



G-Cloud 15 – Service Definition Document

Lot 3: Cloud Support SystemsAccountants Ltd – Unit4 Consultancy Services



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About SystemsAccountants

SystemsAccountants is a specialist ERP consultancy and services provider with a global presence across the UK, Europe, and North America. With 20 years experience in the Unit4 Ecosystem, we operate a boutique Unit4 consultancy. We focus on delivering high-quality, outcome-driven services to public sector and not-for-profit organisations that rely on Unit4 ERP as a mission-critical platform.

Our Unit4 Consultancy practice supports organisations across Local Government, Higher Education, and Not for Profit sectors, helping them maximise return on investment from their Unit4 environment, align the system to their operational and financial objectives, and evolve safely onto Unit4's cloud platforms.

We are a Unit4 Select Services Partner, with deep experience across Unit4 ERP (Agresso / Unit4 Business World), Unit4 Cloud Continuous Release (CR), ERPx, and Unit4 Financial Planning & Analysis (FP&A).

Our Approach

Our consultants combine technical, functional, and sector experience, enabling us to support both day-to-day operational needs and complex transformation programmes.



Core Services Overview

Under G-Cloud Lot 3 (Cloud Support), SystemsAccountants provides Unit4 consultancy services across the following five service areas:



Each service is available for Unit4 Cloud Continuous Release (CR), ERPx, and hybrid cloud/on-premise environments.

1. Unit4 ERP Managed Support

Our **Managed Unit4 Support Service** provides fully outsourced application support for organisations operating Unit4 ERP in the cloud. This service is designed for customers who require reliable, responsive, and expert-led support without maintaining large internal Unit4 teams.

Service Description

SystemsAccountants provides a dedicated support desk, staffed by experienced Unit4 consultants. Support requests are logged via a shared support email and triaged to the most appropriate consultant based on functional and technical expertise.

Scope of Services	
✓	End-user support and assistance
✓	Incident investigation and resolution
✓	Workflow and configuration support within standard Unit4 settings
✓	User and security administration
✓	Minor report amendments and troubleshooting
✓	Guidance on Unit4 updates and releases
✓	SLA-driven response times through in house ticketing system, Freshdesk.

Support services can be delivered on a pay-as-you-go or subscription-based model, allowing public sector organisations to scale support in line with demand.

Benefits

- Predictable and controlled support costs
- Access to senior Unit4 expertise
- Rapid response without vendor dependency
- Continuity of knowledge across the system lifecycle

2. Unit4 ERP Technical Consultancy

Our Technical Consultancy services support customers requiring deeper system expertise beyond standard support, particularly in cloud-aligned technical architecture.

Service Description

SystemsAccountants delivers technical consultancy across Unit4 CR, ERPx and MS7, supporting development, integrations, reporting, and cloud readiness initiatives.

Scope of Services	
✓	AG16 review, remediation, and cloud compliance
✓	Integrations with third-party business applications via middleware and/or extension kit
✓	Reporting (RERX), data models, and advanced queries
✓	SQL Server migrations and database optimisation
✓	Customisation replacement for cloud environments
✓	Technical upgrades and environment management

Benefits

- Reduced technical debt prior to cloud migration
- Secure, supported integrations aligned to Unit4 standards
- Improved performance and reporting accuracy
- Future-proofed architecture for continuous release models

3. Unit4 ERP Functional Consultancy

Our Functional Consultancy services focus on optimising how Unit4 ERP supports finance, HR, procurement, and operational teams.

Service Description

We work closely with system owners and business users to align Unit4 configuration, processes, and workflows with organisational requirements and sector best practice.

Scope of Services	
✓	Finance, procurement, projects, HR, and payroll process optimisation
✓	Chart of accounts and posting structure design
✓	Workflow design and approval optimisation
✓	Module implementations and enhancements
✓	User training and knowledge transfer
✓	Continuous improvement initiatives

Benefits

- Improved system usability and adoption
- Reduced manual workarounds
- Stronger financial control and compliance
- Increased confidence across user communities

4. Unit4 ERP Business Transformation Services

SystemsAccountants supports organisations undertaking significant change programmes involving Unit4 ERP, including cloud migrations, re-implementations, and major functional expansion.

Service Description

Our transformation services combine structured ERP delivery with pragmatic change management, supporting customers from early assessment through to post-go-live stabilisation.

Scope of Services	
✓	Unit4 cloud migrations (on-premise to Unit4 Cloud CR)
✓	New Unit4 implementations and re-implementations
✓	ERPx readiness and adoption
✓	Systems health checks and roadmap development
✓	Change management and business readiness for Unit4 module implementations
✓	Post-go-live support and optimization

Delivery Approach

We use a hybrid waterfall and agile methodology, ensuring strong upfront design while retaining flexibility for evolving requirements.

Benefits

- Reduced delivery risk
- Clear governance and accountability
- Accelerated time to value
- Sustainable, supportable cloud solutions

5. Unit4 Financial Planning & Analysis (FP&A)

SystemsAccountants is a Unit4 FP&A Services Partner, providing specialist consultancy around planning, budgeting, forecasting, and reporting.

Service Description

Our FP&A services help organisations extend financial insight beyond core ERP, enabling better decision-making and long-term financial planning.

Scope of Services	
✓	End-to-end Unit4 FP&A implementations
✓	Phase two optimisation and alignment projects
✓	Configuration and model design
✓	Integration with Unit4 ERP
✓	Training and ongoing support

Benefits

- Enhanced financial visibility
- Improved forecasting accuracy
- Reduced reliance on spreadsheets
- Better alignment between finance and operational planning

Public Sector Experience

SystemsAccountants has extensive experience supporting public sector and not-for-profit organisations, including:

- Local authorities and municipalities
- Universities and higher education institutions
- Charities and international not-for-profits

Our consultants understand public sector governance, audit requirements, and funding models, ensuring Unit4 solutions remain compliant, transparent, and resilient.

Why Choose SystemsAccountants





Contact

For further information or to discuss requirements under G-Cloud Lot 3:

Visit our website [here](#)

*This service is available under the UK Government G-Cloud 15 Framework,
Lot 3: Cloud Support.*