

# Case study

## Reigate and Banstead Borough Council



ERP... with NO Expiry Date™



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

## Agresso delivers public sector savings

Agresso was the first software company to sign a Memorandum of Understanding (MoU) with the Office of Government Commerce, offering all public sector organisations discounts on Agresso software and services.

As one council in five now relies on Agresso, this deal has the potential to deliver total savings of up to £12 million over the next 3 years - savings that can be reinvested by those councils into front-line public services, producing visible benefits for the taxpayer.

In addition, Agresso's ERP solution features the only architecture on the market that tightly couples data, business process, and the delivery methodology (reporting and analytics). Put simply, this means that when a change is made in one area, it does not have to be redone and rechecked for accuracy in another. That's a huge time, money and people resource saver. That's what true business agility is - what we at Agresso call Post Implementation Agility.



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

“Reigate & Banstead is a district within Surrey and we've got a population of around 120,000. Like any Local Authority, the key challenge facing Reigate & Banstead 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.

“When we were selecting the new system, we had our specification, our list of criteria and we measured various products against it. We wanted to work in partnership with a company which had the same road map, the same plans for the future as we did, so we wouldn't be left alone post-implementation, and would continue to receive tangible benefits over the years.

“As well as putting in a financial system, we wanted it very much integrated with a Purchase to Pay (P2P) system. We needed full functionality, right across the board and decided to take the opportunity to re-engineer our P2P process. We looked at the whole process, end-to-end, and centralised a lot of it – delivering £150,000 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, because it looks like the spreadsheets they are used to using and is still compliant with our standard processes.

“There’s lots of pressure on us as a council 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, because we think sharing ideas has allowed us to make sure our processes are the best they can possibly be. 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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### The ERP Market's Definition of Agility

Agresso has labelled a horizontal layer across multiple vertical markets as 'Businesses Living IN Change' or in short "BLINC™" – a segment that is characterised by organisations that are experiencing almost frenetic levels of dynamic business change. This is particularly apparent in the services sector, in both the public and commercial world, where Agresso has traditionally strong worldwide presence built up over the last 15 years. Agresso's post-implementation agility capabilities have been the differentiating factor for the 2600 'BLINC' organisations that comprise our customer base.

Today, Agresso's unique underpinning architecture is being enjoyed by thousands of BLINC businesses, with over 1,500,000 worldwide users, through hundreds of mergers, reorganisations, consolidations, etc. The company is focused on correcting the CXO's longstanding and expensive "re-architect-or-die" assumptions promoted by the ERP leaders, whose lack of post-installation agility is cutting deep into corporate margins. Agresso is ERP...with NO Expiry Date™.

For more information, please visit [www.agresso.com](http://www.agresso.com).

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