

## HOW TO CONTACT US:

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or call 01628 637266

Preferred upgrade partner of



## Partnerships Work

Welcome to our second edition of Upgrading Agresso.

We have now been in partnership with UNIT4 Business Software, since June 2010 —so, is the partnership working?

During the past 18 months, UNIT4 and WW have developed a strong working relationship which is still evolving. Working together the complimentary skills of our organisations meet the needs of our customers. The key advantage to UNIT4 and its customers is that WW can respond more quickly to ad-hoc requests during

periods of peak demand whilst delivering only top class consultancy and project management through an established partner.

During 2012 we will continue to strengthen the support we can provide UNIT4 especially for customers wishing to upgrade or re-implement and make the best of Route 66. We already have successful Route 66 upgrades and implementations under our belt, and this ensures that UNIT4 are much better positioned to meet demand when required.

As Andrea Williams states *“for WW the partnership with UNIT4 helps to keep our consultants up to date on*

*the ABW software and ensures that we are always ahead of the game. Our whole philosophy is based upon working in partnership and as a team. This is fundamental for our projects to be successful.”*

Phil King, Head of Alliances at UNIT4 Business Software Ltd. concurs *“UNIT4 is strategically committed to working with approved partners. We see benefits to our customers, our partners and UNIT4 in terms of the quality of solutions provided and the quality of the services delivered.”*

More importantly, what do the customers think? We recently undertook a customer survey and we are very pleased with the honest feedback and customer satisfaction achieved.

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## Success for Lewes, Rother and Hastings

Lewes & Rother District Councils and Hasting Borough Council have been working in partnership for a number of years. At the end of 2010 they embarked on the upgrade of their jointly managed ABW 54 system .

At Rother District Council, the challenge facing Martin Clackson—the appointed Project Manager for the upgrade, was that he had not just one council to keep happy, but three!

Each had a different setup and ways in which they used the old 5.4 system, There were different operational requirements and configuration considerations on to use the new 5.5 system plus a big bang go live in October 2011 on the new ABW 5.5 system.

Despite the potential difficulties, Martin, working closely in partnership with our team, was able to successfully deliver his project to schedule and within budget.

As Martin says *“Always keen to help and very quick to find the answer to problems, Williams Woodward consultants make you feel like a valued customer and often go the extra mile and do more than you would normally expect a Consultancy firm to do.”*

*“Williams Woodward provide a friendly and human approach to working with an organisation as a partner”*

**Martin Clackson**



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## Moving Forward

Last year saw the release of Route 66, and whilst many customers are preferring to be at the back of the upgrade train, some have already successfully upgraded their system to Route 66, and are looking to exploit the enhancements in the new version.

Indeed it is true to say that many organisations, who were initially looking simply to upgrade their systems, generally seem to change their mind following our upgrade workshop.

The workshop takes customers through the upgrade process add



demonstrates how the new functionality or re-design of some existing processes could bring many benefits to the organisation.

We believe that many customers will and should continue to invest

and exploit the new functionality available from an upgrade of the incumbent system during 2012.

As we persist with the economic challenges, many organisations are looking for unprecedented improvements in efficiencies, whilst others are looking to emerge stronger with a winning edge over their competitors.

Now could be the right time for you to consider an upgrade to Route 66.

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## Can you answer 'yes' to any of the following questions?

- DO YOU NEED HELP WITH PLANNING, SKILLED RESOURCES AND SUPPORT TO GET THE BEST OUT OF AGRASSO OVER THE NEXT 12 MONTHS?
- STRUGGLING WITH A DECISION ON UPGRADING — WHEN AND HOW?
- ALREADY MADE A DECISION TO UPGRADE AND NOW NEED SOME HELP?
- ARE THERE KNOWLEDGE GAPS IN YOUR TEAM?
- DO YOU NEED PROACTIVE HELP WITH DEVELOPING YOUR ABW SYSTEM?

### Preparation

Preparing your project team



## How can we help you?

Our range of experience can help with all your solution needs from preparing your business case through to going live with your new system.

We will help you understand how your goals can be achieved and what investment is required from your organisation before you start.

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## Customer Stories.....

### The British Museum

Following a 6 month project the British Museum successfully upgraded their 54 system and went Live with ABW 55 financials whilst introducing new functionality in the form of workflow and web based requisitioning.

Just before the Live run Rhiannon Owen said "I really appreciated Olu's practical and realistic approach to assisting us with addressing our

queries. I also really appreciated his prompt response to queries whilst off site. I am confident the calm and logical approach taken by the consultant will continue next week during our go live phase."

