

Case Study: Gumala Aboriginal Corporation

Delivering Digital Transformation with Confidence, Clarity, and Community Impact

Client Overview

Gumala Aboriginal Corporation is one of Australia's largest Aboriginal member-based organisations. It exists to improve the lives of Traditional Owners across the Pilbara region through service delivery, housing, education, and community development initiatives. With a wide geographic footprint and a growing membership base, Gumala is committed to leveraging technology to improve transparency, efficiency, and Member experience.

Background

Gumala began its digital transformation journey to modernise core systems and deliver better services to its Members. The first phase of implementation introduced key components of a new ERP platform. While it made progress in laying foundational systems, the experience surfaced opportunities to refine the overall solution, improve usability, and enhance delivery structures.

To ensure Phase 2 delivered greater outcomes and adoption across the organisation, Gumala engaged **Bhani Consulting** to lead the next stage of the transformation.

Challenges

When Bhani Consulting came on board, the program faced several critical challenges:

- Complexity in system workflows affecting usability
- Limited ownership and role clarity across project delivery teams
- Low confidence from end-users and support teams
- Fragmented vendor relationships
- Lack of structured governance and project oversight

Bhani Consulting was tasked with resetting the program's direction — not by starting over, but by rebuilding trust, simplifying the solution, and ensuring Member value was at the centre of every decision.



Bhani Consulting Approach

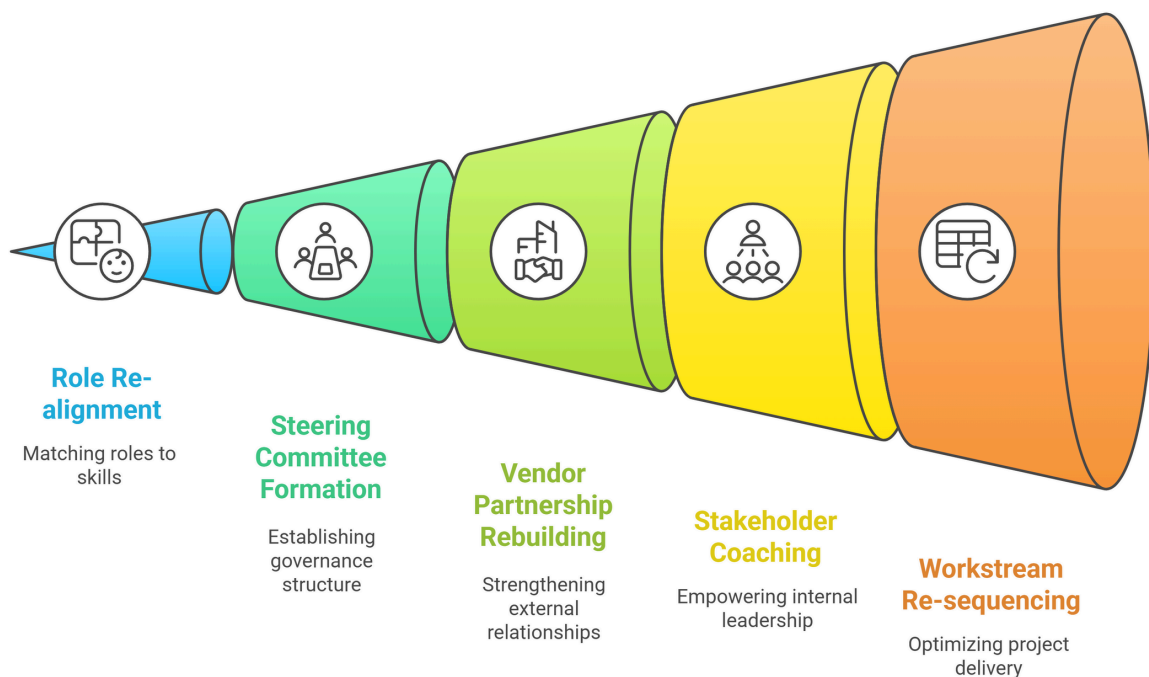
We began with a diagnostic review to understand the gaps in delivery, governance, and stakeholder alignment. Our approach was grounded in transparency, collaboration, and outcome-focus.

Key activities included:

- Re-aligning project roles and responsibilities with the right people in the right positions
- Establishing a cross-functional Steering Committee to guide governance and provide executive oversight
- Rebuilding trusted partnerships with implementation vendors
- Coaching internal leads and stakeholders to re-engage and take ownership
- Re-sequencing project workstreams for phased, manageable delivery

Our role extended beyond technical delivery — we acted as Gumala's strategic partner, guiding the organisation through complexity with clarity and confidence.

Strategic Transformation Process



Solutions Delivered

1. Phase 2 ERP Implementation

Bhani Consulting successfully led and delivered Phase 2 of Gumala's ERP implementation. The solution was simplified and made more user-friendly across key departments.

