



Finance & ERP Implementation Support

VERACITY

1. Service Overview

This service is designed to support end-to-end finance & ERP system implementation from strategy and solution design, through to deployment and post-go-live optimisation. Veracity uses experienced Project Managers as well as specialist Subject Matter Experts including qualified accountants, HR experts and commercial specialists who understand legal, operational and technical requirements as well as having experience in delivering projects and programmes. Types of support which would be provided under this service includes working with the organisation to define the scope, design and functionality, as well as identifying costs, benefits and funding for the project (e.g. developing business cases). Veracity also provides project managing support, financial modelling, business analysts, budget tracking, risk management and benefits identification and management. Whilst some of these activities can be delivered using in-house expertise, we recognise that there may be need to engage specialist external services to support whilst resources are busy with their business-as-usual activities. In addition, Veracity has extensive experience in delivering finance and ERP systems for other organisations which allows lessons learned to be incorporated into planning and delivery and for risks to also be mitigated. Veracity recognises that changes to operational systems will cause disruption within the workplace, using our experienced resources we will ensure minimal interruption and will work collaboratively as a team. Veracity promotes knowledge transfer to our clients, our aim is to upskill resources as we deliver, and over time to reduce the reliance on external support.

2. Detail of Service Delivery

In order to deliver the Finance & ERP Implementation Support service, Veracity uses expert consultants most of whom are experienced individuals with professional accountancy qualifications, including ACCA, ICAEW and CIPFA (or equivalent). We will agree appropriate service work packages with our customers to support the individual needs of each organisation. One of our managing consultants will be your single point of contact and taking ownership of our engagement. We will be responsible for ensuring our team is best deployed to deliver the services required and will track deliverables on a regular basis. We will always seek to be flexible with our customers and adapt our services and resources where required to help our customers optimise the use of their own internal resources and maximise value for money.

3. Onboarding Activities

The team providing each work package to the customer is comprised of our resources specifically selected for delivery of the appropriate service, ensuring customers are provided with the specific skill sets that will best deliver the services required. Before they start an assignment, our team will be briefed in detail by our engagement leader on the services required by our customer, the broader strategy and aims of the work being procured and the .

service outcomes the customer is seeking through our engagement. Our engagement leader will work with our customer throughout delivery to ensure expectations are continually met and the service is delivered as required.

4. Service Management

All customers are provided with a dedicated engagement leader who will be responsible for overseeing the delivery of the service. They will maintain close contact with the customer and with any resources deployed to monitor customer satisfaction and to identify any issues at an early stage. We also gather feedback at the end of each assignment either formally or informally to ensure continuous improvement.

5. Service Constraints

There are minimal constraints on the service we can provide to customers. In order to meet the needs of customers, we can quickly scale our team by drawing on our pool of high-calibre professionals and deploy these flexibly to customers to meet service delivery requirements as required. Our teams can be delivered at short notice and on a short term or long term basis.

6. Service Levels

Our consultants and delivery teams are generally available 8:30am to 6pm Monday to Friday, with access out of hours as required.

7. Ordering and Invoicing Process

We have a flexible ordering process. Generally, we accept enquiries by telephone, email or face to face. Where the service is ordered, we can assist with preparation of the G-Cloud Order Form if required including electronic signatures allowing customers to confirm the order immediately.

8. Termination Terms

Customers can generally terminate the service without cause with five working days' notice unless otherwise stated on the Order Form. Where there is a need to terminate earlier than this, we will normally seek to accommodate it wherever possible.

9. Customer Responsibilities

Customer responsibilities include the provision of access to customer offices, office space and, where appropriate, IT equipment. In addition, customers are responsible for providing details of the initiative and the nature of support required, participation in workshops and meetings as required, and for verifying the satisfactory completion of the work



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