

# Do more with less: deliver best government services at the lowest possible cost

**Give your people the systems they need to deliver value to citizens. Ensure they can comply, regulate, budget, report, spend and deliver government services on time and on target – no matter how much change they are going through.**

Financial Enterprise Resource Planning (ERP) offers an attractive solution to government organizations looking to integrate financial processes in order to increase efficiency. You can make informed budgetary decisions, and improve security and control over financial management in order to meet regulatory standards, such as Sarbanes-Oxley and HIPAA.

## **Base your decisions on reliable information**

Agresso Business World is a fully-integrated suite of ERP solutions designed for service intensive organizations in both the Private and Public Sectors. It provides the agility you need to respond to business change - long after the initial implementation is complete.

Agresso Business World's unusually tight coupling of data management, process modeling and information delivery means that a single change made to your organization's data or business processes is reflected throughout the solution. It gives your people the confidence that decisions are based on reliable information that is rooted in financial reality.

## **Drive best practice across your devolved organization**

Public sector IT has traditionally developed in operational silos; devolved public sector units have created their own IT infrastructures, making it difficult for the centre to drive cost, consistency and quality control.

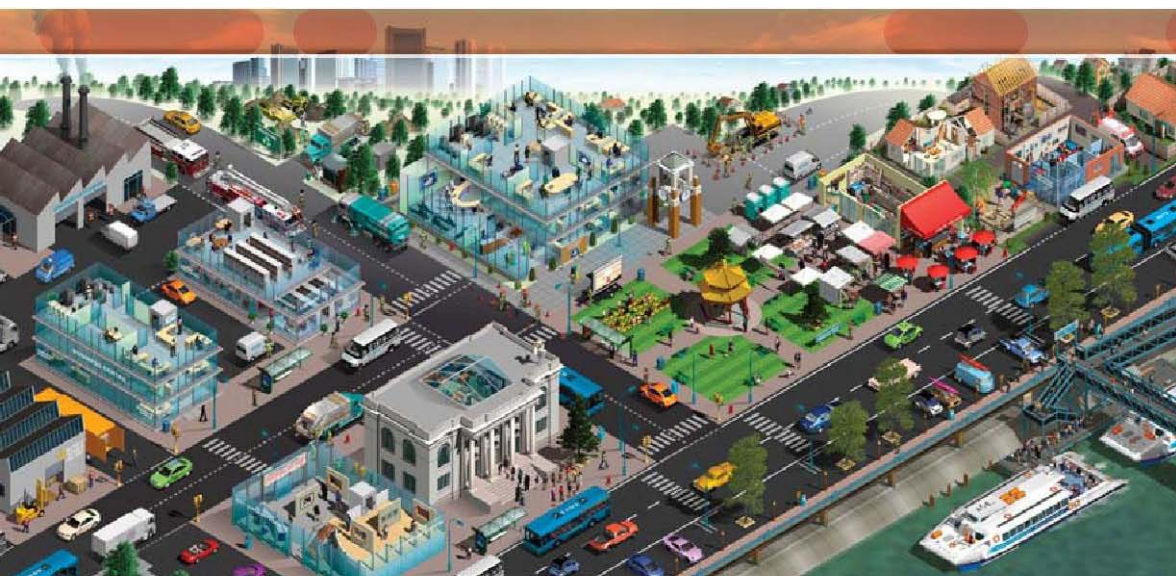
Governments world-wide recognize that a standards-based approach will ensure that best-practice business process can be repeated in a predictable and cost-efficient way.

A combination of finance, HR, end-to-end procurement, project management and asset management capabilities means that Agresso Business World offers local governments a functionally rich and reliable system that scales to thousands of users. It supports best-practice, public-sector specific processes and provides relevant information to all users across the diverse organization - when and where it's needed.

Agresso Business World provides optimal control at council level, without reducing devolved management capabilities at the lowest levels in the organization – no matter how much change the organization is going through.

## **Manage change with effective structures and processes**

Understanding the impact of organizational, procedure and process change isn't simply about redrawing the organizational map. It is about creating financial scenarios where you can analyse, understand and communicate the cost and budgetary impact of alternative courses of action. Agresso Business World replaces intuitive decision making with informed choices – from a solid, reliable and consistent base that adapts with you as your organization and requirements evolve.



