

MySurrey (Unit4) Update

Surrey Local Pension Board Update (May 2023)



SURREY
COUNTY COUNCIL

Overview

- The DB&I Programme is replacing the current SAP system with a Unit4/Proactis ERP solution (which is being called MySurrey).
- Planned go-live for the Unit4 element is June 2023.
- The drive for the programme is a move to self-service and a reduction in the need for double entry within transactional processes.



Background

- The strategic drivers for the programme, as agreed by the Cabinet, related to three main areas.
 - Technical imperative – the council’s existing server hardware has reached end-of-life and is on expensive extended support, with costs increasing every year. The current system was implemented in 2004, is out-of-date and on an old technology roadmap which will no longer be supported by the vendor, SAP PLC, beyond 2030. This deadline was extended by SAP from 2025 during the procurement process.
 - Transformation agenda – the current system will not enable the council to achieve its transformational ambitions to drive service transformation, improve management decision making through easily accessible data and insight, and to fully enable a flexible and mobile workforce.
 - Business Operations external customers (e.g. schools) – for the council to retain existing customers of its payroll service and attract new business, smoother back-office processes with improved digital self-service and user experience are required.



Background 2

- The Cabinet awarded the contract to deliver the ERP solution to Vision 2030 which comprised of Unit4, delivering the ERP solution, Proactis delivering the Contract Management Solution and Embridge Consulting who are our implementation partner, in July 2020.
- The programme started in Autumn 2020 with an initial go-live of December 2021.
- Proactis went live in July 2021.
- Go-live has been postponed twice – one in December 2021 and once in 2022.
- The current plan is for a 6 June 2023 go-live.

Vision and Design Principles

A step change in the user experience, empowering people with accurate and insightful data for enhanced, intelligent decision making.

Maximise self-service for both staff and customers through simple, intuitive processes .

One source of data to inform effective decision making.

Ease of access and security through single sign-on.

Minimal customisation.

Adoption of SaaS standard best practice processes.

Opportunities for process automation are maximised.

Review complete/end-to-end process to ensure maximised efficiencies.

Fully exploit opportunity to combine and analyse financial and non-financial data to inform decision making.

Continuous improvement is embraced - enabled through on-going planned SaaS upgrades – and thus future-proofing our workforce.

Strengthen our commercial activity and provide flexibility to scale as appropriate.

