

Service Definition Document

ERP Systems Business Change and Transformation

GCloud14



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1 About Moore Insight

1.1.1 EXPERTS IN OUR FIELD

Moore Insight have provided flexible, high-quality change management, technology, and business management services to the UK public sector for more than 30 years. We are specialists in reviewing, improving, procuring, implementing, and maintaining Enterprise Resource Planning (ERP) and other business systems across core back-office functions including finance, procurement, HR, and payroll.

1.1.2 ALL ABOUT PEOPLE

People are at the heart of our business; our clients, our team, our community, and it is our desire to provide solutions that inspire them and help them flourish.

We are part of the Moore Global £3.5bn network of over 260 professional services firms in over 116 countries. Jointly, our mission is to provide innovative services which empower our clients across the globe to deliver the highest quality outcomes for their customers and citizens.

1.1.3 DELIVERING EXCELLENCE

We have a strong reputation for delivering true and innovative transformations, having dealt with some of the most complex systems replacement and improvement programmes across the public sector: central government, local government, higher education, healthcare, emergency services, as well as in the private and not-for-profit sectors.

Our ethos is to 'make systems work' by going beyond the technology to gain a deep understanding of our clients' business and regulatory requirements.

As such, our clients have realised the benefits from their change programmes such as significantly improved and efficient ways of working, better financial and management information, better service delivery, and cost savings.



2 Our Winning Team

We work in blended, highly skilled teams of employees and associates to ensure that we have the range of capabilities and flexibility to deliver to a client's requirements.

2.1.1 FLEXIBILITY OF RESOURCES TO SUPPORT YOU

Our in-house consultancy team is supported by a pool of over 50 specialist associates. We also partner with software and consultancy firms across the UK and internationally to ensure we can provide a well-rounded and personalised service to our clients.

Our team of carefully selected and talented consultants deliver services collaboratively with our clients so we can capitalise on local expertise and facilitate knowledge sharing. Working in joint teams with our clients is a specific strength.

Our specialist team will ensure your business needs will be met and guide you through the methodology we will be applying to achieve the desired solution.

2.1.2 MEETING STANDARDS OF EXCELLENCE

To meet the above standards, we have carefully built a team of experts who have obtained several professional qualifications, such as CIMA, ACCA, ICAEW, CIPFA, CIPD, PRINCE2, CISM and CISA and have breadth and depth of experience. This is our way to ensure that our service will align with your business needs.



3 Benefits of Working with Us

- We are experienced practitioners in the professional disciplines supported by ERP systems, including accountancy, finance, human resource management, procurement, and payroll.
- We have extensive experience in the UK public sector and have excellent knowledge of government structures, processes, as well as legislative and regulatory awareness.
- We work in joint teams with our clients to ensure you can navigate your business systems and enable effective knowledge transfer on best user practice to clients and third parties using language everyone can understand.
- We are passionate about releasing business value from change management and technology processes. We can work as part time strategic and operational advisors on one hand, but as fully fledged implementation partners and project managers at the other.
- Quality is at the heart of what we do and is backed by several accreditations we hold including ISO9001 Quality Management System and Cyber Essentials Plus. We assign a Client Delivery Director to oversee quality delivery and client satisfaction on our projects.
- While we are fully adapted to be able to deliver remotely, we can be onsite to provide in person support as needed. Our resources are fully mobile across the UK.
- We are an ethical and environmentally active employer and partner. We have recently been recognised as a 'Great Place to Work'. We are also a Real Living Wage and Disability Confident Employer. Furthermore, we pay our suppliers promptly and have a zero tolerance to modern slavery in our supply chain. Our Net Zero Carbon Reduction Plan can be found on our website. More information about our Corporate Social Responsibility can be found on our website <http://www.moore-insight.com/about-us/corporate-responsibility>
- We are passionate about the social value of our project delivery to clients. As such, we have a dedicated Social Value Delivery Coordinator and Social Value support team members. Alongside this, we head up the Social Ambition Initiative across our MOORE Global Network.

3.1 Some Of Our Clients



3.2 Testimonials

You can find some of our testimonials from clients and case studies on our website:
<https://www.moore-insight.com/main-case-studies>



4 ERP Systems Business Change and Transformation

Service Type: Cloud Support

4.1 Service Summary

Moore Insight provide business change and transformation services which are essential to you achieving a successful ERP system implementation. Using structured methods, we support you to achieve real culture change, change to behaviours and working practices and to achieve process change. Create a positive change mindset and realise true benefits.

4.2 Service Features

The main features of this service are:

- Creating a vision for change with your leadership teams.
- Stakeholder mapping, values assessments, targeted stakeholder interventions.
- Change impact assessment, extent of change analysis, sentiment analysis.
- Competence frameworks, organisational alignment, transformation engagement.
- Organisational design, target operating model, transition support and planning.
- Develop leadership capability, coaching and mentoring.
- Business readiness assessments covering all project areas including change management.
- Benefits realisation strategy and plan.
- Develop urgency for change. Develop capability and capacity for change.
- Communications Strategy. Communications Plan. Communications channels and messaging.

4.3 Service Benefits

The main benefits of this service are:

- Secure leadership commitment to help drive sustained business change.
- Clear understanding of stakeholder perspectives to inform relatable change interventions.
- Effective, targeted communication of changes across the organisation.
- Develop change capacity and capability and embed a change culture.
- Drive value by identifying and removing inefficiencies and duplication.
- Evidence based change strategies aligned to vision and values.
- Changed focused on addressing people, process, technology and data challenges.
- Targeted change management to address organisational pain points and misalignment.
- Coherent training strategy, needs analysis to delivery, ensures user competency.
- Targeted and relevant training delivery aligned to the change agenda.



