

Enabling better whānau outcomes through digital transformation



Success Story
Raukura Hauora o Tainui

Industry
Health



Reliable, connected systems

Standardised infrastructure and cloud-based tools let staff work consistently across clinics, community settings and mobile units.



Better frontline efficiency

Staff can focus on care and support rather than managing technology or troubleshooting system failures.



Stronger cybersecurity awareness

Ongoing training improves staff vigilance. Phishing simulations reduce risk, with a 20% drop in successful attempts.

As organisations grow, complexity is inevitable. Systems, servers, processes — they're all essential, but can quickly overwhelm the real work of an organisation. For Raukura Hauora o Tainui, it had started taking staff away from supporting whānau to build long-term resilience and self-reliance.

This case study explores how the Māori Hauora provider has simplified its internal processes and transformed its technology systems, with the support of its IT partner, FUJIFILM CodeBlue.

A fragmented IT environment under pressure

Over time, Raukura Hauora had become a patchwork of platforms and vendors, with many core processes still heavily manual, explains Chief Executive Sarina Ponga.

"We were still very much paper-based. When I started, we were only just implementing basics like multi-factor authentication."

Data was duplicated in different places, and staff wasted time navigating multiple systems that didn't always connect or communicate effectively.

"We had an over-complicated number of systems," Operations General Manager Raquel Murray explains. "All those funding applications have their own preferred system we had to onboard."

When something broke, responsibility was often unclear, and resolution was slow, which was impacting whānau.

"The extensive IT delays impacted our ability to serve, with workarounds becoming part of day-to-day operations," Raquel adds.

Their systems were not properly connected, and at times even basic tasks became difficult. Staff were travelling between sites simply



to print paperwork because systems were not compatible and connectivity issues kept interrupting service.

“Documents would be flying out to different locations,” Raquel says. “We would have people drive documents to another site to print, because we were so afraid that the paperwork would get leaked.”

A turning point — and new IT partner

Raukura Hauora was close to signing with another IT provider — until a chance encounter with FUJIFILM CodeBlue, the Managed IT service provider of FUJIFILM Business Innovation New Zealand (FBNZ).

“I had the document in my hand to sign the contract,” Raquel recalls. “And I walked into our head office, and Stephan is sitting in our waiting room.”

What followed wasn't a polished sales pitch from Stephan Potgieter, Business Development Manager, but a direct, pragmatic conversation. FUJIFILM CodeBlue's approach: take ownership of problems, regardless of where they originated.

“We take on your problems, even if it's not us that caused them,” Raquel remembers Stephan saying.

That commitment to accountability stood out. Instead of deflecting issues to third-party vendors, they positioned themselves as a single point of responsibility — something Raukura Hauora had been missing.

“I said, ‘So we're not going to have instances where my team calls up and goes, ‘I've got a problem’ and they say, ‘Call this guy, get back to us’? Stephan said, ‘Absolutely not, we take it over.’”

Raquel requested leadership hear his proposal and make a comparative decision, as their IT

environment required the right partner to help lead them forward.

Sarina is glad she did. “We needed a technology company that would help us to be in the best position to evolve with the changes that come in the door.”

Values first, technology second

Rather than rushing into implementation, FUJIFILM CodeBlue began with a comprehensive review of Raukura's IT environment. They mapped existing systems, identified risks and created a roadmap for improvement, covering everything from infrastructure and security to data management and user experience.

But, more importantly, Raquel says CodeBlue did what many providers fail to do when entering a kaupapa Māori space. Rather than mirroring cultural practices superficially, they focused on shared principles.

“You don't need to be Māori, but you do need to have values that we can both understand,” Raquel explains.

“We're very partnership-based, so for me it came down to, how do we work with your organisation and how will you look after my people?”

A robust foundation for long-term growth

FUJIFILM CodeBlue's initial goal was simple: make systems faster, more reliable and easier to manage.

This phase of work included a network refresh, the replacement of ageing equipment, and improvements in connectivity across all Raukura Hauora sites. At the same time, network cabinets were reorganised, cleaned up, and made easier to maintain and troubleshoot.



Behind the scenes, servers were migrated to a cloud-based platform via a VPS to reduce physical hardware costs. Older systems were retired as part of a server decommissioning and data centre reconfiguration, and data was carefully migrated into the new system.

Incremental improvements, big impact

Sometimes, solving the simplest issues can have the greatest impact. For Raukura Hauora staff, that was printing. It was unreliable, inefficient, and posed potential privacy risks.

FBNZ standardised the organisation's printing systems and vendors — they're now secure and reliable across all sites.

"They not only dealt with the problem, but they've also shown us how we can improve, so we're constantly moving forward," Raquel adds.

Day-to-day, cloud-based tools like OneDrive have made it easier for staff to access and manage information. With centralised storage and better sharing controls, everyone is working from the same files — key to simplifying the experience for whānau.



"If we can make the journey a lot easier, help whānau to navigate an already complex system that we don't have control over, then we need to do that," says Sarina.

It also means that if something goes wrong, important documentation is safe.

"I can break every laptop I receive and still access my documents," Raquel laughs.

Staff computers and phones are all set up the same and secured using Microsoft Intune, a cloud-based device management tool to improve data and password encryption. It also makes it easier for IT support to resolve any issues.

More positive outcomes across Raukura Hauora



Managing specialised healthcare systems

Specialised healthcare systems are critical to daily operations, but can be notoriously difficult to manage.

Raukura Hauora's practice management system, Medtech, was several versions behind. After making the upgrade, FUJIFILM CodeBlue now manages that vendor relationship on Raukura's behalf. This removes a major burden from internal teams, allowing them to focus on whānau care.



Enabling mobile care: the dental unit

The organisation launched this initiative to provide free dental care to Māori high school students. FUJIFILM CodeBlue set up the technology behind it, so that staff can access patient data remotely in the field.

Previously, technology and connectivity limitations restricted what the team could do. Today, they can provide care without returning to a local clinic for paperwork.



20% drop in phishing attacks

Cybersecurity was another critical area of improvement.

FUJIFILM CodeBlue implemented education and testing programmes to build awareness, including simulated phishing attacks.

And that training is paying off.

"In the most recent one, we saw, approximately, a 20% drop in access," Raquel says. "We're seeing evidence at our kaimahi level of how it's influencing their work and lives, particularly within older age groups."

Looking ahead: continuous improvement

Across every improvement, Raquel says FUJIFILM CodeBlue consistently demonstrates their commitment to building Raukura's capability. That approach mirrors Raukura's own philosophy.

"It's not that they rescued us," she says. "They've given us the knowledge base so we can become self-reliant on our IT journey."

Almost two years into the partnership, Raukura is now exploring more advanced capabilities,

including reporting and AI-driven insights. Each step builds on the last, creating a more resilient and adaptable organisation.

"We want to move towards more technology, but we'll do it at the speed that our whānau want to engage in it," says Sarina.

With FUJIFILM CodeBlue's support, the organisation's technology will evolve alongside it — and that means it can focus on what matters most: delivering better outcomes for whānau.



CodeBlue has given us the knowledge base so we can become self-reliant on our IT journey.

Raquel Murray | Operations General Manager | **Raukura Hauora o Tainui**



Get in touch with the team today.

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