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*Eightwire automates the exchange of information between data systems. Trusted by governments and corporations around the world, it accelerates the delivery of analytics and collaboration programmes.*

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## LinkPeople and the Ministry of Social Development Case Study

### Eliminating legacy barriers to digital transformation

#### **ABOUT THE MINISTRY OF SOCIAL DEVELOPMENT**

New Zealand's largest government agency, the Ministry of Social Development (MSD) is dedicated to helping build successful individuals – and in turn building strong, healthy families and communities. The Ministry is working together with other government agencies, non-government organizations (NGOs), advisory groups, iwi, and more to tackle some of society's biggest issues, such as family violence and child poverty.

#### **ABOUT LINKPEOPLE**

LinkPeople works to link New Zealanders to healthy and affordable homes, and the right support services for their health and well-being needs. LinkPeople is a non-government organisation working throughout the country, including the Auckland, Waikato, Lakes, Taranaki, Manawatu, Wellington and Canterbury regions.

#### **CHALLENGE**

Always looking for ways to better help at-risk citizens, the Ministry of Social Development set its sights on optimising social housing spending. But with funding deployed through 140 separate NGOs and with no data standard, the Ministry struggled to tell which programmes were working, and why.

#### **SOLUTION**

Starting with LinkPeople, MSD engaged Eightwire to connect NGOs' case management solutions to the Ministry's own systems via a data exchange. The data exchange will automate and standardise the flow of social housing data, saving NGOs from time-consuming manual reporting and enabling the Ministry to carry out faster, richer analytics.

#### **PROJECTED BENEFITS**

- Delivers complete view of social housing across the country with no data ingestion effort
- Minimises manual intervention for both the Ministry and NGOs – saving time and resources.
- Enhances Ministry's social housing data analytics, driving smarter resource allocation.

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*The Ministry will finally gain a complete view of social housing across the entire country. It will be able to see clearly which programmes are working and which aren't, and it will gain a new understanding of the interplay of social issues.*

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## **THE MINISTRY'S CHALLENGE**

The Ministry of Social Development is committed to helping individuals and strengthening communities through social housing initiatives. In fact, a significant portion of the Ministry's budget is spent funding social housing for hundreds of thousands of New Zealanders.

In many cases, it is hoped that social housing will help the neediest and most disadvantaged citizens; those suffering from mental health problems, addiction, or other social issues. However, MSD found that it could not carry out the necessary data analysis to accurately determine which social housing programmes were actually working, and which were not – making it difficult to optimise spending.

MSD deploys funding for social housing through 140 non-government organisations. The issue is that case reporting is not currently standardised across these NGOs. Information is submitted manually, data quality is inconsistent, and the Ministry has no efficient way of collating the data for collective analytics.

For NGOs, the situation is just as problematic: providing information to MSD is a considerable manual effort and a major drain on resources, which reduces the ability of NGOs to provide services to their communities and clients.

LinkPeople is one of the non-profit organisations working with the Ministry, and it has been feeling the impact of the outdated reporting system. As an NGO, LinkPeople relies on government funding, which means that – even more so than an ordinary business – it needs to ensure its operations are as optimised as possible. Manually reporting to MSD through spreadsheets and PDFs is an additional overhead that LinkPeople can scarcely afford, and the inefficiency risks impacting the organisation's ability to serve its community.

It became clear to MSD that it needed a new approach to data collection. It needed a way to automate reporting for NGOs and rapidly collate the information for analysis. In short, a digital transformation of the entire process.

## **A SECURE SOLUTION THAT SCALES**

The challenge of sharing data between NGOs and government agencies is not exclusive to the social housing arena; it is a problem felt right across the public sector. The New Zealand government looked for a technology provider that could create a data exchange platform to overcome this barrier – and it chose Wellington-based, data integration specialist, Eightwire.

To make MSD's digital transformation a reality, Eightwire will link NGOs together with the Ministry via the data exchange – starting with LinkPeople.

By connecting both LinkPeople's case management system and MSD's analytics database to the data exchange, Eightwire will provide a single, secure channel for exchanging information. The data exchange will pull information directly from LinkPeople's system, automatically translate the data into the correct format, then push it to MSD.

Spreadsheets and PDFs will be things of the past for LinkPeople. It will be able to enter information into its case management solution, and that info will appear in the ministry's systems within seconds without any manual intervention.

Likewise, for the Ministry, standardised data will be available on demand and there will be no need to manually integrate the data before beginning analysis.

## **BENEFITS FOR MILLIONS OF CITIZENS**

Once they are connected to the data exchange, both LinkPeople and MSD will be better positioned than ever to serve the community.

For LinkPeople, the newly automated reporting process will deliver significant savings. There will no longer be any need to divert resources to time-consuming admin, which will enable the organisation to focus fully on its core goals of linking people to housing and support.

Additionally, the data exchange will facilitate a new feedback loop between LinkPeople and the funding agency. As more NGOs join the data exchange, this feedback loop will show how LinkPeople is performing relative to its peers, and best practices will emerge and enable all of the organisations to further optimise their operations.

For MSD, this will be just the beginning. As Eightwire rolls out the data exchange to the rest of the 140 social housing providers, the Ministry will finally gain a complete view of social housing across the entire country. It will be able to see clearly which programmes are working and which aren't, and it will gain a new understanding of the interplay of social issues. All of this information will drive improved decision-making and better use of taxpayers' dollars, empowering the Ministry to provide more effective help to vulnerable citizens.

What's more, MSD will be able to act on information with unprecedented agility. The data exchange will enable the Ministry to build collective analytics more quickly, more cost-effectively, and with greater depth. New insight will help MSD focus resources where they matter most and truly make a difference in the lives of at-risk New Zealanders.

## **ABOUT EIGHTWIRE**

Eightwire can provide you with a single, secure data environment to link together all the people and information in your organisation – or link your business to another – automatically and hassle-free, all without changing your existing systems. To learn more about how Eightwire can accelerate your intelligence and collaboration programmes, visit [eight-wire.com](http://eight-wire.com) or contact [heya@eight-wire.com](mailto:heya@eight-wire.com).

