

# Integra Associates helps Leicestershire Police realise their ERP system's benefits



Integra implemented a new financial management system based on Unit4's Business World including: General Ledger, Accounts Payable, Accounts Receivable, Bank Reconciliation, Purchasing, Inventory Management and Planner. The assisted build approach taken resulted in a system tailored to the force's needs. The new finance system went live on 1st September 2015 on time and on budget.

## How Integra helped

The project was delivered on time and under-budget and the project objectives identified in the business case were met. The project was undertaken on an 'assisted build' basis, which meant that Leicestershire Police force staff undertook the live build of the new system. This approach focused on knowledge transfer from Integra consultants to force staff and was designed to foster self-reliance.

Leicestershire Police force's decision to implement a new finance system was based on the requirement to provide the capacity and capability to drive out efficiencies from the

procurement / finance teams through automated workflow functions and document management.

The approach for the project was to use a structured implementation methodology, using the Integra Structured Implementation Methodology (ISIM). This is a proven methodology, based on best practices, that Integra have used successfully with other clients and is based on a structured 'waterfall' approach with defined stages and identified deliverables, and underpinned by ownership and authorisation.



### Lessons Learnt

Based on the Lessons Learnt survey, conducted at project closure, the Leicestershire Police force project team and Project Board thought that:

- The project approach worked very well at all stages of the Lifecycle
- The Integra consultants integrated very well with the project team
- Test issues/faults found were effectively managed and resolved
- There was a seamless transition from the incumbent Sage Line 500 to the new Unit4 Business World system

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Ruth Gilbert, Head of Finance, Leicestershire Police force

## Benefits realisation

Benefits realisation was an important aspect of the project. As Integra project manager, Andrew Smith-West explains “We ensured at the start of the project that all expected benefits, both tactical and strategic, were defined and planned. These benefits were subsequently tracked and reviewed at the Project Board throughout the project. Leicestershire Police started to realise many of the benefits immediately following Go-Live.”

A survey of the views of the Finance and Procurement departments conducted after Go-Live showed that users already recognised a significant improvement in the system and identified a number of benefits. More than 88% of users who responded to the “What do you think of Agresso?” survey stated that the system is “very user friendly.”

“It is quicker than their system and easier to use. Screens are more adaptable and it is quicker to extract and easier to interpret information” commented one key user.

Integrated workflow system has replaced the previous manual processes and paper systems, with document management reducing the need for storage. The purchasing module is already providing business support efficiency savings.

Another key user stated: “There is now less paper to lose. It’s easy to retrieve documents which removes the need to search through physical paperwork, allowing quicker response to queries. Everything is sent by email resulting in a more efficient system – all of which saves time.”

### Collaboration with Derbyshire Police force

Prior to the start of the project, the senior management of Leicestershire and Derbyshire forces had made a commitment to working collaboratively to drive further cost savings and efficiencies to assist the forces in closing their funding gaps in future years, across both operational and business support functions. The two forces already operated a joint HR service centre and payroll team. Leicestershire were therefore looking to build upon these arrangements and extend the joint working into the IT system for financial management. (Derbyshire Police were already an Agresso user and Integra client)

The involvement of Derbyshire Head of Finance and Business Support, Daniel Fern, at the Project Board throughout the project and the Derbyshire Finance teams review of the Solution Design, ensuring best

practice based on their experiences as Agresso users, were contributing factors to the success of the project.

The Agresso servers are hosted in the Derbyshire Police force IT Support Centres and will be supported by Derbyshire Police force IS support. The convergence of Leicestershire and Derbyshire Police’s financial systems will provide options for future collaborative working.

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### Collaboration

As well as Leicestershire and Derbyshire Police forces, Integra has completed the roll-out of Planner for Devon and Cornwall and (for Unit4) developed the generic rostering solution interface and rolled it out for South Wales Police force.

Integra see collaboration as an important business driver for police forces and emergency services, but recognise that collaboration doesn’t just happen; it requires work and commitment to establish. Integra are able to provide independent consultancy to enable collaborating Blue Light emergency organisations agree their combined road map and to help organisations to achieve their objectives, and delivery to an agreed plan.