



Success story

New Zealand Transport Agency

Industry

- Government, Transportation

Solutions

- OpenText™ Content Suite Platform
- OpenText Cloud Managed Services

Services

- OpenText Cloud Managed Services

Partner support

- Tenzing

Results



Enabled efficient, sharable
content management



Improved staff productivity
and engagement



Improved service with the
same overhead



Enabled **cloud-supported**
speed and integration



The New Zealand transport agency starts digital transformation journey

Government transport organization serves citizens more efficiently with OpenText Enterprise Content Management-as-a-Service (ECMaaS) in the Cloud

"OpenText ECMaaS enables us to share and collaborate more easily with our partners. That makes us a good member of the transport sector and of the public sector."

Tracy Parsons
Information Manager
NZ Transport Agency



The New Zealand Transport Agency leads the way as the first government crown entity in New Zealand to increase productivity and improve services for citizens with OpenText content management delivered as a cloud service.

As a Crown entity with 1,450 employees, the NZ Transport Agency provides access to the land transport system and manages the state highway network. Formed by merger in 2008, the NZ Transport Agency needed to consolidate multiple content management systems, as most NZ Transport Agency professionals were using dozens of shared drives.

Tracy Parsons, who joined the NZ Transport Agency in 2011 as information manager responsible for its enterprise information strategy, said that the agency ruled out updating the old ECM system, discovering it would cost millions of dollars for an end-of-life product with no regional support. Instead, Parsons and the steering committee recognized an opportunity **“to transform the way we harness our knowledge,”** she says, prompting transformation that fits within the government’s forward-looking Information and Communication Technology (ICT) strategy.

Driving digital transformation

Above all else, the NZ Transport Agency needed an ECM system that puts people first: easy to use, at any time. **“We wanted to go with the option that had the most possibility, the most functionality, that could take us the furthest, and that was OpenText,”** Parsons says.

The NZ Transport Agency is the first public sector group in New Zealand to implement OpenText Enterprise Content Management as a Service (ECMaaS). Selected from a panel of three suppliers approved by the New Zealand Department of Internal Affairs, OpenText—internally branded as InfoHub—is gaining traction, accelerating user acceptance and enticing

other departments to “get on the bus,” the agency’s invitation to a new way of managing and sharing information.

Before selecting OpenText, Parsons and her team consulted with colleagues. **“We shortlisted OpenText then took our decision to the people,”** she notes. Following 50 road shows and 350 survey responses, 96 percent of respondents said OpenText meets their needs and they would use it. **“With that ground swell of support, it was relatively easy to secure the funding and support for the project,”** she says.

Within its first 18 months of deployment, nearly 1,400 internal and 600 external users across the NZ Transport Agency, regional Transport Operations Centers and the capital construction program use InfoHub to manage and share critical business knowledge, from emails and spreadsheets to photographs. An increasing number of external partners access the system to collaborate on projects.

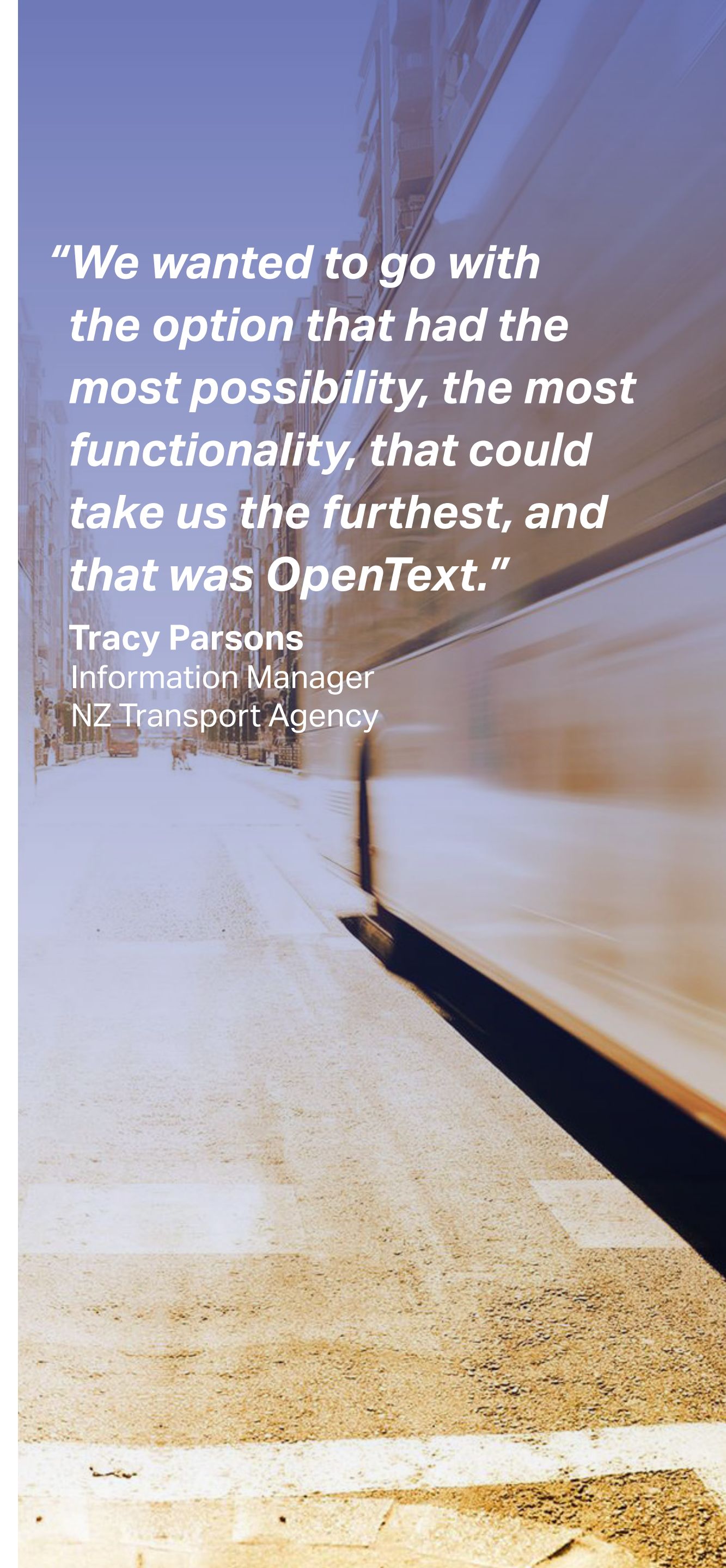
The InfoHub intuitive user interface configured with team favourites and shortcuts is a refreshing change. **“Our people are allergic to metadata,”** Parsons says. **“Now, the vision is a no-training user interface, and we’re almost there.”**

