



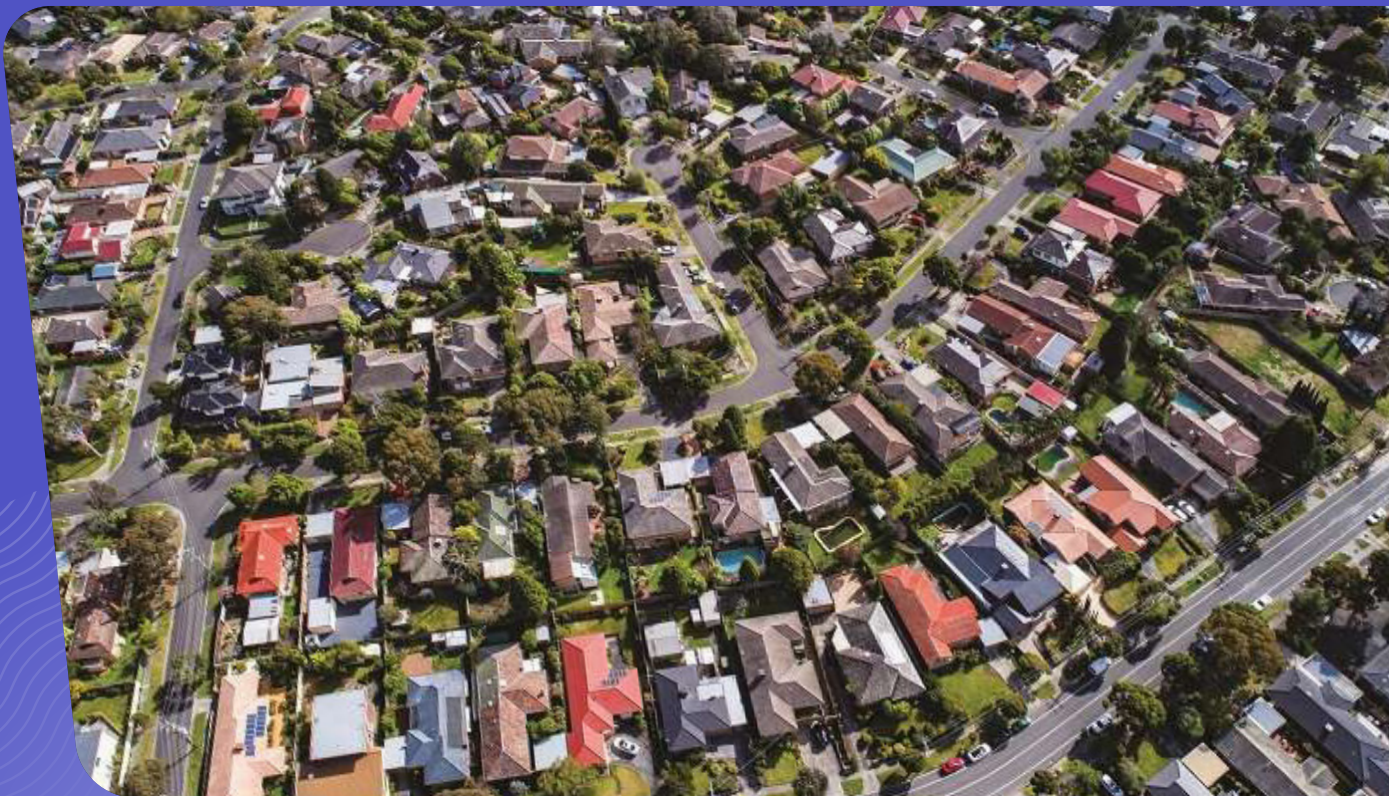
MEISTERPLAN



LAND
SERVICES
SA

Land Services SA

How Land Services SA Cut Resource Management Effort by
Half with Meisterplan



Background

Land Services South Australia (Land Services SA), once a state-run Land Titles Office, was privatized in 2017 and now delivers a wide range of land transaction services across South Australia and beyond. As the organization rapidly expanded through acquisitions and extended its reach into regions like the Northern Territory, Australian Capital Territory, and Western Australia, their ICT department grew significantly from 2018 to 2025.

