

ERP and Finance Services consolidate, upgrade and transform

Service attributes

Service type

Cloud support

Service name

Service name

ErP and Finance Services upgrade and transform

About your service

Service description

For those organisations seeking to upgrade their 4 ERP systems, we can undertake a full review of the current operating model and system and provide roadmap to upgrade ERP and transform the services that need it, with a proven track record with many public sector organisations

Service features and benefits

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Service features

- Baseline Review and Gap analysis of current services
- Assessment of Systems upgrade path and opportunities to optimise
- Provision of Roadmap for service transformation to optimise delivery
- Chart of Accounts Review and recommendations to improve
- Manage IT Provider in upgrade delivery
- Facilitate organisation redesign and execution
- benefits realisation for transformation
- Change programme to maximise systems benefits

Service benefits

- Ensures all current services are captured and addressed
- Defines the business case for change and benefits realisation

- Maps out and quantifies the technology upgrade path
- Aligns organisation accounting and financial management with the system
- Ensures systems implementer delivers in line with project and expectations
- Maximises efficiencies for the organisation
- Ensures the future operating model is fit for purpose
- Ensures self service is adopted through organisation change

Planning

Planning

Planning service

Yes

How the planning service works

We will complete the baseline review of current systems and services and map out the gap between the current and future model, including systems upgrade needs. This will include alignment with the organisation's Enterprise Architecture and associated systems, alongside the operational setup in terms of service delivery, accountability and staff capability

Planning service works with specific services

Yes

Hosting or software services the planning service works with

- ERP
- Microsoft 365
- Cash and Income Management

Setup and migration

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

Through a defined roadmap we will support the move from earlier Cloud or on-premise implementations onto the current Cloud platform, covering data migration, configuration, user interfaces, and APIs with other systems

Setup or migration service is for specific cloud services

Yes

List of supported services

- ERP (Oracle, Unit 4, other component systems that make up ERP)
- Cash and Income Management

Quality assurance and performance testing

Quality assurance and performance testing

Quality assurance and performance testing service

Yes

How the quality assurance and performance testing works

Our in depth knowledge of the ERP and in particular Oracle and Unit 4 products over the last 30 years provide considerable expertise in systems and user acceptance testing, alongside extensive knowledge of the business cases for ERP and the service transformation imperative required to realise the benefits. These are key to quality assuring and testing implementations.

Security services

Security services

Security services

No

Training

Training

Training service provided

Yes

How the training service works

We can provide training for Unit 4 specialist users in the full range of disciplines required

Training is tied to specific services

Yes

Services the training service works with

ERP

Ongoing support

Ongoing support

Ongoing support service

Yes

Types of service supported

Hosting or software provided by a third-party organisation

How the support service works

We can provide expert support in ensuring the system is optimised for performance and user experience and can support in all upgrades for ERP

Service scope

Service constraints

No

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

No

Phone support

Phone support

No

Web chat support

Web chat support

No

Support levels

We provide specialist knowledge support based on defined numbers of days and response times in line with each client's needs. These costs are based on the relevant day rate of the specialist needed

Staff security

Staff security clearance

Staff screening performed with conforms to BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Standards and certifications

ISO/IEC 27001 certification

ISO/IEC 27001 certification

No

ISO 28000:2007 certification

ISO 28000:2007 certification

No

CSA STAR certification

CSA STAR certification

No

PCI certification

PCI certification

No

Cyber essentials

Cyber essentials

Yes

Cyber essentials plus

No

Other security certifications

Other security certifications

No

Social Value

Social Value

Social Value

- Fighting climate change
- Covid-19 recovery

- Tackling economic inequality
- Equal opportunity
- Wellbeing

Fighting climate change

We are a company which specialises in advising others on adoption of digital and technologies to help reduce carbon at operational and strategic levels, including extensive research into initiative around the world that others can learn from, published for free and openly via our web site

Covid-19 recovery

We work with public organisations to help transform customer journeys through our "re-imagined front doors" model to embrace new ways of working post COVID19

Tackling economic inequality

A key part of our service is in working with organisations to identify opportunities to improve economic prospects across communities and geographies, building networks with other communities nationally and internationally

Equal opportunity

We promote equal opportunity and encourage the opportunity for professional development through apprenticeships and networking with others

Wellbeing

We are a wellbeing positive employer, undertaking regular check-ins with staff on their state of wellbeing and providing mentoring support where requested.