

# Helping public sector organizations increase citizen value

Unit4's government solutions





## **Drive efficiency, predictability, and citizen value**

Unit4 solutions for finance and HR help public sector organizations boost productivity, reduce costs, effectively plan for the future, and improve citizen value. Our solutions transform how people work, freeing up resources to focus on more of what matters most – serving your citizens.

# Agility

The Public Sector faces real challenges – with unprecedented demand for services in the face of budget uncertainties, workforce disruption, and a legacy IT infrastructure that can't support rapid change. You can gain agility through digital transformation.



# The challenges

We all face the reality of today's challenges - ever growing demands, tightening budgets, and changing priorities that stretch the capabilities of legacy IT infrastructures. Adapting to the new way of working has increased the pressure on many government organizations and put greater urgency on their digital transformation program.

## Remote work



## Digital maturity



<sup>1</sup> Gartner 2021 CIO Agenda: Government CIOs Step Up to Action for Digital Acceleration, December 2020

<sup>2</sup> Gartner Digital Maturity in Government: Lofty Ambitions Seldom Lead to Tangible Impacts, 17 April 2020: "Digital maturity in government remains low to moderate overall. On a five-level scale of digital maturity, 80% of government organizations fall between the initial and developing stages."

# Opportunities

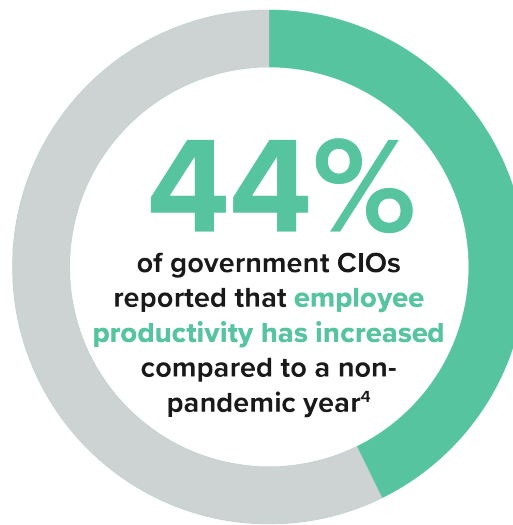
These challenges bring momentous opportunities to exploit technology to boost productivity, increase performance, reduce cost, and ultimately improve frontline services. Technologies are set to positively change this complex world and how organizations engage with citizens to make services future-proofed for the “never normal” environment.

## Boost productivity



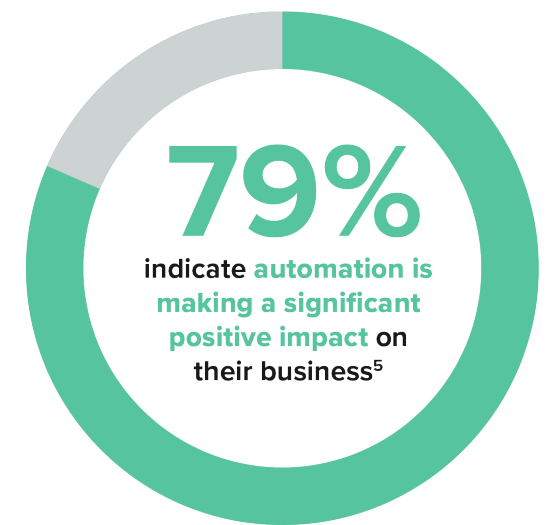
<sup>3</sup> Deloitte Government Trends 2020

## Productivity gains



<sup>4</sup> Gartner 2021 CIO Agenda: Government CIOs Step Up to Action for Digital Acceleration, December 2020