“Like any Local Authority, the key challenge facing Reigate and Banstead is the pace of change. In order to keep up, we need to be flexible – especially in our back-office systems.”

**Wendy Whittaker, Financial Information Manger, Reigate & Banstead Borough Council**

## City of Bergen takes control of its own destiny

**Bergen is Norway's second largest city, with 244,000 inhabitants. The local government has around 17,000 employees and has 300 different divisions covering a broad spectrum of services.**

The city of Bergen made significant performance improvements and took control of its own destiny by implementing an Agresso ERP system. Today Bergen is seen as the bench-mark in Norway and other European countries

### **Lack of financial control**

Prior to its Agresso Business World implementation, the city of Bergen experienced a budget deficit that was increasing year on year, and was unable to reach a consensus opinion on why this was.

Bergen had a complicated organizational structure; there were many management levels and each department had its own financial control and reporting routine.

Kristin Ulvang, Financial Director, City of Bergen says: "Our managers had no direct access to key financial information – making it very difficult for them to gain financial control. Our existing system was for accounting only and had no ERP facility. Each department had its own version which meant duplication (a calculated 50 man years) of both work and data."

Because of reliance on manual process, financial controllers spent significant time manually producing reports for managers.

These reports were often out of date by the time they were delivered, and the negative numbers at the end of each year tended to come as a big surprise.

### **Distributed accountability**

The city implemented Agresso Business World in 2004, as part of a larger change process. It was chosen in part for its flexibility and its user-friendly Web interface.

More than 2000 users now have real-time, self-service access to accurate and relevant financial information. All managers have access to the system – via the Web for non-finance experts and via the back-office version for "expert users".

Ulvang says: "Common requirements meant that we could implement one set of routines across all divisions but with a level of flexibility to cater for exact needs."

### **Balanced Score Card**

The City of Bergen required more than just financial data to inform strategic decisions. A Balanced Score Card (BSC) now provides reporting against key performance indicators for measuring productivity, service quality and delivery against citizens' needs.

### **Ongoing change**

The new system required a completely different way of working; large-scale in-house training was provided for users.

Ulvang says: "Despite the major changes we had very few problems along the way."

Agresso Business World now allows Bergen to embrace ongoing change challenges with a 'can do' attitude. Already, shortly after implementing Agresso Business World, the City of Bergen has made significant changes to its organizational structure; it has successfully embraced the implications of recent local elections, the decision to re-establish local municipalities, and the impact of the e-government initiative.

### **Achieving performance goals**

Division managers are now much clearer about their responsibilities; a user questionnaire showed a satisfaction rate, amongst divisional managers, with the system of 85%.

Electronic workflows have created greater efficiencies, and the common routine across all departments means there is now only one 'version of the truth'. Furthermore there is no longer a budget deficit because financial managers have much greater visibility and control. Ulvang says: "The ongoing flexibility of Agresso Business World has enabled us to implement changes at the right time and at the right cost – using our own staff."

Agresso Business World users are empowered to achieve their objectives. They know where they are. And they know where they are going.

"The flexible reporting possibilities of Agresso have enabled us to implement changes when required – using our own staff. Users and managers feel much more empowered. We know where we are and we know where we're going.

*Kristin Ulvang, Financial Director, City of Bergen*

# Reigate and Banstead Council passes savings on to frontline services

**Reigate and Banstead Borough Council is one of 60 public sector organizations already benefiting from Agresso Business World. Here, Financial Information Manager, Wendy Whittaker talks about the savings and benefits the Council has realised from its implementation:**

"Reigate & Banstead is a district within Surrey and we've got a population of around 120,000. Like any Local Authority, our key challenge is the pace of change. In order to keep up, we need to be flexible – especially in our back office systems.

"One of the problems with our previous ERP system was that it was a very old product. It served us very well and met our needs in the early days, but it had become very fixed, and we couldn't really change things once they had been set up.

"As well as putting in a financial system, we wanted it integrated with a Purchase to Pay (P2P) system. We needed full functionality, right across the board and took the opportunity to re-engineer our P2P process.

