TMNZ

CASE STUDY

Redefining New Zealand's tax industry

Planit's role in delivering TMNZ's high-quality government software solution

planit
an NRI company

TMNZ

Tax Management New Zealand (TMNZ) has been a pioneer in tax pooling solutions since 2003, helping over 100,000 taxpayers save more than $500 million in interest. As a leader in its industry, TMNZ offers businesses and individuals greater flexibility and cost efficiency in managing their provisional tax obligations. When tasked with delivering a government software solution in the tax space —a collaboration with several government departments and partners—TMNZ turned to Planit for expertise.

Planit's key value lay in delivering clarity, technical precision, and agile expertise, ensuring the flawless execution of this highstakes and complex project.

Key Outcomes:

The successful delivery of the **software solution**, adhering to high standards of **quality and on-time completion**.

Reinforced TMNZ's credibility and trust with government, positioning them as a **reliable partner** for future initiatives.

Surpassed client expectations, solidifying Planit as a **trusted collaborator** in high-stakes projects.

Precision in tax innovation

The program was developed to provide immediate assistance to businesses engaged in certain types of business expenditure, allowing them to have greater certainty over their funding lines. This innovative scheme aimed to empower NZ businesses, enabling them to invest in their work and drive innovation without delays.

For TMNZ, delivering the solution required the development of a bespoke software platform with a significant feature set under tight timeframes. With multiple development windows and the involvement of a government client, the margin for error was minimal. A failure to meet the agreed quality and timeline would have had substantial financial repercussions, harmed TMNZ's reputation in the market, and jeopardised future opportunities to deliver high-profile projects.

The project demanded flawless execution, requiring TMNZ to address stringent time constraints and complex requirements to maintain trust with their stakeholders and deliver on their commitments.

Why Planit?

Given the requirements of the project, TMNZ needed a skilled Business Analyst (BA) to join their agile delivery team, quickly design and document the required solution, and ensure it met the high expectations of both TMNZ and their government client. The project demanded precision and clarity at every stage, as well as the ability to work seamlessly within a fastpaced delivery environment.

TMNZ chose Planit because of our proven track record in providing high-quality expertise in similar high-stakes projects. Having existing contacts at Planit who understood TMNZ's unique requirements was a key factor in the decision. TMNZ knew Planit could provide the level of skill and agility necessary to handle a complex and time-sensitive initiative. This trust in our ability to deliver the right resource with the right expertise proved to be a critical factor in the project's success.

Agility, strategy, and testing excellence from design to delivery

The first step involved embedding an experienced Business Analyst (BA) within TMNZ's agile delivery team to ensure the successful completion of the solution. From day one, our consultant focused on aligning with the project's objectives and quickly gaining a thorough understanding of the existing requirements. With the project already in progress, our consultant prioritised accelerating delivery while maintaining strict quality and accuracy standards.

The first phase involved process mapping and designing workflows tailored to the program's intricate demands. Leveraging tools like ClickUp for task management, we meticulously documented every workflow to align with TMNZ's objectives. This structured and transparent approach ensured a solid foundation for the project's success.

Once the design phase was completed, we moved on to capturing and documenting the functional and technical requirements. This comprehensive documentation served as a clear roadmap for TMNZ's development team, enabling them to build a reliable and scalable solution. By translating complex requirements into actionable deliverables, we streamlined the development process and minimised errors.

Throughout the implementation phase, our consultant remained integral to the TMNZ team, collaborating closely within the Agile - SCRUM framework to deliver the solution. Testing was a key focus during this stage, ensuring the platform met TMNZ's highquality standards and performed seamlessly.

Results: A high-quality solution that drives innovation

Planit's partnership with TMNZ ensured the successful delivery of the software solution, meeting all quality and timeline requirements. This enabled TMNZ to provide businesses across New Zealand with much-needed support, fostering innovation and growth.

TMNZ was particularly impressed with Planit's ability to exceed expectations at every stage of the project.

By ensuring high-quality delivery and aligning with TMNZ's goals, Planit delivered a solution that met immediate needs and cemented their standing as a trusted partner. We helped to strengthen TMNZ's reputation for reliability, earning trust with their government client and positioning them as a dependable partner for future high-stakes initiatives.

Technologies Used

- Bespoke platform development
- Business Analysis services
- Agile SCRUM delivery
- ClickUp for project tracking
- Lucid for process and workflow definition

planit an**NRI**company

At Planit, we are experts in quality engineering and assurance. With strong retail domain experience, our specialist consultants can help you deliver a seamless omni-channel experience and support the successful implementation and integration of your complex range of backend platforms.

Ask us how we can help you delight your customers and unlock more value from your systems!