## Automation

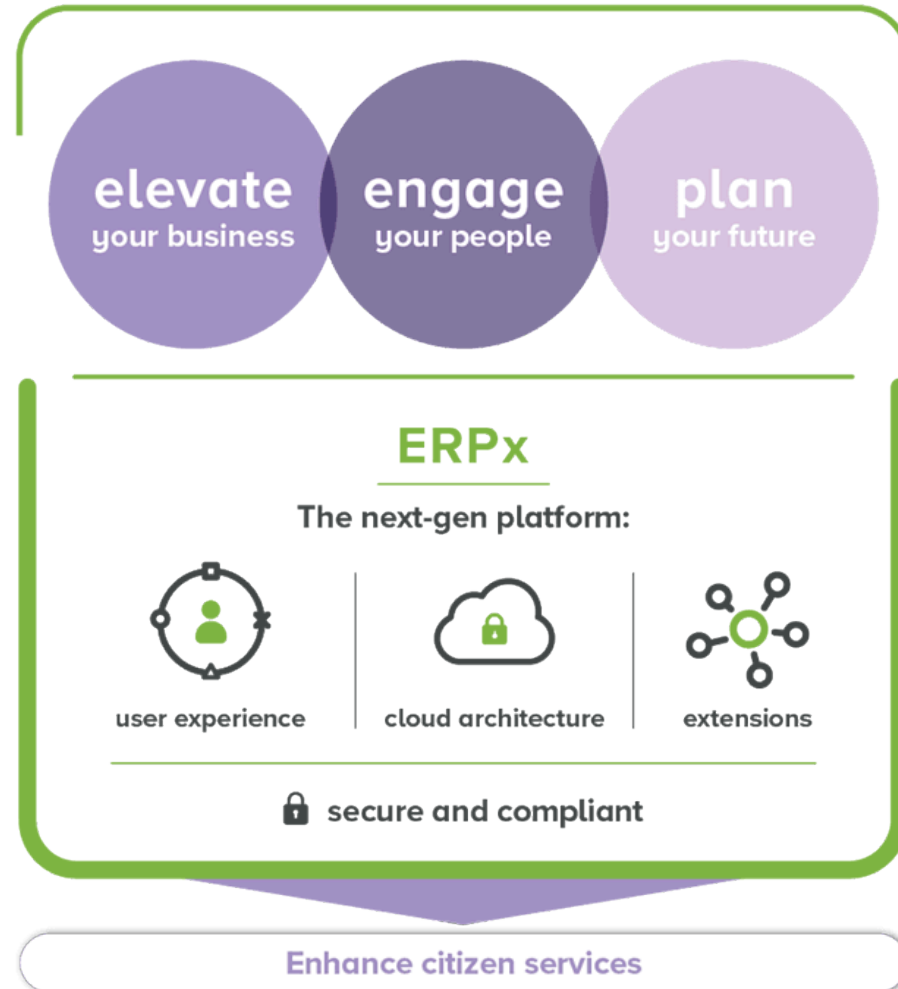


<sup>5</sup> Government Trends 2021, Deloitte 2021

# The people experience

Users want their office technology to be as modern and capable as the technology they use in their private lives. This means tools that better support their role from any location, help them improve their performance, enable collaboration, and aid decision-making. More than ever before, technology, skills, and employee experience play a key role in the organization's performance.

## Unit4 Public Sector Model



## Unit4 has helped public sector organizations to:

- Improve operational efficiency
- Recruit, retain, grow a digitally empowered workforce
- Increase transparency, predictability, and accountability
- Empower frontline services



# Improve operational efficiency

- Reduce the total cost of ownership without compromising capabilities.
- Free up resources and time to focus on frontline service delivery.
- Use best practices to evolve at your own pace in line with your priorities and budgets.

“

**Unit4 is making the council smarter and more agile. By automating and streamlining processes in the cloud, as well as introducing self-service, Southampton City Council can direct more resources to frontline services.**

Helen Baker, ERP Support and Development Manager, Southampton City Council

## Customer success story: Southampton City Council

### Impacts



Integrated finance and HR in the cloud, best-practice process automation, intuitive self-service, and much more are helping Southampton City Council deliver modern, joined-up digital services to around 300,000 citizens and businesses at a greater value than even before.

[Download the infographic](#)



# Recruit, retain, and grow a digitally empowered workforce

- Attract and develop up-and-coming talent.
- Increase user engagement, support wellbeing, and provide new ways of working.
- Reduce the administrative burden to focus on higher value people-focused tasks.

“

**With Unit4, we can stay in front of the change, manage the trust's £300 million annual budget more effectively, and improve the health of the population.**

Andy Large, Associate Director of Finance, Stockport NHS Foundation Trust

## Customer success story: Stockport NHS Foundation Trust

### Impacts



#### EFFICIENCY

Performance above national average



#### CLOUD AGILITY

Migrated transparently to cloud ERP in one weekend



#### ENGAGING

Simple, intuitive platform enhances employee satisfaction

The single, intuitive platform coupled with the cloud deployment, creates an engaging and rewarding employee experience.

[Download the case study](#)

# Increase transparency, predictability and accountability

- Take full control of your expenditures, income, and budget.
- Build a robust budget, engaging teams to ensure ownership and buy-in across the organization.
- Better understand dependencies, save time, and plan for the future more effectively.

