



## Success story

Ministry for the Environment,  
New Zealand

### Industry

- Government

### Solutions

- OpenText™ Content Suite Platform
- OpenText Cloud Managed Services

### Results



**Enhanced collaboration** and  
immediate access to content



**Support for engaged  
workforce,** partnerships



**Strategic focus** for  
business efficiency



*Ministry for the*  
**Environment**  
*Manatū Mō Te Taiao*

# New Zealand's Ministry for the Environment shapes fountain of knowledge

**Government agency informing country's environmental policies  
shares content, engages users with OpenText Enterprise Content  
Management-as-a-Service in the Cloud**

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have done in the past, is quite critical to us as an organization."***

**Neil Hurley**  
CIO  
Ministry for the Environment, New Zealand

**The Ministry for the Environment in New Zealand harnesses knowledge to encourage environmental stewardship for a prosperous country. “Information is our No. 1 asset next to our people,” said Neil Hurley, chief information officer with the Ministry for the Environment, New Zealand. “We’re a policy agency, so a lot of what we do is based on the knowledge we’ve created in the past and the knowledge we’re going to create in the future.”**

Left untended for a long period, the Ministry's previous system for managing and sharing information withered. **“It wasn’t providing the functionality to enable our staff to do what they needed to do,”** Hurley said. As a result, employees did not use the document management tool, causing knowledge gaps across the organization. **“We were losing that ability to manage our information by people just not trusting in the system.”**

Boosting confidence and reliance in enabling technology—both internally and externally—is imperative to the organization's operations, particularly as the Ministry for the Environment grows younger. **“We’ve got a very young demographic,”** Hurley explained. **“Recent graduates are accustomed to immediate, mobile access to information, as well as technology-based interaction and collaboration. The same expectations are there for them to be able to do that within the enterprise environment.”**

Even outside the enterprise, local and regional councils, as well as other agencies need and expect easy access to information. **“A large part of the Ministry’s role is collaborating across a wide range of diverse stakeholders, co-producing policy or sharing information with individuals from other organizations,”** Hurley said.

As such, continued reliance on an outdated, unpopular system proved too risky for the Ministry. It wanted an accessible, reliable solution for sharing content and engaging users. To be sustainable, a replacement content management system needed to fit within a government-wide initiative to move away from in-house applications and toward a cloud-first approach.

### Fountain of knowledge: ECM-as-a-Service

As part of an information technology transformation, the New Zealand Government Department of Internal Affairs vetted several products, distilling ECM options to a panel of three choices for government agencies.

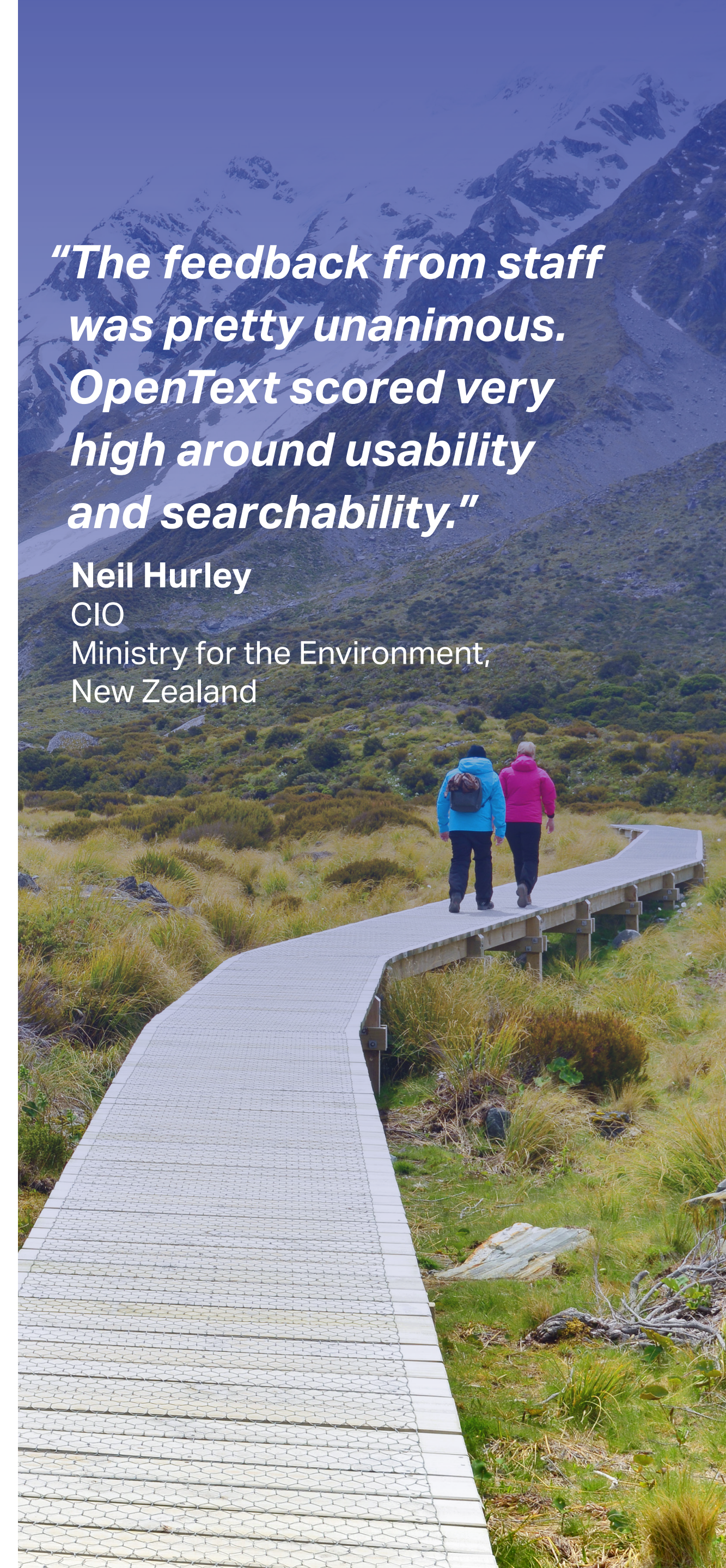
Upon review and testing, one solution stood out to the Ministry for the Environment: OpenText Enterprise Content Management-as-a-Service (ECMaaS) in the Cloud. **“The feedback from staff was pretty unanimous,”** Hurley said. **“OpenText scored very high around usability and searchability.”**

