date and hard to find. With limited opportunities for cross-functional communication and collaboration, MPI saw a need for positive, technology-enabled organisational change.

And that's where Intergen, Intergen's "Cohesion" all-of-government ECM as a Service offering and Allfields' technology change management consultants enter the picture. And Cohesion became Piritahi (meaning "the bringing together and blending of knowledge").

> "The Cohesion ECMaaS is significant to the Ministry for Primary Industries, and for the New Zealand Government more broadly, in the respect that it creates an ecosystem which allows us to collaborate, share information and to meet legislative requirements.
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> A good recent example of this collaboration is the Tau Fly event, with Cohesion enabling collaboration between cross-functional teams across MPI, helping us to better respond to protect New Zealand."
>
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THE TECHNOLOGY

Cohesion enables MPI to maximise its information assets by providing users with a secure, easy-to use, enterprise grade service, and offers a comprehensive content management and collaboration capability whilst providing information managers with the tools and processes to effectively manage content and information through its lifecycle. It also gives MPI's people the ability to easily create, find and access information wherever they are.

MPI chose Cohesion from the All-of-Government ECMaaS panel for several reasons, the greatest of which was its exclusively Microsoft technology toolset and its commitment to the Microsoft roadmap.

Olwyn Crutchley, MPI's Manager Information and Data Management, explains the decision:

"MPI is strongly committed to Microsoft technologies and the integrated experience Cohesion would give us with our other Microsoft technologies was critical to us. We also chose Cohesion for its collaborative aspects, such as co-authoring functionality and social tools. We also saw that it would give us a strong platform future growth, as well as for its ability to extend it to handle special use cases, like responses and ministerials."

Cohesion's modern and visually appealing look and feel and the familiarity of the Microsoft toolset were also winning factors.

THE GAIN

"Cohesion is a good fit for us, and its "stickiness" and usability makes it popular with our people. It strips back complexity, and because it takes care of the routine, hygiene factors in the background, like records management, it frees up our information managers to become more consultative and business focused," Olwyn says.

With a total of 5.5 million documents to be migrated, and 86% of the migration process completed, MPI's previous Documentum solution will be decommissioned.

Significant monetary benefits will also be realised through MPI's selection of Cohesion. If MPI had invested in a traditional software purchase, inclusive of infrastructure, the estimated cost of this would be a TCO (total cost of ownership) of $23 million over a seven-year period. In selection Cohesion's as-a-service model, TCO is reduced to $13 million over a seven-year period.
Other business benefits include:

» Mobile workforce enablement – ability to access information anywhere, at any time, with information staying within the ECMaaS (further enhancements are underway to enable mobile access from phones and iPads)

» Protection and preservation of information, with documents managed from creation through to final disposal, and legislative requirements of the Public Records Act 2015 met

» Best practice leveraged to improve information management

» Staff can find information easily on Piritahi, and view it in a way that is relevant to their business activity

» A future-proof solution – a service model that is secure, sustainable and continuously upgraded

» Improved collaboration with internal colleagues or external parties, providing a single source of truth and reducing coordination effort and rework, helping to achieve Operational Excellence priority and built Enduring Relationships

» Reusable document frameworks and templates and ability to quickly set up a new document framework in response situations, helping to achieve Smart Regulation priority

THE ENGINE ROOM

Intergen's Cohesion ECM as a Service, comprising Microsoft SharePoint with additional functionality from AvePoint, RecordPoint, One Place Solutions, Colligo, Pingar and DocsCorp.

THE BUSINESS CASE

With an existing File Classification System (FCS) that was not widely or consistently used, and resulted in a situation where information was siloed, "fragmented", out of date and hard to find, and with limited opportunities for cross-functional communication and collaboration, the Ministry for Primary Industries saw a need for positive, technology-enabled organisational change. Following a rigorous selection process, MPI chose Cohesion, Intergen's Enterprise Content Management Service, from the three solutions on offer through the All-of-Government ECMaaS panel.

THE BUSINESS VALUE

» Mobile workforce enablement

» Protection and preservation of information

» Documents managed from creation through to final disposal, meeting PRA 2015 requirements

» Staff can find information easily, regardless of where it stored, and view it in a way that is relevant to their business activity

» A service model that is secure, sustainable and continuously upgraded

» Improved collaboration

» Reusable document frameworks and templates and ability to quickly set up a new document framework in response situations

» Enriched user experience and strong user adoption

With Intergen staff working across organisations of all sizes and types, our offerings include portals, content and collaboration solutions, Microsoft Dynamics financial and relationship management, custom software development, management consulting and hosting services.

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