





destin

**A proven leader in
business transformation**

Destin specialises in successful information system implementations and related services that provide significant opportunities to transform your business.

The **Destin** way nurtures people and ideas to help realise full business transformation potential.

The **Destin Philosophy** has been developed and refined through numerous successful implementations. We have a complete focus on satisfying our customers, working collaboratively with them and openly sharing our proven **Destin Methodology**.

Critical success factors for every **Destin** assignment are comprehensive planning, application of the right skills for the job, inclusive change management, a focus on benefits realisation, complete professionalism and recognition of success

Destin is a leader in bringing people and ideas together to
realise your business transformation potential

The destin story

In 1988 Destin directors Dennise & Steven Fox created their service focused consultancy specialising in successful business transformation enabled through technology.

Two decades on, they lead more than 20 Destin specialists working alongside New Zealand's and Australia's leading organisations in all aspects of business transformation through IT system and service implementations.



Across a wide range of business transformations, the **Destin** team continues to contribute to their customers' success stories. These businesses include:

- University of Auckland
- eLGAR (Libraries for a Greater Auckland Region)
- Auckland City Council
- Waitakere City Council
- IBM New Zealand Limited
- SAP New Zealand Limited
- Commonwealth Bank of Australia
- Telecom New Zealand Limited
- Mighty River Power
- Transfield Services New Zealand Ltd
- Hamilton City Council
- Kordia Solutions Ltd
- HortResearch New Zealand

A personalised approach

Destin director Dennise Fox:



Destin people take pride in working closely with your team to create a great environment which will see your project successfully to fruition.

Our experienced consultants offer the skill sets vital to ensuring information management system and service implementations are delivered successfully, managing and minimising the inherent risk in complex business transformation.

Destin-led solutions will last the test of time because Destin believes in delivering quality every time. Destin's team of professional consultants will empower your staff to develop the knowledge and skills they need to support your solutions beyond implementation. ”



The Destin Philosophy

- **Customer satisfaction.** The team at Destin will work with you to ensure that the outcomes will meet the needs of your organisation, industry, and customers.
- **The human touch.** We care deeply for the people and organisations that we work with and pride ourselves on creating warm productive project environments.
- **Holistic approach.** We work with you to understand your wider business requirements, and ensure that your implementation maps to your company's direction and purpose.
- **Specialist skill.** Every Destin consultant is a highly skilled professional, with a proven track record on successful projects.
- **It can be done!** Our consultants approach every challenge with a solutions focus and a "can do" attitude. They are able to work effectively across a range of services
- **Competitive Rates.** Our rates are highly competitive in the consulting market as we do not have the overheads of many larger companies.

Full service spectrum

Project & Programme Management

We focus on your business objectives and identify the path to achieving your desired project outcomes.

Strategy and Policy Development

We can assist you in the development of strategy and policy across a wide range of organisational disciplines as our principal and senior consultants have had experience in a wide range of senior management roles.

Business Process Design

We will work alongside you to undertake process redesign and improvements – generating efficient solutions that drive service improvements and cost savings.

Business Analysis

Our business analysts can help you to analyse requirements mapping these to your current and future system and organisational capabilities, develop options and assist in the implementation of solutions.

Change and Communications

Our experienced change and communications managers have proven success in minimising the impacts on your staff and maximising the positive benefits and experiences that can be gained out of successful projects.

Training

We provide a full spectrum of training expertise including training management, training resource development and training delivery.

Testing & Quality Assurance

Our robust testing methodology will provide your business with an assurance of quality and peace of mind.

Data Conversion

We undertake comprehensive testing, data cleansing, data mapping and trial conversions to ensure that your business critical data is successfully transitioned.

Documentation

We develop comprehensive online process and system documentation to support the ongoing training needs of your organisation.

e-Business

Our eBusiness consultants have been involved in the implementation of many complex electronic online services and will assist you in developing your digital and channel strategies.

Our partners' word

Auckland City Council

Implementation of Pathway software – the largest IT initiative for the Council, serving 700 users.

“ As programme manager for three major system implementation projects at Auckland City, Dennise Fox brought a wealth of experience, professionalism and a calm, determined approach that helped assure us of success on all of these projects. These successes lifted the bar for Auckland City in our approach to project management. Dennise develops very loyal project teams, which she inspires to work at high levels, and as such has achieved great results for Auckland City. All those people involved have grown enormously as a result of their involvement in the projects. ”

**David Rankin – CEO,
Auckland City Council**



University of Auckland

Implementation of PeopleSoft HR and Payroll modules, redesign of processes and the development of a new model to improve HR service delivery.

“ In 2008 the University of Auckland transformed the delivery of HR service through the reimplementation of PeopleSoft HR / Payroll and the creation of a new service delivery model. Destin Consulting played an integral role in this important multi-million dollar project bringing with them skills in large system implementation, process design, change management and user training. The Destin approach to this project was inclusive and collaborative which created a strong, energetic environment for the project and its stakeholders. ”

**Kath Clarke – Director of HR,
University of Auckland**





eLGAR (Libraries for a Greater Auckland Region)

Pre “Super City” – Destin implemented a common system, set of processes and business rules across the libraries of five councils in the Auckland region.

Recipient of two Computerword Excellence Awards, a TUANZ Innovation Award and a 3M Innovation in Libraries Award.

“Dennise and her team impressed with their ‘can do’ approach to any task presented to them, combined with their unfailing focus on our needs. The culture of the project team was a major highlight, with consultants and library staff working together, in one cohesive team, creating a fun, vibrant and exciting work environment.”

**Chris Szekely – former City Librarian,
Manukau City**



Waitakere City Council: Pathway Local Government System

Eleven Destin staff managed the implementation of this multi million dollar system – the largest IT project undertaken by the Council.

“The Pathway implementation was one of the largest IT and process change projects that Waitakere City had undertaken. A large number of Destin Consulting contractors filled important project positions, and the project was a success. The Destin team worked closely with council staff to deliver this major change initiative, within scope, to some challenging timelines while keeping under budget.”

**Ross McLeod – Chief Executive Officer,
Hastings District Council (previously
Director of Finance, Waitakere City Council)**

Kordia

SAP Financials Implementation

“We asked Destin to assist with our SAP implementation. Hope and David from Destin brought a wealth of experience and skills, fitting seamlessly with the project team to generate programme outcomes.”

**Glenn Bittle – Programme Manager,
Kordia Solutions Ltd**

A proven leader in bringing people and ideas together to realise your business transformation potential

- Programme and Project Management
- Business Process Design and Reengineering
- Change and Communication Management
- Implementation Management
- Business Analysis
- Quality Assurance
- Training Management
- e-Business Consulting
- Strategy and Policy Development
- Data Conversion
- End User Documentation
- Functional Consulting

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