



INTEGRATED WORK MANAGEMENT

A PROVEN SOLUTION FOR UK PUBLIC SECTOR





EFFICIENT & EFFECTIVE PROGRAMME MANAGEMENT – THE BENEFITS

FinancialForce provides a suite of “best-in-class” applications that are implemented on the Salesforce cloud platform. It supports the effective planning and execution of all your programmes. We call it “Integrated Work Management” and it will allow you to make best use of:

People – talented and scarce professional resources, often pulled between different activities competing for priority. In order to fully understand the pressures upon them and to be able to prioritise and schedule staff time effectively you need to be able to manage “total workload”.

Money – budgetary constraints, ‘doing more with less’ is a persistent theme for UK Public Sector.

Time – the need to deliver on promises made despite new/ changing priorities and at the same time continuing to deliver the day to day activities/services of the organisation.

Accountability – make costs and progress transparent so that Ministers and officials can be held accountable and citizens know where tax receipts are being spent.

Whether your work is designing new policy or implementing and delivering services—the resources available cannot be managed in isolation. Each are linked not only to one another but also to the many competing priority activities in which they are engaged.

Deploying FinancialForce applications as an Integrated Work Management platform will enable you to manage all activities as projects—whether they are new developments, running and improving existing services or dealing with a crisis.

MANAGING POLICY AND PROJECT DEFINITION THROUGH EFFECTIVE IMPLEMENTATION AND DELIVERY

New ministerial priorities, shifting portfolios, evolving policies, machinery of government change, world events and Brexit, your organisation needs to be able to respond quickly to its operating environment – to adapt its business model or develop new ones, to maximise the use of staff time and skill sets.

You need accurate and up to date information at your fingertips and the tools to generate predictive insights so that your organisation can adapt, be responsive to policy requirements and continue to deliver effective services as circumstances change.





INTEGRATED WORK MANAGEMENT FROM FINANCIALFORCE WILL DELIVER:

OPERATING MODEL AGILITY

Streamline policy and service delivery

Enable transparency and demonstrate effectiveness

Improve flexibility

TIME AND TALENT OPTIMISATION

Make the most of scarce resources

Align skills to current workload and priorities

Predict availability & future resource needs

Manage costs of resources effectively

PREDICTIVE INSIGHTS

Better use of data from past performance

Improve quality & accuracy of future planning

Maximise focus on priority outputs whilst continuing to meet regulatory requirements

Enable transparency and demonstrate effectiveness



GOVERNMENT TRANSFORMATION POLICY

Last year UK government published its transformation strategy. Within it are embedded many of the principles by which digital services will underpin this transformation:

Cloud first – the opportunity to implement new solutions unbounded by old infrastructure, the organisation can focus on core business and let others maintain the IT platforms.

Digital by default – not just for citizen facing services but equally applies to the use of better workplace tools to streamline and automate internal processes and activities.

Better use of data – to support transparency, to optimise the use of resources within and between organisations, to learn from experience and to inform better decision making.

Shared platforms – cost and skills efficiency when it comes to maintenance and increased opportunity to share and integrate data across applications and services.

Digital skills – developing the culture and behaviours to fully exploit the possibilities of a digital age.

FinancialForce provides the application tools to enable digital transformation and the implementation services to support effective change.

SOLUTION OVERVIEW

Manage the 'Total Workload' across the organisation with exciting visual tools.

When considering resource availability for a project it is important to take account of all planned commitments that your resources may have; other projects, training, unspent holiday entitlements all eat into forward resource availability. We call this 'Total Workload' and FinancialForce can manage it all.

Manage and monitor activities that may be delivered through internal matrix resource pools or diverse delivery bodies.

Any organisation needs to understand what resources (people) are being used on projects/activities at any moment in time to allow accurate progress checking, utilisation assessment and recruitment planning. In turn this allows for forward commitments to undertake additional work based on up to date knowledge of current and future capacity.

Make costs and progress transparent so that Ministers, senior leadership teams and stakeholders can understand, at an instant, key cost metrics.

All organisations make commitments for projects and then have to make adjustments as necessary as priorities and focus can inevitably change due to shifting political climate and government policy. Integrated Work Management can help give the required visibility to provide key data to allow changes to be assessed and made with full understanding of the ramifications of cost and resourcing impacts.



PLATFORM

FinancialForce - #1 Choice for flexibility

We recognise that organisations such as yours need to think strategically when choosing platforms upon which your business will depend.

You want to implement solutions quickly, sometimes incrementally to gain early benefits and you want to build-in flexibility and extensibility to solutions.

Think of FinancialForce like a suite of applications on your smartphone, it can be configured quickly to meet your specific needs using templates developed with man-years of customer experience.

Built upon the #1 Cloud Applications Platform

It is built upon the global leading Salesforce platform (we are in the top 3 applications globally on the Salesforce platform).

It is a 100% cloud solution down to its core (ie. It is not 'cloud-washed' or a traditional application that has been migrated to cloud).

A single cloud Salesforce platform means you not only have access to a system that connects the front office with the back office and puts your customers and stakeholders at the centre, but you also can enjoy these benefits:

- Same workflow, dashboard and reporting whether working in Salesforce, FinancialForce or other applications built on the Salesforce platform.
- Platform skills are totally transferable across all applications.
- The #1 cloud business ecosystem.
- In built collaboration tools allow for modern cross application conversations that are auditable.
- Full mobility, able to access information anywhere.

Investing in the Salesforce platform provides access to a first-of-its-kind marketplace geared to help organisations find everything they need to run their operations in the cloud. An ecosystem of apps that helps organisations focus on their operations so they can become more efficient and effective.

With its Integrated Work Management solution, FinancialForce has delivered extraordinary benefits to UK Public Sector organisations. The components of this offering can include the following integrated applications:

Professional Services Automation

FinancialForce PSA is purpose built for today's services driven organisation - whether in commercial or public sector. As the leading PSA solution on the market, FinancialForce PSA allows complete support of resource management and scheduling giving total transparency and visibility to all stakeholders from management to users. Whether assigning resources to Cases, Projects, Programmes, Inspections, Audits or whatever is the focus of your individual organisation - PSA is likely to be a natural solution for you.

Financial Management

FinancialForce Financial Management is a unified ledger system that provides a real timeview on an organisation's financial status allowing accurate assessment to be made regarding expenditure against budgets as well as income from any commercial activities or funding that is received.

HR & Payroll (with Preferred Partner XCD HR)

XCD makes your business run smoothly. You stay compliant and legal. People get recruited, they get trained, they get the right salary, they get holidays. The board can make strategic HR decisions based on accurate information.



FINANCIALFORCE IS A HIGHLY SCALABLE, MODULAR, TRUE CLOUD SOLUTION AND WELL SUITED TO AGILE DELIVERY. WHILST PROGRAMME DIRECTOR WORKING FOR AN INDEPENDENT GOVERNMENT BODY WE BUILT AND IMPLEMENTED A FULLY FUNCTIONAL PROTOTYPE IN 10 WEEKS DURING ALPHA PHASE.



TIM WRIGHT

Former CIO, Department for Education



FinancialForce was founded in the UK and approximately half of its current 750 staff are located in this country, where the head office is in Harrogate, North Yorkshire. Many of the development and Support teams are based in Yorkshire. The pedigree of the Company goes back to the late 1970's through a leading Financial Management software company called Coda.

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Our clients who use Integrated Work Management include:

