

Key Outcomes

40%

Reduction in document-related support tickets

Automated processes and improved reliability mean less time spent troubleshooting.

70%

of workspaces delivered by IL

30%

co-created by TRC staff

Rapid rollout and long-term adaptability through partnership and capability transfer.

Seamless collaboration and co-authoring

Teams can work together in real time, sharing and editing documents effortlessly.

Whole-organisation uplift

Staff in every department are now confident and equipped to manage their own information independently.

Delivered within forecast budget

Strong governance and project management ensured the project stayed on track financially.

Automated compliance aligned to ALGIM standards

Compliance is built into daily workflows, reducing manual effort and risk.

3.3TB of legacy content archived cost-effectively

Historic records are preserved and accessible, without the cost of full migration.

At Information Leadership, we believe that the best digital transformation outcomes are achieved through true partnership. Our approach is collaborative and pragmatic – working side-by-side with customers to co-design solutions that not only meet immediate needs but also build long-term capability.

For Taranaki Regional Council (TRC), this meant empowering staff, embedding compliance, and delivering measurable improvements through a blend of expert guidance, proven frameworks, and hands-on support. By fostering trust, open communication, and shared ownership, we help our customers take real control of their digital future.

This case study is an ideal reference for Chief Information Officers and Transformation Leads seeking to modernise legacy systems, embed compliance, empower staff through sustainable digital change, enable collaborative ways of working, and deliver cost-efficient, scalable solutions – while achieving measurable results and building a foundation for ongoing improvement.

Challenges

TRC faced several significant challenges in its digital transformation journey.

The legacy eDOCS system was unreliable and inefficient, with frequent crashes and cumbersome processes that made information management frustrating for staff. Compliance with regulatory standards was largely manual, increasing the risk of errors and placing a heavy burden on teams. Collaboration was limited, as the old system prevented real-time co-authoring and forced departments to work in silos. Migrating 3.3TB of legacy content presented a complex and costly hurdle,

as maintaining access to historic records was essential but a full migration was not feasible. Additionally, the transition required robust change management to ensure staff were engaged, trained, and confident in adopting new ways of working. Balancing the need for rapid delivery with the goal of building long-term internal capability was crucial, as was maintaining strong governance and alignment with TRC's digital strategy and legislative obligations throughout the project.

Solution

Information Leadership partnered with TRC to deliver a pragmatic, future-ready solution using Microsoft 365 SharePoint Online, underpinned by proven iWorkplace™ framework and apps.

Smart Migration: Instead of migrating all legacy content, TRC archived eDOCS in read-only form. Only new content was made PRA-compliant, reducing cost and complexity while preserving access. A copy-checking solution prevented duplication, maintaining historic records efficiently.