Following a smooth implementation and migration process, hundreds of users at the Ministry for the Environment now rely on ECMaaS for core, daily responsibilities. **“For us, content management is our No. 1 business application,”** Hurley said. **“Staff being able to find what they’ve created, find a place to store what they’ve created and find what others have done in the past, is quite critical to us as an organization.”**

To enhance adoption and align technology capabilities with organizational values, the Ministry for the Environment held a naming campaign for the new content management solution. Hurley said the internal name for ECMaaS, Te Puna—a Maori phrase translated as “the spring”—is grounded in cultural values for the Ministry and, more broadly, the people it serves. **“It’s the fountain of knowledge: we see our system as being the place where we go to seek knowledge.”**

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Cloud-based information now stored within Te Puna includes interaction and supporting documents regarding advice the Ministry provides to the New Zealand government on policies, laws and issues affecting the environment. ECMaaS also manages business records such as invoices, personnel files and more.

Hurley and his team partnered with OpenText Cloud Managed Services and Techtonics, as well as infrastructure service provider Datacom to implement ECMaaS and migrate more than two million objects, a critical process that essentially moved the history of the organization from the old to the new system. ***"Our resources worked together and the migration was planned to the nth degree,"*** Hurley said. ***"I've never seen a migration go as well as ours. Not a single record or metadata field was dropped or lost anywhere in the process and it all went as planned. At the end, it was a really great outcome."***

Training progressed in stages: show and tell, displaying an early view; detailed videos outlining key steps for common uses; and tailored training, providing direct experience for personalized tasks. Users reported feeling supported and prepared in the transition to a new system. It showed: Hurley said employees took to using Te Puna immediately. ***"I'm really pleased with the output that we've got from the project in the sense of how consistently staff members are in there every day, making use of it."***

The Ministry for the Environment plans to extend "deeper and easier" collaboration externally as well, allowing authorized agencies, consultants and other partners to access content directly via the cloud. ***"Then, they'll be working within our environment as opposed to us having to do that horrible job of pulling 20 sets of feedback from 20 documents into one piece,"*** Hurley said.


### Alignment with cultural values, technology trends

ECMaaS nurtures agile information governance and aligns with the Ministry's organizational commitment to responsible stewardship and efficiency, according to Hurley. ***"Making the decision to move to the Enterprise Content Management-as-a-Service was a key part of our organizational IT strategy,"*** he said.

Since usage at the Ministry varies month to month, a service structure supports cost efficiency. Furthermore, the cloud-based offering allows Hurley and IT management to focus on strategic management. OpenText Cloud Managed Services offers a true service offering, Hurley notes: ***"As the CIO of Ministry for the Environment, I don't need to concern myself with the infrastructure and the application,"*** said Hurley. ***"I get to divert my attention to what we're going to do with the product and how we can use it within our business, while OpenText is making sure the system is always there and available for us. For me, it's a win-win."***

Rather than managing an application, Hurley focuses on enabling the professionals at the Ministry for the Environment, especially as they move into a more connected digital world. ***"We need to think about how technology can be used as a way to enable a greater flexibility in our workforce,"*** Hurley said. ***"How do we wrap tools and solutions around that, enable it to work seamlessly for people but also work in a way that they want to work?"***

The success of ECMaaS is evident in its consistent and continuous use, as well as future possibilities, Hurley said. ***"It's about the user population coming to us with ideas on how their business processes or the way that they work could be supported by the product."*** While the content management system drives easy information access and collaboration,



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he is looking beyond. ***"For me, it is as much about where we go next and how much the business is involved in driving where we go as it is about how much use we're getting out of the system."***

The Ministry for the Environment plans to take advantage of the user interface in Content Suite 16, which enhances interaction, aligning well with the culture and workforce at the Ministry. ***"We are also keen to***

***find a solution to make it easy for us to consult or collaborate with external stakeholders, but within the confines of a managed environment,"*** Hurley said, noting the secure file sync and share would augment capabilities already present in ECMaaS. ***"It's a critical win for us to be able to deliver something that enables them to work smarter and more efficiently around a key part of what they do."***



## About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](http://opentext.com).

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