



**ERP Cloud Enablement & Optimisation**

**Service Definition Document**

G-Cloud 15

**morson** **EDGE**

# ERP Cloud Enablement & Optimisation

Morson Edge provides public sector organisations with high-impact technical consultancy across a diverse spectrum of technology services. By maximising efficiency, catalysing innovation, and unlocking new opportunities for value creation, we continue to empower the transformation of future-ready public services.

## Service Definition for ERP Cloud Enablement & Optimisation

We help public sector organisations to configure, integrate, and optimise cloud-based ERP platforms. Our approach enables the secure and compliant adoption of buyer-selected systems through structured implementation and enterprise integration. Ongoing optimisation enhances performance, ensures reliability and drives organizational efficiency.

- **Discovery:** Discovery and preparation activities establish the current ERP configuration, data structures, modules, and integration landscape across finance, HR, payroll, and shared services. Outputs define configuration improvements, integration requirements, and deployment scope.
- **Configuration:** We support the configuration and optimisation of cloud ERP platforms across the UK Public Sector, including SAP S/4HANA Cloud, Oracle Fusion, Microsoft Dynamics 365, Unit4 ERPx, TechnologyOne, IFS Cloud, Workday Financials and HCM, and Advanced Financials / People. Where required module configuration, workflow automation, controls setup, reporting, and secure data migration aligned to public sector governance and assurance requirements.
- **Integration:** Integration enablement focuses on supporting connectivity between the ERP platform and related systems, including legacy applications, data warehouses, reporting tools, and operational systems. Configuration activities enable interoperability and data consistency without introducing proprietary dependencies.
- **Information governance:** Information governance and security are embedded from the outset. We support DPIA development, data protection reviews, and secure configuration of ERP cloud platforms, including role-based access controls, audit logging, and secure handling of sensitive financial and workforce data. All activities align with UK GDPR and public-sector assurance requirements.
- **Adoption:** Adoption support focuses on enabling effective use of the configured ERP cloud system. It includes role-based training, configuration guidance, and supporting materials to help users operate configured workflows in line with organisational policies and procedures.
- **Optimisation:** Delivery is structured around clearly defined service units aligned to systems, modules, or service areas. Optimisation and reporting outputs support ongoing improvement in ERP system usage, data quality, compliance, and operational insight.

Our project management and delivery approach for ERP Cloud Enablement & Optimisation provides structured governance, clear accountability, and controlled delivery – aligned to statutory and assurance requirements – through end-to-end implementation and transition to live service.

### Service Features

- Configuration and optimisation of buyer-selected ERP cloud platforms.
- Support for SAP S/4HANA Cloud, Oracle Fusion, Unit4 ERPx, and Workday Financials/HCM.
- Module configuration across finance, HR, payroll, and shared services.
- Secure data migration, validation, and configuration support.
- Integration enablement with legacy, reporting, and operational systems.
- Role-based access, controls, and workflow configuration.
- Reporting, dashboards, and analytics configuration.
- Information governance, DPIA, and data protection alignment.
- Release, upgrade, and configuration change support.

### Service Benefits

- Improved operational efficiency across finance and HR functions.
- Faster, more consistent processing through configured ERP workflows.
- Improved data quality supporting audit and statutory reporting.
- Better integration across enterprise and operational systems.
- Reduced manual effort and duplicated processing.
- Increased confidence in ERP system usage.
- More effective use of existing ERP cloud investments.
- Improved visibility of financial and workforce data.
- Scalable platform supporting shared services models.
- Foundation for future digital transformation initiatives.

### Exit, Transfer, and Portability

- All data remains the property of the customer.
- Data and configuration documentation can be exported in standard formats.
- The service does not restrict supplier change or internalization
- Exit does not require ongoing paid support or proprietary tooling.

### Information Assurance

Morson Edge's information assurance capabilities support both our internal requirements for appropriate security controls and those of our customers. Our diverse portfolio of projects and customers mean that we have extensive experience in working with information and systems at all impact levels (IL 0 to IL 6+). We are a Cyber Essentials Plus certified organisation.

### Data Restoration / service migration

We assist our customers in the migration of data from legacy solutions to new cloud solutions.

## **On-boarding and off-boarding processes / scope**

Morson Edge agrees specific on/ off-boarding processes for all work packages. Agreed processes are always tailored to the individual requirements of the assignment in question. Requirements are clearly defined with the relevant customer stakeholders in order to ensure the effective transition of individuals or teams alongside the management of data, assets, corporate memory and operational integrity.

## **Combination pricing**

Morson Edge can provide multiple services in scope of G-Cloud Support Services. Our services can be bought separately or together. Combination pricing is offered accordingly.

## **Service management**

A Service Account Manager is allocated to each customer engagement. This individual is responsible for overseeing the services in scope of the engagement. This individual closely monitors the engagement's progress, ensuring that any risks or issues are managed appropriately to ensure that all activities are delivered in accordance with the agreed assignment scope, key deliverables and timeframes. Through structured customer relationship management, our Account Manager remains in regular contact with the customer to ensure their ongoing satisfaction.

## **Service constraints**

Bespoke services, such as those in scope of G-Cloud 15, Cloud Support Services, are not subject to specific service constraints.

## **Service levels**

Morson Edge recommends that we enter into performance-based Service Level Agreements with each of our customers. The implementation of bespoke service levels represents the positive obligation of both parties to deliver a mutually beneficial partnership which supports end user activities and facilitates effective measurement and monitoring of the assignment. Due to the diversity of services in scope of G-Cloud 15, Cloud Support Services, service levels must be closely tailored to each engagement. Agreed service levels form part of the Call-Off agreement which renders us contractually bound to deliver the agreed service levels.

## **Knowledge transfer**

Wherever possible, Morson Edge ensures disciplined knowledge and skills transfer from the consultant(s) to the customer through structured knowledge capture, documentation standards, and handover planning through all delivery phases. This ensures that learning is transferred to the customer as the engagement progresses – empowering the customer and ensuring the ongoing efficiency of the assignment and full embedding of the new system/service.

## **Ordering and invoicing**

Morson Edge is an approved and accredited supplier to multiple CCS frameworks. We are used to working with customers to agree tailored ordering and invoicing processes. Payment terms are 30 days from receipt of invoice.

## Termination terms

Morson Edge's standard terms and conditions include clauses which facilitate contract termination by either the consumer or the supplier.

| By the consumer                                                                                                                                                                                                                     | By the supplier                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Termination can commence without notice in the event of a customer citing dissatisfaction with the service provided and the issue not being rectified within an agreed timeframe, or in the event of a material breach of contract. | In the unlikely event that Morson Edge was to withdraw from G-Cloud 15, Cloud Support Services, a minimum 30 days' notice would be served. Ongoing assignment commitments would be maintained through to completion in accordance with the terms of the Framework Agreement. |

## Customer responsibilities

Customer responsibilities are closely aligned to the assignment and as such, these must be discussed and agreed with the customer prior to the commencement of the assignment. All responsibilities are clearly cited within the Call Off contract.

## Service dependencies

Service dependencies are specific to each Call-Off. Such detail must be discussed and agreed with the Customer prior to the commencement of the engagement.



### Contact

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