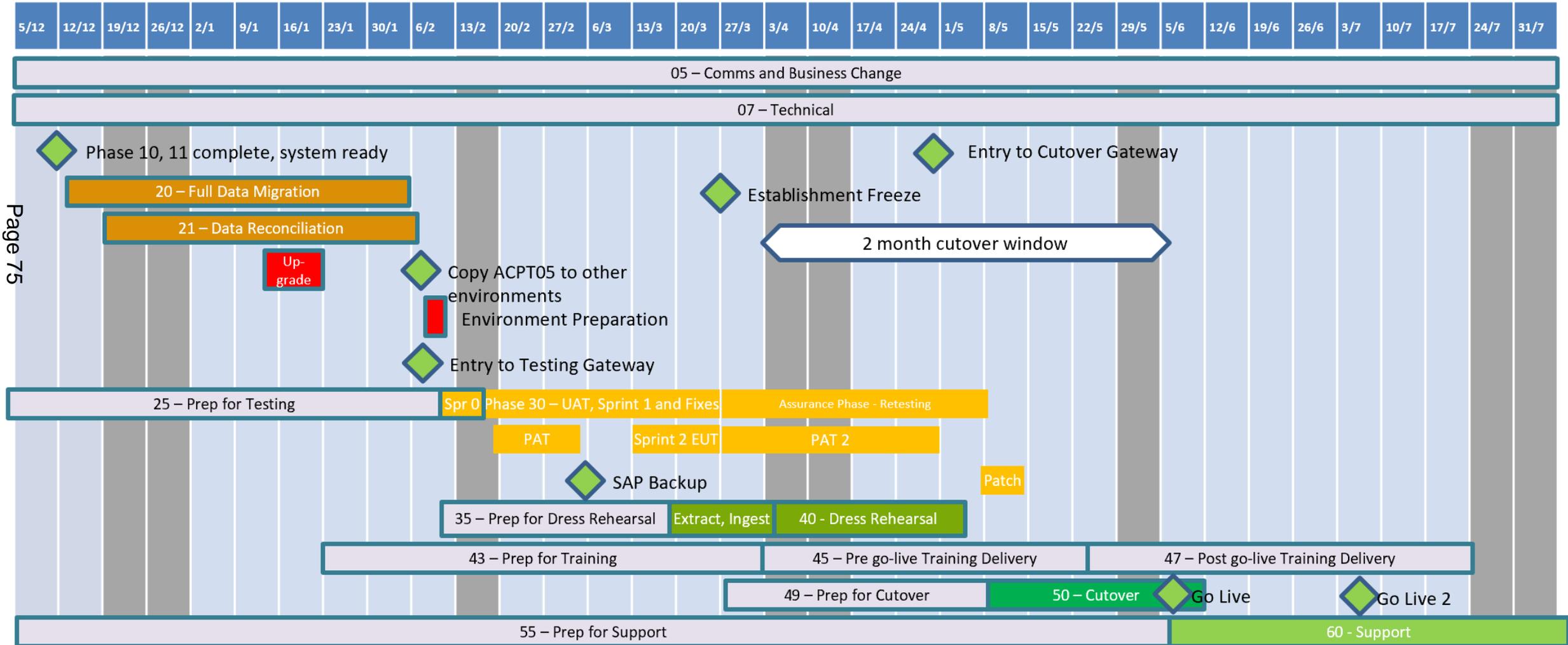


Governance & Decision

- The programme sponsor is Leigh Whitehouse, the Deputy Chief Executive.
- The Programme Board has representatives from all main Directorates as well as Directors of Finance, Procurement and HR. Audit have a standing place on the board.
- There are a number of Board level meetings in the run up to go-live for gateway decisions. This will include entering cutover and for final go-live. As this paper has been requested in advance of the meeting on the 19 May, an update on the projected go-live will be given on the day.



Programme Plan

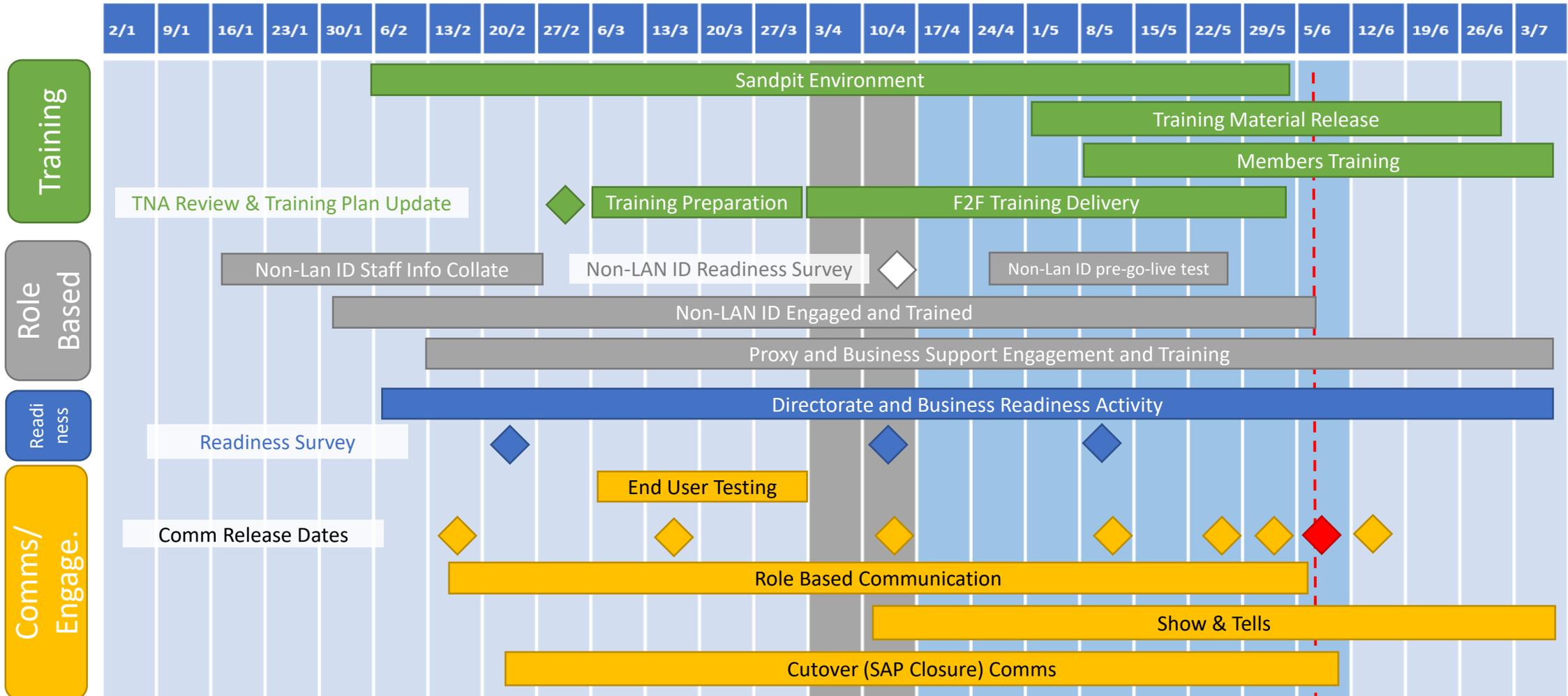


Risks and Issues

- The Programme has a risks and issues log and reports the top risks and issues to the Strategic Programme Board.
- The top risks include:
 - Resource constraints
 - Scheduling risks around the tight timeframe of a 6 June go-live
 - Data Migration
 - User Experience
 - Reports – restructured workstream due to resource movement
- All risks have corresponding mitigations.



Change & Engagement (including Training)





Questions