Cloud advances

New Zealand’s government ICT strategy calls for organizations to work as one system to provide citizen-centered services. As a transport agency, the NZ Transport Agency is part of a larger ecosystem that must share and use the same information. **“With OpenText ECMaaS, we have greater ability to integrate with other systems and organizations, and implement enhancements or new products. It enables us to share and collaborate more easily with our partners. That makes us a good member of the transport sector and of the public sector,”** Parsons says.

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Also, she reports, by moving ECM to the cloud, the NZ Transport Agency gains more functionality than the previous system allowed, while maintaining the same overhead. ***“We haven’t had to increase our head count, even though we have more sophisticated functionality. In fact, we’ve repurposed our head count because there are things that we don’t need to do any more.”*** Among other duties, technical management and system upgrades will be handled by OpenText Cloud Managed Services, providing the support through its ECM experts.

To deploy, the NZ Transport Agency worked within a short time-frame with OpenText Cloud Managed Services and its partner Tenzing, with support provided by Revera from an infrastructural standpoint. ***“We had a team that learned how to work together to make this a success,”*** according to Parsons.

Process efficiency

Following initial implementation, the NZ Transport Agency is looking at business process management capabilities in new areas. A pilot for automating case management will reduce paper-based filing for taxi and bus driver licensing. According to Robyn Elston, a manager in the NZ Transport Agency Access and Use Group, ***“If you stacked all the paper that my team sorts and manages in a year for this one process, you’d reach the height of the Sky Tower in Auckland.”*** Instead, with OpenText support, the NZ Transport Agency is working to provide online self-service options to citizens. ***“Every case is different,”*** Elston explains. ***“We needed a way the user could be in control.”***

Collaborating, serving citizens

The NZ Transport Agency professionals are realizing capabilities promised by Parsons and her team for joining the digital transformation journey,

including sharing knowledge with ease, from any device. The benefits of reliable, cloud-based content management are also several-fold:

- **Mobility:** In today’s connected world, any time, any device access signals a modern system, particularly for senior managers who are often on the road, according to Parsons. At 24/7 transport operation centers, employees need reliable, mobile access to documentation stored in InfoHub. ***“In the future they will be able to access manuals and react in a responsive way, which is important,”*** Parsons notes. ***“Lives can be at risk there.”***
- **Meaningful productivity:** ***“Users report significant time savings,”*** through easy access, Parsons says. Automation and self-service offerings also welcome efficiency: ***“It means our people will do more high-value work; we’ll be asking them to exercise judgment rather than more manual, administrative work.”***
- **Improved service:** Citizens appreciate immediate insight into license applications. ***“With our new process, they click a link,”*** Parsons notes. ***“It fits with the New Zealand government goal to provide better digital services to citizens.”***
- **Informed decisions:** Users are sharing evidence for clear-sighted decisions, according to Parsons. ***“The strategic value from this project is enormous,”*** she relates. ***“We are now able to leverage rich information assets created by our people and outsourced partners. We work collaboratively with our infrastructure project partners, capturing valuable institutional knowledge at project end.”***

Parsons adds, ***“We’re changing our behaviors and culture of how we use information.”*** The NZ Transport Agency professionals are along for the ride: early reports indicated a massive uptake of InfoHub. ***“People say they enjoy using InfoHub unsolicited,”*** Parsons notes.

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The enthusiastic response validates a people-first and people-driven change management focus. Parsons and her team worked with 90 change leaders who championed the new way of sharing information within their own business units. Another 110 power users acted as the grassroots business transition team. In total, 15 percent of the NZ Transport Agency people have been on the change management team, who initially met monthly. ***“Change management has been tremendously successful. The business really has led it,”*** Parsons says.

Future plans

The NZ Transport Agency looks forward to building on its ECM platform by integrating with its core back-office systems like SAP®, automating additional business processes and expanding collaboration—then spreading to other agencies in the transportation sector. ***“We are just beginning to realize the benefits of having a solid foundation in place with the InfoHub on OpenText ECMaaS,”*** concludes Parsons.



About OpenText

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