

Intelligent Information Management for the New Zealand Public Sector

The world is rapidly embracing the concept that the digital era is creating a new generation of information. Organisations need to address this quickly to leverage the opportunity that this increased volume of data is offering – the public sector is no exception. That’s why TIMG helps New Zealand Government agencies of all sizes to create streamlined and secure information management processes and experiences.

TIMG’s intelligent information management practices and technology deliver solutions that work, covering everything from data capture, automation of workflow processes, delivery and preservation of information through to analytics.

TIMG are New Zealand’s most comprehensive information management provider and are trusted with matters of critical importance when accuracy, speed and security are essential to success.

Our solutions, created and developed right here in New Zealand, enable you to increase efficiency and reduce the risk of managing physical and digital data by securely protecting your information.

- Enable quick and easy accessibility to vital data and information with in-house scanning and digitisation solutions.
- Convert inefficient paper-based transactions into easy-to-use digital interactions with custom workflow solutions.
- Securely protect your vital systems and data with online backups to locally hosted servers.



Imaging and advanced document capture

Delivering secure digital services

As part of a wider business transformation project, a large Government department required a custom digital records management system to electronically process large quantities of paper returns.

TIMG implemented a compliant and in-house solution, developed with local knowledge and technologies to enable this department to request physical documents using TIMG's web-based records management portal (SAFE Digital). The system was created to facilitate different data fields, allowing their staff the ability to search and retrieve both historic and future data.

This has enabled the department to dramatically improve their secure digital services to their customers. To date, we have uploaded approximately 34 million lines of data for this department and will continue to for another 2 years, with the view of digitising more of their records in future.

Bespoke data capture enables a digital-first

Another agency needed our expertise to deliver a large-scale, cost-effective, scanning and data extraction solution for a highly sensitive and time-constrained project.

To achieve this, we established a facility in a secure location, configured specialised software to read handwriting and brought in a team of around 150 people to receive, image, repair and transmit the data.

Streamlining inbound paper responses

A large Government ministry found it challenging to keep up with efficiently processing the copious amounts of inbound paper work received via mail. They approached TIMG for a solution which could manage the manual scanning and data loading of the documents into their existing systems.

We developed a system which could accurately and quickly process this inbound information and transform the data so it could be used efficiently by the ministry. The system was cost-effective as it can integrate with the ministry's existing system.



Customised workflow and software solutions

Eliminating slow paper workflows

The same ministry was struggling to meet KPI's due to increasing volumes of requests through another paper-burdened key process and required an approach which would streamline the procedure. They approached TIMG with the same conditions and requirements - requiring a solution which could facilitate this highly sensitive data and information.

The solution was to develop and maintain a web-based public facing portal which would eliminate the current process of manually filling in a 4-page form. By partnering with TIMG, this ministry delivered on all their key SLA's and ROI's.