5 How Our Service Works

5.1 Ordering and Invoicing

We would be pleased to arrange a call or meeting to discuss your requirements in more detail. We recommend you do this before placing your order.

If you are ready to proceed, please send an electronic copy of your purchase order to info@moore-insight.com

5.2 Onboarding and Offboarding

Once an order has been placed, we will arrange a kick-off meeting with you to meet key stakeholders and introduce our consultants, discuss the general approach to the project and other general housekeeping matters such as access to collaboration spaces. This is an opportunity for us to familiarise with your working practices, culture, and governance requirements.

At the end of the project, we hold a project close meeting to ensure all final activities have been completed to your satisfaction with a full handover, lessons learned and knowledge transfer check. We will document the outcomes for your reference. The project close meeting is also an opportunity to discuss further services and support arrangements you may require.

All other on-boarding and off-boarding activities will be as agreed within the Order Form of the Call-Off Contract.

5.3 What you can expect from us

- We will get to know your organisation's strategic goals and objectives to make sure that the service we deliver to you addresses your fundamental needs and requirements.
- We will use structured best practice and tested methods and approaches which are tailored to the bespoke needs of your organisation to ensure effectiveness and efficiency of the project. This begins with a robust discovery from Day One supported by clearly defined and mutually agreed implementation and communications plan to guarantee transparent and milestone-driven project progress.
- We will assign you a Client Delivery Director who will meet regularly with your Senior Responsible Officer or Project Sponsor and can sit on project boards as appropriate. They will be responsible for managing the client relationship and ensuring satisfaction with the services of our Project Team. They will also serve as point of escalation for any issues that cannot be resolved by the Project Team.
- We will ensure continuity of services throughout our engagement with you, without diluting on the quality of the service. We will ensure the time of our consultants is secured in line with your requirements by clearly identifying named resources against the project plan during project initiation. Should any consultant need to be replaced, this will be done within agreed timeframes with equivalent or better qualified persons. We will seek your approval prior to any change.
- We will provide knowledge and skills transfer to your team throughout delivery to ensure they are sufficiently equipped to take on new systems and processes. This will be through various techniques including joint working and shadowing and on-the-job training.



- We will provide and use a secure collaborative online workspace for all project information, communication, collaboration, and reporting, to ensure visibility, auditing, and a single source of the truth. We are established on Microsoft 365 but can use any other collaboration platform.

5.4 What we can expect from you

- Put in place project controls such as a project plan and governance structures or participate in the development of these during project initiation.
- Participate in any engagement activities throughout your project including workshops and interviews.
- Ensure key staff are available in line with agreed timelines and resource plans and business as usual roles are backfilled as required.
- Provide access to business systems and networks where this is required to complete deliverables.
- Review and sign off on deliverables.



6 Our G-Cloud Services

Moore offer a range of capabilities and associated services to support you across the entire lifecycle of your Cloud transformation.

6.1 Cloud Software

Offering modern and secure Cloud software that will help drive significantly enhanced ways of working and a focus on your strategic objectives and goals.

- ERP Software
- Financial Planning Software
- Data Integration and Migration Software

6.2 Cloud Support

Helping you make the move to modern Cloud software so that you benefit from better automated, streamlined, and integrated solutions that deliver business value. We support a range of back office services including ERP, Finance, Procurement, HR, Payroll and Shared Services.

- Association management and membership services
- Audit services with Eye2scan (for SAP, Coda, and Movex)
- Back office ERP implementation services
- Business process review and optimisation
- Cloud-based shared service design implementation and optimisation
- Collection fund accounting services
- Enterprise resource planning, best of breed, or composable ERP specification and selection.
- ERP & HCM implementation services (SAP S4HANA, Success Factors, Concur, VIM)
- ERP commercial and procurement services
- ERP data preparation migration and archiving services
- ERP data retention archiving and gdpr compliance service
- ERP systems business change and transformation
- ERP (finance, hr, payroll, procurement) systems interfaces and integration support
- ERP systems training
- ERP implementation Oracle
- ERP health check and optimisation services
- ERP implementation for OneAdvanced AdFin
- ERP implementation for Technology One
- ERP implementation for Unit4
- ERP programme and project management, governance and assurance services
- ERP reports dashboards and analytics services
- ERP system admin and managed services
- ERP business case development and justification services
- ERP system quality assurance and testing services



- ERP options appraisal and business case development
- ERP strategy and roadmap
- Financial / accounting transactional processing managed service (bureau)
- Financial and management accounting services
- Financial planning budgeting and forecasting services/ FP&A
- ERP resource augmentation
- InConcert implementation
- Target Operating Model (TOM) design and implementation services
- Vena support



7 Further Information

For more information about this or any of our G-Cloud services or to discuss your requirements in more detail, please email info@moore-insight.com and we will be happy to contact you.

Please include the following information in your email so that we can get the best people to deal with your request.

- The name of this service
- The name of your organisation
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work



8 Contact Details

The principal point of contact for this service is:



Antonia Martin
Head of Sales
info@moore-insight.com
+44 114 212 3578





MOORE Insight

Moore Insight have been supporting organisations to transform their Enterprise Resource Planning and back-off systems for over 30 years.

We have a strong reputation for delivering true and innovative transformation, having dealt with some of the most complex systems replacement and improvement programmes across the public and private sectors.

Our ethos is to 'make systems work' by going beyond the technology to gain a deep understanding of our clients' business and regulatory requirements.

Our clients have realised benefits from their change programmes including significantly improved and efficient ways of working, better financial and management information, better service delivery, and cost savings.

St. James House, Vicar Lane, Sheffield, S1 2EX



+44 114 212 3578



info@moore-insight.com



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