

ADEPT — New Zealand's NZ\$62 Million Visa-Automation Platform That Users Nicknamed 'Inept'

AI in the Public Sector · Good practice · New Zealand

Quality score: 53/100

Evidence strength: Observational / pre–post

Summary

Immigration New Zealand's NZ\$62.4m Microsoft Dynamics 365 platform, built to automate visa case processing, instead produced 550+ logged defects by late 2022 and years of backlog complaints — a cautionary case for automation-driven case management.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-12

[Immigration New Zealand \(MBIE\), with Microsoft, DXC, Argonaut, Theta and Datacom](#) — accessed 2026-08-12

[Reseller News \(IDG NZ\): MBIE opens the books on \\$62.4M Microsoft-led immigration system rebuild](#) — accessed 2026-08-12

[BusinessDesk: New Adept visa system should be called Inept, say users](#) — accessed 2026-08-12

[iStart: Immigration NZ's \\$336m visa rebuild](#) — accessed 2026-08-12

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