The team at the British Museum used the upgrade project as an opportunity to improve their knowledge and skills in the ABW 55 project and undertook the project with enthusiasm and a 'can-do' attitude.

### University of York

The University of York are have a partnership approach to their projects, building up a portfolio of individual consultants rather use one company for all consultancy.

WW provided UoY with the technical (DBA) skills for their upgrade - Andrew Busby says "As well as providing excellent service and expertise williamswoodward are good value for money cf. direct UNIT4 consultancy. The consultant also worked well with internal University staff, which is a key consideration when bringing in consultancy for systems work."

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## Implementing HR

HR functionality was a late addition to ABW functionality, with the early versions of ABW containing limited HR functionality.

Consequently, many organisations now have separate HR and Financial Systems, or had to heavily customise their ABW implementations for HR.

With release 5.5, UNIT4 started to add more HR functionality, and with the additional Self Service functionality now available, organisations could be well advised to look at whether it is the time to rationalise their current HR systems and add HR to their ABW implementations, with the cost benefits that this could bring.

The functionality may no longer be the issue though. A new challenge is now

facing the would be implementer of an ABW HR system: we are now dealing with a different stakeholder, HR.

As Jeremy Nordberg a former HR director of the BBC and Harrods, has advised us *“HR and Finance are two very different departments; each bringing a unique, yet equally valuable, view of the organisation. The challenge is to get HR, Finance and IT working closely together.”*



It is for this reason that WW consultants, sat down with Jeremy, and devised a methodical approach

to implementing HR processes with the Route 66 software. The purpose being to specifically ensure that all angles are covered at the start of the project.

As Andrea Williams says *“our approach has always been to work efficiently with people in all parts of our customers organisation. To do this effectively we have had to look at the best way of working with HR departments.”*

This approach has proven to be popular with our customers and prospects with Williams Woodward just starting a contract with an international company based in Slough to assist them through the evaluation and implementation of a new HR system.

### Action

Implementing your system



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## Nurture - Managing your investment

Life does not end when you go live with an ERP system. Systems require ongoing maintenance for many reasons: organisational or business change, regulatory changes, software upgrades or new release installations to name but a few. In addition all systems inevitably need troubleshooting when a problem occurs either resulting from configuration errors or underlying bugs in the application software.

Williams Woodward believe the correct approach, coupled with appropriate skilled staff are prominent factors in ensuring a successful and rewarding ABW system is maintained. It is very easy for systems to become static and out of touch with the needs of a changing organisation.

On the other hand, an up to date system will ensure longevity of investment

and will improve performance throughout the business leading to a sustainable, financially stable and service led organisation. It can differentiate you from your competitors and impress staff, partners, customers and suppliers.

So what are the key ingredients for continual system improvement?

In our view it is understanding where business processes need to be improved and understanding the impact of any new process, ensuring the system provides accurate, pertinent, timely and complete information to those who need it, when they need it, wherever located.

Finally an understanding what are the information requirements that will make a significant difference to your service quality and financial stability and then making sure this information is easily accessible to the business.

Organisations need to continually ask the questions: Are we getting the best from our system? How can we manage our application better?

Why not give us a call to discuss?

### Nurture

Supporting your system



Further information on our services can be found at:  
<http://www.williamswoodward.co.uk/nurture.html>



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*“A consulting business  
attaining to the highest  
standards working openly  
and honestly”*

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***We don't aim to be good  
consultants, we aim to be  
great consultants***

## **The WW Team**

Williams Woodward Limited is an established independent consultancy providing project management and consulting services. We specialise in the provision of project management and implementation solutions for business systems implementations and especially Agresso Business World.

We have always worked closely with UNIT4 since being established in 2006. WW and UNIT4 have been jointly involved in the delivery of a number of successful projects.

In particular we offer unrivalled knowledge and expertise in helping our customers upgrade existing or implement new ABW systems, manage change effectively and maximise their investment in their ABW systems by exploiting

the functionality available in ABW and applying best practice.

We have supported many customers through small and large implementations and upgrades. We hold experienced in all sectors; and as a smaller team we are able to share our experiences and ensure that all our customers benefit from this knowledge and there is no **‘re-inventing the wheel’**.



Our Team:

- Andrea Williams
- Clive Woodward
- Andrew Smith-West
- Ashley May
- Ian Rigby
- Olu Gisanrin
- Lindy Armiger
- Nicola Harrison
- Paul Crusham
- Trevor Scarborough
- Claire Williams

The core team is supported by a small number of trusted Associates.

The best way to find out more about us is to ask our Customers.