"We looked at the whole process, end-to-end, and centralized a lot of it – delivering €180,000 worth of savings.

"It was important for us to get an integrated product because we didn't want to have to intervene manually, which just opens the system up to error and expense. Having the P2P integrated within Agresso avoids all of those dangers.

"As an open system, Agresso has helped us, not just within finance but in other departments. For instance, we've used the openness of Agresso to link with our customer service system, enabling us to post bookings from customers directly into our General Ledger, and for customer service operatives to retrieve relevant information to answer customer queries while the customer is on the phone.

"At first, non-financial users were a little nervous about the implementation of Agresso because they had their own systems in place, that they had developed themselves.

"However, they quickly saw the advantage of what we were introducing and since implementation, we've managed to produce reports which have allowed them to monitor and manipulate information in a way that is familiar to them and is still compliant with our standard processes.

"There's lots of pressure on us to deliver more services for the same price, so we are very keen to make efficiency savings wherever possible. Having standard systems right across the Council allows us to make further savings, so we can pass on the saved funds to frontline services.

"We use Agresso Business World to make sure that we've got best practice processes in place. They're set up in a standard way across the Council, and we think other Authorities could benefit from following the same method.

"One of our criteria we had when selecting an ERP supplier was that there was an active user group., At Reigate & Banstead, we also have a programme in place to help us further exploit the software. There are lots of things we want to do – and Agresso will be able to help us."

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*Wendy Whittaker, Financial Information Manager, Reigate & Banstead Borough Council, UK*

# Agresso for local governments

Fully integrated, modern, web-enabled ERP solutions

Well over 1500 governmental organizations worldwide, as well as cities and local governments of all sizes, use Agresso Business World for core accounting/financial management, budgeting and planning, human resources and payroll, employee self-service, project management, and engineering including: public works, field services, and asset maintenance.

## The Agresso advantage

Agresso's unique VITA™ architecture, which delivers true "Post-Implementation Agility", allows you to respond to changing system requirements long after initial installation – at the lowest possible cost and without depending on expensive external consultants and constrained IT resources. This makes Agresso Business World the ideal choice for local governments that are affected by frequent and dynamic operating change.

**For local governments**, the tight integration of system architecture enables the many types of change faced by the organization to be addressed in house: simply, quickly and inexpensively – often by the users themselves.

For example: the impacts of population growth, departmental reorganization or internal initiatives can be accommodated with ease. Changes to match new structures, processes and reporting requirements can be made by authorized users and, once made, will be automatically reflected across all parts of the system and will be retained, even through upgrades.

Regulatory changes can also be swiftly and effectively covered – via screen-based tools by the users themselves, without the need for programming or external IT support.

Agresso Business World's post implementation agility allows you to implement the solution in phases – you can start with a solution you can afford and increase the scope later, when budgets allow.

Examples of Local Government organizations benefitting from the Agresso advantage include: City of Oslo, City of Stockholm, City of Bergen, Royal Borough of Windsor and Maidenhead, and various London Boroughs.



ERP... with NO Expiration Date™

## Agile, integrated ERP for local governments

All the benefits you would expect from a solution that can be modelled and re-shaped as needs require, after implementation is complete, to support the whole organization. Agresso Business World supports:

- **Financial Management** - handles all core accounting and financial processes
- **Budgeting and Forecasting** - with invaluable support for all participants in the planning and budgeting cycles of even the largest, most complex of fast-changing local governments
- **Management Reporting** - truly unique reporting and analytics capabilities that allow information to be viewed, at a moment's notice from any number of perspectives
- **Procurement** - fully integrated solution that supports, automates and standardizes all stages of the indirect purchasing and procurement cycle – from requisitioning to paying vendors
- **Human Resources and Payroll** - Agresso HR & Payroll is particularly suited to evolving local governments that need to continually alter their ERP system setup in response to internal or external change
- **Project Management** - enables local governments to make the best use of resources and manage every aspect of projects, job costing and billing, programs, grants and capital improvement plans throughout your organization.
- **Field Services and Asset Maintenance** - Agresso Field Force brings together a range of management and administration tools in a single solution: asset maintenance, inventory management, contract management, resource allocation, time/billing invoicing and mobile workforce communication.