Delivered Capabilities:

- Streamlined system design and configuration for Member Services
- Full implementation of core modules across Governance, Finance, Housing Programs, and Member Services
- Improved system workflows, approvals, and reporting for cross-departmental collaboration
- Strong quality assurance, change management, and post-go-live support

Result:

Delivered on time, within budget, and with high satisfaction from internal users — restoring confidence and adoption.

2. Member Portal

A custom-built mobile-responsive platform now allows Members to:

- View program eligibility and application status
- Access support information directly from their device

Impact:

- Reduced Member Services queue time by at least 50%
- Improved Member self-service and satisfaction
- Freed up staff to focus on complex support needs

3. Housing Program Platform

Gumala can now digitally manage housing program applications, eligibility tracking, and milestones in one place.

Impact:

- Improved visibility and auditability for housing initiatives
- Enhanced reporting capabilities
- Clearer communication with Members about housing support

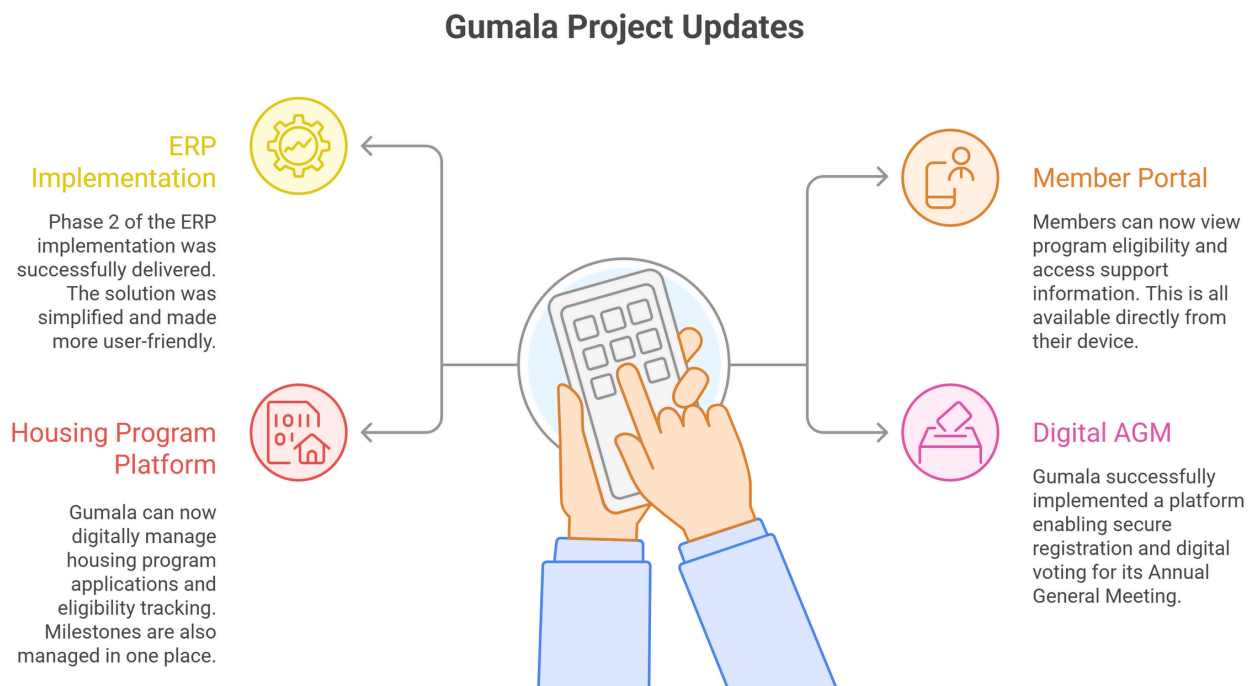


4. Digital Registration and Voting for AGM

Gumala successfully implemented a platform enabling secure registration and digital voting for its Annual General Meeting.

Impact:

- Broader participation from remote Members
- Improved transparency in voting and outcomes
- Streamlined event processes, reducing administration effort



Results and Outcomes

With Bhani Consulting's leadership, Gumala achieved the following:

- Phase 2 ERP delivered on time, on budget, and fully adopted
- Clear accountability, governance, and vendor collaboration
- Member-facing digital platforms improving real-world access and experience
- Organisational confidence in its systems and ability to scale them



Leadership Reflections

Gumala's leadership saw the transformation as more than a technology rollout — it was a **rebuilding of trust, ownership, and delivery capability**.



Stephen Magwenzi



SP worked with our team for our ERP/CRM implementation. He was responsible for vendor selection and in training and guiding the team right from project design to project completion. His negotiation skills with the vendors in regards to costs enabled on budget delivery of all outcomes. He is very personable and able to build a good rapport with team mates

Conclusion

This engagement exemplifies Bhani Consulting's role as a trusted advisor and delivery partner. By focusing on strategy, execution, and Member outcomes, Bhani supported Gumala through a pivotal phase of their digital journey — and helped turn complexity into confidence.

