

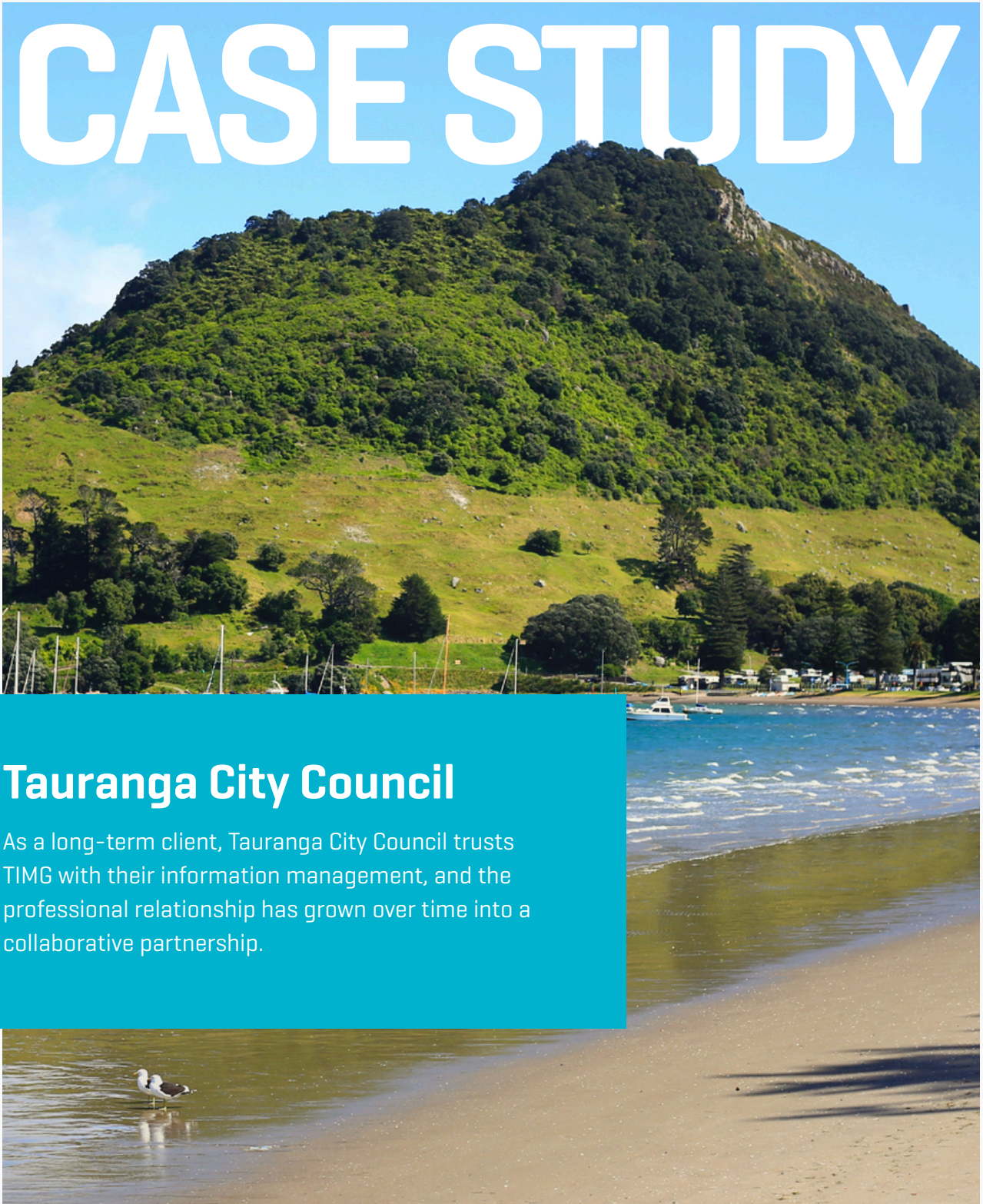


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0800 SECURITY

CASE STUDY

Tauranga City Council

As a long-term client, Tauranga City Council trusts TIMG with their information management, and the professional relationship has grown over time into a collaborative partnership.



THE ORGANISATION

Tauranga City Council is the local government authority representing the 160,000 people of Tauranga, New Zealand.

Operating since 1888, the Council is responsible for delivering a wide range of essential services to the community, and operates in a highly regulated environment with strong accountability requirements around information, privacy, and public access.

THE RELATIONSHIP

Tauranga City Council has trusted TIMG with various information management solutions over the years. A notable project took place in 2021, when the two organisations collaborated on a large-scale digitisation project that saw TIMG developing a custom workflow to scan and digitise the Council's large store of Resource Consent files, which were being held in a secure TIMG storage facility at the time.

The project was completed successfully and efficiently, with Tauranga City Council performing an audit of the scanned results and finding them to be 100% true and accurate representations of the original documents.

Since 2013, TIMG has remained a trusted supplier for Tauranga City Council.

Key factors in Tauranga City Council selecting TIMG as a supplier were:

1. TIMG's local logistics network
2. TIMG's ability to deliver highly accurate scans
3. TIMG's expertise in managing government records and maintaining compliance

"[TIMG's] reliability and consistency have stood out. We've also valued their understanding of the public sector environment and the importance of compliance, security, and confidentiality."

- Donna Officer, Tauranga City Council



A COLLABORATIVE PARTNERSHIP

While Tauranga City Council is increasingly focused on digital transformation, they still retain a significant volume of legacy and physical records requiring appropriate, secure, and compliant management, and TIMG remains a key part of this.

Over the years, the professional relationship between Tauranga City Council and TIMG has evolved from being primarily a storage provider to a much more collaborative partnership. When the need arose to develop an organisation-wide information management strategy, TIMG was able to support the Council team and ensure the strategy could be implemented effectively.

In building a strong working relationship with the Council, TIMG has gained a deep understanding of the organisation, its compliance requirements, and the importance of information governance in a council environment.

“We’re able to bounce ideas off each other and have open, practical conversations about how we’re managing information.”

- Donna Officer, Tauranga City Council

CONSISTENCY, TRUST, AND RELIABILITY

Comprehensive information governance is essential for government agencies to ensure they can work effectively and efficiently. With crucial compliance and security obligations required by law, having an information management partner with the right knowledge and experience will save time, money, and stress by providing the tools necessary to succeed in meeting such obligations.

For more than 30 years, TIMG has been managing information for businesses and government agencies nationwide, and we take pride in our ability to provide excellent services and comprehensive solutions to all manner of organisations.

Our relationship with Tauranga City Council is a perfect encapsulation of the work we do. TIMG is more than just a service provider; we seek to build partnerships with our clients to ensure that their objectives are always achieved.

No two organisations are the same, and each require tailored solutions to successfully manage their information. We endeavour to create open dialogue and understand our clients' needs first in order to develop strategies and solutions that allow them to protect, transform, and leverage their information.

“Consistency, trust, and reliability. Managing information in a council environment carries risk, so having a provider we trust to handle our records securely and professionally is critical. TIMG has delivered that over a long period of time, which has made the decision to continue the relationship straightforward.”

“We would not look anywhere else.”

- Donna Officer, Tauranga City Council



TALK TO US ABOUT YOUR INFORMATION MANAGEMENT PRACTICES

We have been helping New Zealand businesses and government agencies manage their information for over 30 years.

From digitisation to records storage, secure destruction to enterprise data protection, TIMG's comprehensive range of solutions ensure that your data and information is always secure, yet accessible, and can be properly leveraged into a valuable resource.

Get in touch with our team today to make sure your information is working for you.

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