“


Armed with this rich, evidence-based insight, we can connect our workforce to demand and achieve better outcomes for citizens across southern Wales.

Umar Hussain, MBE, Chief Financial Officer, South Wales Police


## Customer success story: South Wales Police

Customer Story

**Two police forces save £4 million annually through collaborative finance and HR strategy**



**South Wales Police and Gwent Police**



South Wales Police and Gwent Police are collaborating on a shared Unit4 enterprise resource planning (ERP) strategy which is saving the two forces up to £4 million, improving policing outcomes, and keeping the citizens of southern Wales safer.

A single, golden record of finance and HR data in each force is driving process automation, ease of use, and improved resource allocation.

Key benefits include:

- Better outcomes: the right police resource can be deployed to the right location, at the right time, with the right skills
- Increased efficiency: Saved £4 million annually via process automation
- Foster time-to-value: South Wales Police went live in 19 months; Gwent Police in just nine months

**Industry**  
Public Service - Police

**Location**  
Bridgend & Cwmbran, Wales

**Size**  
Collectively 7,000 staff

**Product**  
Unit4 Enterprise Resource Planning (ERP)

**Challenges**

South Wales Police achieved a single, golden record of finance and HR data, driving process automation, ease of use, and improved allocation.

[Download the case study](#)

# Empower frontline services

- Automate your back-office and free resources to improve frontline services.
- Respond to changing citizen needs by reconfiguring processes and services rapidly to ensure that best value is delivered at all times.
- Empower the community by increasing social value and free-up greater investment in support of local initiatives.

“

**These savings are really important because they enable us to go on providing high-quality support to our most vulnerable people, and to support our schools, delivering the very best they can.**

Andrew Couldrick, CEO, Wokingham Borough Council

## Customer success story: Wokingham Borough Council



Customer video: Wokingham Borough Council

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.

[Watch the video](#)

# Why the Unit4 public sector model

With years of experience of working with the public sector we have built a standardized methodology for implementations that deliver the desired results and functionality from the day one.



# Out-of-the-box government functionality delivered through a single platform



## Finance & Accounting

- Supplier payments process
- Sales orders, recurring billing and invoicing
- Debt recovery
- Bank reconciliation
- Asset management
- Auditability, reporting and control



## Budgeting & Planning

- Operational budgeting
- Operational forecasting
- End-to-end process governance
- Scenario planning



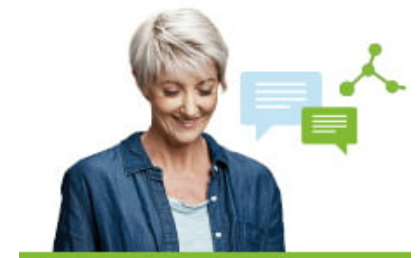
## Program Management

- Capital program creation
- Project initiation and budgeting
- Project implementation
- Project monitoring, time recording and reporting
- Project forecasting



## HCM

- Organizational design
- Recruitment and onboarding
- Absence management
- Payroll\*, compensation and benefits
- Travel and expenses
- Learning and talent tools



## Procurement

- Supplier management
- Contract and product catalog management
- End-to-end purchasing process and governance
- Funds checking

[Download the datasheet](#)

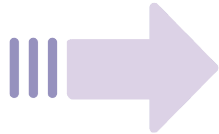
\*UK, Canada

# The benefits of the Unit4 public sector implementation model



## Specialized industry knowledge

We understand your industry, so we build tailored solutions to give you the functionality, agility, and efficiency you need to manage your organization.



## Future-proof technology

Unit4 is committed to investing in technology to ensure that our service continues to meet the changing needs of the public sector.



## Fast time to value

A faster and reduced risk implementation process means benefits are realized quicker.



## Improved data integration

Benefit from the flexibility to integrate with multiple changing technology stacks to unify data and drive operational excellence.

UP TO

50%

REDUCED  
IMPLEMENTATION  
TIME



“

**You can't underestimate the impact of Unit4 on our modernization strategy. We are now sharing complete, accurate finance data across our organization mixed with data from other systems. HHNK is ultimately more agile, more adaptive, and better positioned to keep the region safe from floods and supplied with sufficient clean water.**

Jacintha Meijer, Project Lead, HHNK – Water Authority North Holland (Hoogheemraadschap Hollands Noorderkwartier)



Helping public sector organizations  
increase citizen value

**Learn more at [Unit4.com](https://unit4.com)**