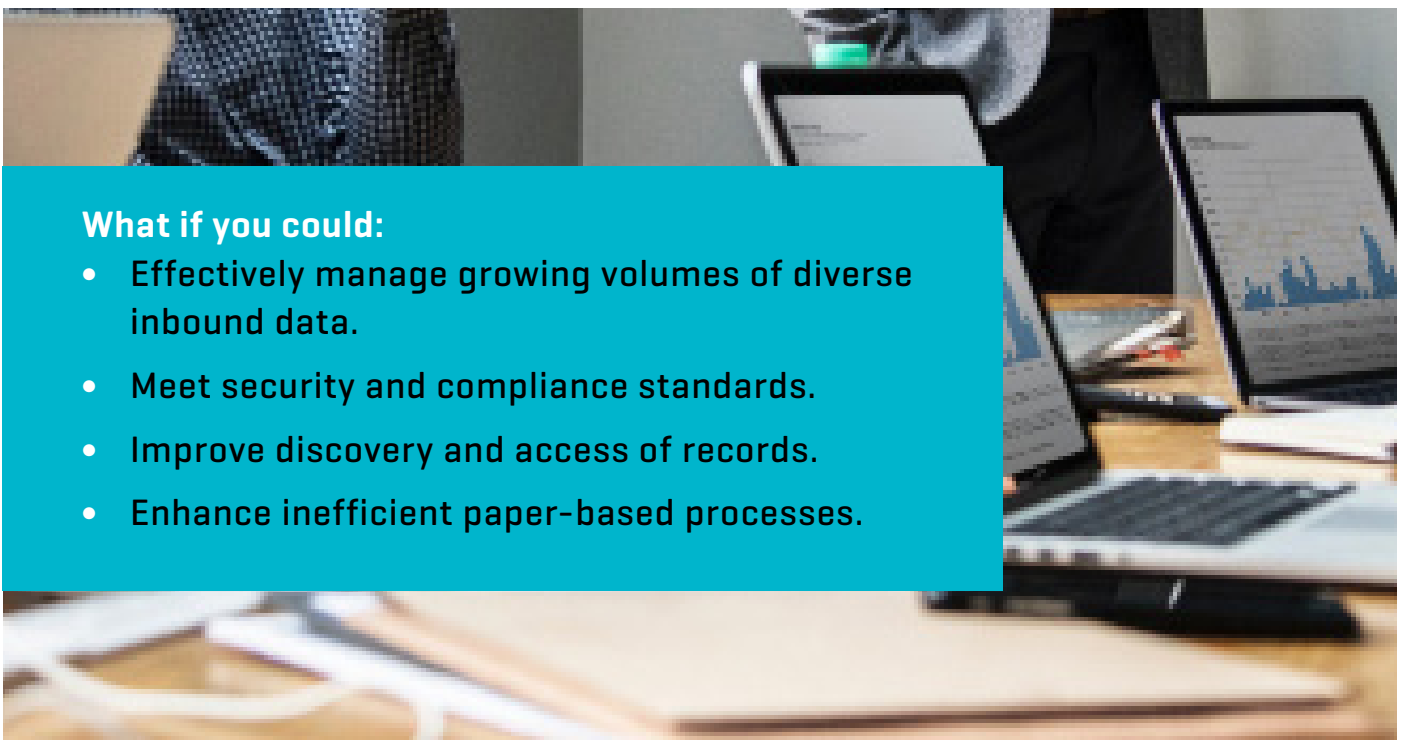
Digital tracking and monitoring of assets

A local district health board (DHB) were experiencing difficulties in tracking client assets at one of their centres. With the inability to track and reuse assets, costs to replace and re-disperse new inventory proved to be detrimental for the DHB.

Having successfully worked with TIMG on past projects, the DHB re-approached TIMG in search of a suitable solution to manage and track their inventory of assets. TIMG developed a custom web-based application to track assets as they're issued, with the ability to generate automatic reminders for key personnel to record their return.

What if you could:

- Effectively manage growing volumes of diverse inbound data.
- Meet security and compliance standards.
- Improve discovery and access of records.
- Enhance inefficient paper-based processes.



Online backup and disaster recovery

Future-proofing Iwi infrastructure

With the inability to activate a core function with a previous IT disaster recovery solution, one of New Zealand's largest Iwi's approached TIMG for a new and reliable disaster recovery (DR) option to protect their entire IT infrastructure and network.

The solution needed to be flexible enough to ensure that this Iwi could continue with business as usual should an outage occur with any of their core IT systems. TIMG implemented a customised solution which integrated with existing infrastructure, providing this Iwi with a flexible, cost-effective and an easy to implement DR solution.

Digital backup transition

A local district council were using traditional tape storage to backup and protect their vital data and information. They quickly realised that they needed to move away from relying on this unsecure method.

TIMG presented an online backup solution which uses locally hosted servers to protect the council's data, giving them the ability to manage data flowing between their systems and our servers. Providing guidance and expertise with DRaaS and BaaS, TIMG are currently exploring a custom DR project with this council, with the view to a full implementation soon.

The key message

A successful and intelligent information management solution can provide reliable access to data, trustworthy agency and client relations and increased productivity along with reduced costs.

Talk to us to learn how TIMG implicitly understands and addresses the unique needs of the New Zealand public sector and why we are the preferred information management experts.

**Experience the future of information today,
through people who understand and products that solve.**

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