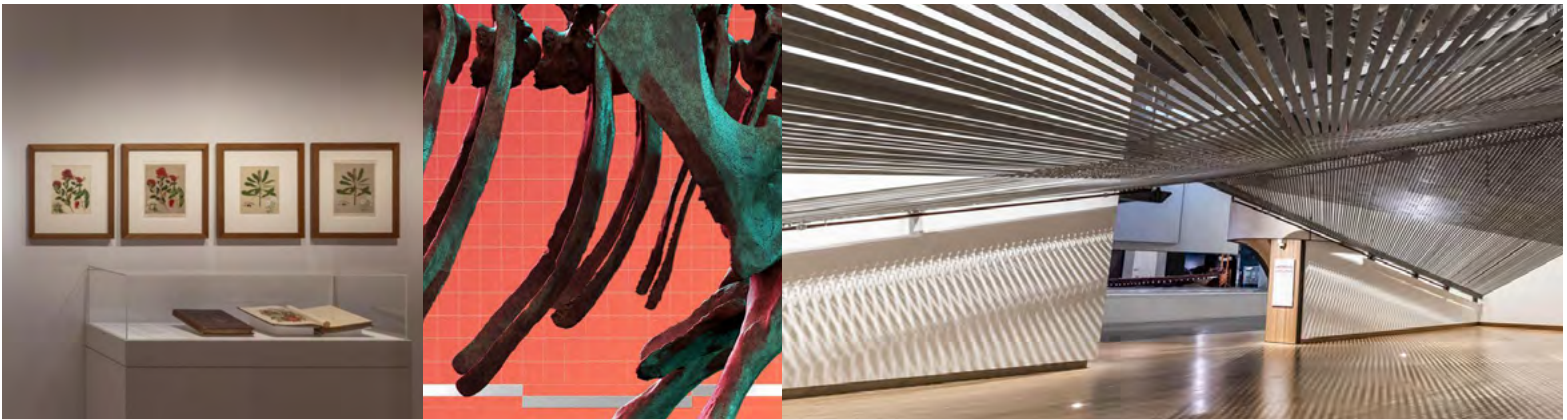


Te Papa Digitizes Operations with Cloud-Based Momentus



The Customer

The Museum of New Zealand Te Papa Tongarewa in Wellington is world renowned for innovative and interactive exhibits. For Te Papa, migrating from on-premises to cloud-based Momentus was a strategic investment towards building a robust event management process across its business.

Organization:

Museum of New Zealand Te Papa Tongarewa

Website:

tepapa.govt.nz

Industry:

Museum, interactive exhibits

Headquarters:

Wellington, New Zealand

The Challenge

There were three challenges Te Papa needed to address when they chose to migrate from on-premises to cloud-based Momentus: First, staff wanted to streamline workflows by going paperless, reducing double handling of information and using one definitive source of information for event delivery. Second, the migration also would ensure optimal technical support and access to Momentus's latest products and features. And finally, there was a need to refresh and expand on the financial integration with Tech One to allow a higher level of detail in financial analysis.

The Solution

Migrating to the cloud was the first step toward enabling all of that.

Momentus is used across multiple business units within Te Papa, including venues, icon venues, public events, public programmes, education and tours. It's the core operating system for events management and processing orders related to in-house operations like security, staffing, and catering. Financials are handled by a separate vendor that's been integrated with Momentus for invoices and payments processing.

The Results

One of the biggest benefits of the migration is enhanced usability and crucial improvements in cancellation visibility that's been hugely helpful in managing the impacts of COVID-19. The upgraded interface has made the system more user friendly, improving engagement and users' willingness to participate in process improvement initiatives.

Te Papa's internal technical support team has also been freed up to focus on software-specific roles that provide user support and training. The feedback on this increase in support has been positive and will help Te Papa confidently move forward on the next phase of digital transformation.

Here's what internal users are saying:

"Overall, I am very happy with Momentus!"

"Momentus has a fast and nice design. On-premises V19 was so old looking that 30.96 was like having a shower after three days tramping."

"The cloud environment is a step-up, user-friendly navigation. It's interesting to explore the new features that are now available to us."



"The cloud environment is a step-up, user-friendly navigation. It will be interesting to explore the new features that are now available to us."

Museum of New Zealand Te Papa
Tongarewa

Contact us today to explore opportunities to improve your venue and event management.

Contact Us