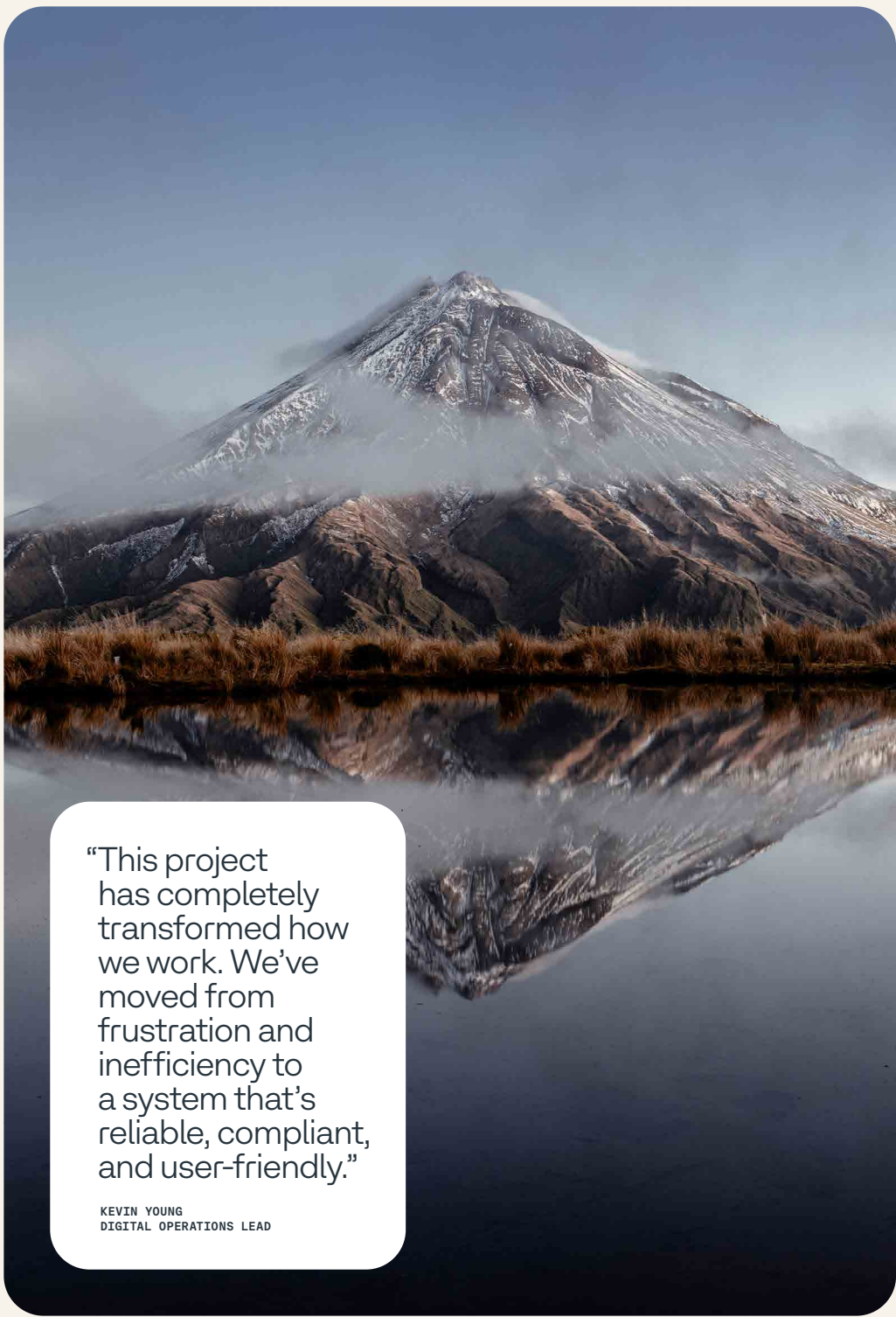
Co-Creation Model: IL delivered 70% of workspaces and trained TRC staff to build the remaining 30%, ensuring long-term self-sufficiency and capability transfer.

iWorkplace™ Apps: Smart Metadata for automated tagging, Smart Case Files for compliant and secure case file management, and Smart Labels for automated retention and disposal.

Custom Search Hub: Enabled users to find documents using legacy IDs or new metadata, improving retrieval and reducing reliance on outdated codes.

Change & Adoption Framework: Included staff expos, train-the-trainer sessions, and a super user group formed five months pre-go-live.

Integration with IRIS: Delivered a single source of truth and future-proofed integration with IRIS Next Gen, supporting sustainable, transparent information management.



“This project has completely transformed how we work. We’ve moved from frustration and inefficiency to a system that’s reliable, compliant, and user-friendly.”

KEVIN YOUNG
DIGITAL OPERATIONS LEAD

Results

The transformation at TRC delivered clear, measurable benefits. Document-related support tickets dropped by 40%, and staff now retrieve information faster using a custom search hub.

Real-time co-authoring has improved collaboration, while automated compliance through metadata and retention rules has reduced manual effort and risk. Staff are empowered through co-design and super user networks, and significant cost savings were achieved by archiving legacy content rather than migrating it in full. Ongoing improvement is supported by adoption metrics and regular training.

Strong collaboration and governance ensured the project aligned with TRC’s digital strategy, delivered within budget, and established a repeatable model for future digital initiatives.

This project highlights the value of partnership and clear vision, delivering immediate results and equipping Taranaki Regional Council for ongoing digital transformation and lasting community impact.

“Our partnership with Information Leadership gave us the tools and confidence to leap forward – aligning seamlessly with our digital strategy and putting us firmly in control of our future.”

KEVIN YOUNG
DIGITAL OPERATIONS LEAD

Want a future-ready digital workplace? Get in touch today!

0800 001 800
info@informationleadership.com
informationleadership.com