Matt Aitchison, Senior Project Manager and Project Management Capability Lead, has been with the company since 2018. In addition to shaping project delivery frameworks, he also leads a business stream and is responsible for overseeing a large, distributed workforce.



The Challenge

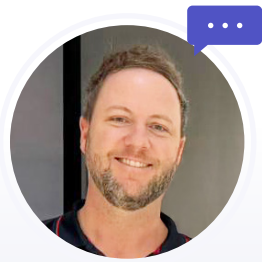
Initially managing resource allocation in Excel, the team found that as their headcount and project volume grew, the manual approach became unsustainable. Weekly meetings required hours of data updates, resource tracking was inefficient, and scenario modeling was virtually impossible.

"We'd spend a lot of time just getting the data right before we could even talk about it. It became extremely cumbersome," said Matt Aitchison.

The need for a scalable solution that could improve planning accuracy, reduce manual effort, and increase transparency across all levels of project and resource management became obvious.

The Solution

After conducting a tool analysis, Land Services SA selected Meisterplan for its clear strengths in resource visibility, demand forecasting, and scenario planning. The ICT team quickly transitioned from Excel to Meisterplan. They started by loading approximately 150 resources and aligning Meisterplan with their existing roadmapping and planning processes.



"It wasn't a huge migration—we just dumped all our resources into Meisterplan and started testing. The ROI was immediate."

Matt Aitchison | Senior Project Manager
Land Services SA

Implementation and Use

- **Weekly Resourcing, Simplified**
Meisterplan supports weekly resourcing meetings through the Team Planner view, where the team can quickly spot over- or under-allocations and unfilled roles in upcoming projects.
- **Strategic Planning with Role Forecasting**
Quarterly and ad hoc strategic meetings are now guided by role-based forecasts, helping the team decide whether to recruit, redistribute, or reallocate resources more efficiently.
- **One Source of Truth for Governance**
Customized project detail screens track initiation, closure, financial status, and health metrics—serving as a single point of reference for governance and assurance.
- **Project and Team-Level Visibility**
From capability leads to individual staff, everyone uses Meisterplan to understand project allocation and status. Resource managers can instantly respond to change, while team members have full visibility into their assignments. For example, when a critical developer became unavailable mid-project, the team used Meisterplan's Team Planner to reassign work and keep the delivery on track—within minutes.

Impact

One of the most significant benefits has been a dramatic reduction in time spent on resource management.

“I’d say it’s halved our resource management effort,” Matt Aitchison stated. “From updating data to having meaningful conversations and making decisions, everything is faster and clearer now.”

Before Meisterplan, resource planning meetings could take hours due to preparation and manual updates. Today, thanks to intuitive dashboards and team views, those sessions are streamlined and productive.

Matt Aitchison estimates the effort reduction is at least 50%—freeing the team to focus more on strategic resourcing and project delivery

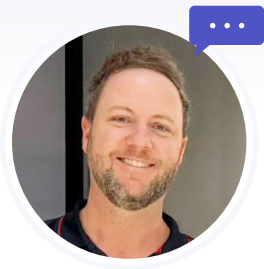
Why Meisterplan?

- ✓ Easy to implement
- ✓ Real-time resource visibility
- ✓ Fast scenario modeling
- ✓ Minimal training needed



Looking Ahead

Land Services SA continues to explore ways to deepen their use of Meisterplan, including integrating time tracking and potentially importing more financial data for enhanced reporting. Regular check-ins with Meisterplan's customer success team ensure they stay up to date with new features and best practices.



"Our ability to react to changing project conditions and customer needs has significantly improved. Meisterplan made it possible to scale without sacrificing clarity or control."

Matt Aitchison | Senior Project Manager
Land Services SA

Get in Touch



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