



Te Tari Taiwhenua  
Internal Affairs

CASE STUDY:  
Department of Internal Affairs



Department of Internal Affairs  
Case Study:

## Accelerating Quality

How the Department of Internal Affairs accelerated its delivery and improved its customer experience from our testing.



***“Planit’s value add is extensive and their low risk, partnership-based model is invaluable. The extent Planit goes to ensure we have the best fit is extraordinary. Planit’s provision of point solutions augments and enhances our capability and capacity, and the return on investment is significant.”***

Andrew Black  
Testing Services Delivery  
Manager, Department of  
Internal Affairs

### Background

The Department of Internal Affairs for New Zealand provides services for people, communities and businesses, as well as for government agencies “to serve and connect people, communities and government to build a safe, prosperous and respected nation”. Planit was engaged in the provision of testing services to deliver excellence in the Department’s systems and processes.

### Solution

“I inherited Planit as our testing partner and chose to continue the engagement because of the quality of the staff, their flexibility, and the relationship with management. They work with us, know what we need in terms of fit, and are aligned with our principles and culture.

“The Planit team works seamlessly with us to the point where no one knows who’s permanent and who’s contracted. Planit invests in their people’s development and, as their client, we benefit considerably.

**KEY OUTCOMES:**

- Increased awareness of potential risks for any given project.
  - Accelerated delivery from additional capacity and capability.
  - Improved customer experience from better product quality and application performance.
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**DELIVERED:**

- Performance Testing
  - Staff Augmentation
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**ABOUT PLANIT:**

At Planit, we can help you make performance an asset, not a liability. Our expert consultants can provide testing, assessments and advice to mitigate performance risks and achieve peak results.

Find out how we can help you navigate these challenges, achieve your performance goals, and deliver a rapid, responsive, and reliable experience that delights your customers.

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“As a direct result of Planit’s contribution, we are able to increase:

- Awareness of potential risks for any given project.
- Capacity and capability needed to accelerate delivery. We are viewed internally as having a high level of capability and Planit contributes to our positive reputation.
- Product quality and application performance, resulting in an overall improved customer experience.

“Planit participates and contributes to the business as if they were employed by the Department. When the Department reports that testing did a good job, it includes Planit.

“If trust was a credit rating, Planit scores ‘Triple A.’”

*Andrew Black*  
*Delivery Manager, Testing Services*  
*Department of Internal Affairs*  
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