

Complete digital transformation in the midst of severe funding challenges

Wokingham Borough Council has one of the most digitally enabled back offices in the UK, despite being the lowest funded unitary council in the country.

INFO

INDUSTRY: Public Sector
 SIZE: 165,000 citizens
 LOCATION: UK
 PRODUCT: Unit4 Enterprise Resource Planning (ERP)

Achievements

Empowering people

Managers are able to take full responsibility for financial activity, to report and manage their budgets in a slick, easy fashion.

Reimagining everything

With 70% of processes redesigned, data is leveraged across the organization to show the big picture and drive radical improvements.

Self sufficiency

Employee self service, which 65% of employees now use, improves productivity and releases capacity in the organization.

The Challenge

Faced with increasing demands and a shrinking budget, Wokingham faced a stark choice of either cutting frontline services or making sweeping changes to become more efficient and effective. The Council sought to leverage advances in technology and address changes in customer and resident behavior.

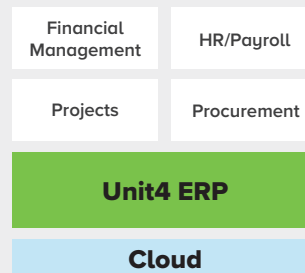


Unit4 ERP: "...is making a massive contribution to what we are trying to do... it's enabling managers to report and manage their budgets in a slick, easy fashion – all of which makes us more resilient, robust, and able to divert our resources to the places where they need to be."

Andrew Couldrick

How did Unit4 help?

- Implementing Unit4 ERP provided a fresh opportunity to redesign all processes and eliminate existing systems
- Being on the cloud makes the solution available anytime, anyplace
- Self-service access to key functionality for employees
- Budget books for easy budget management.
- Income Manager for payments both internally and externally



Impacts

£2M

Savings in nine months, positively contributing to frontline services

24%

Of business processes eliminated

9%

Of processes now completely automated

For more information, go to: www.unit4.com

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