Newport City Council Implements TechnologyOne CiA System

In today's digital age, organisations across industries embrace digital transformation to streamline operations, enhance efficiency, and drive better decision-making.

Newport City Council, a large local government authority in the United Kingdom, embarked on this journey with the implementation of the TechnologyOne CiAnywhere (CiA) system, a comprehensive SaaS ERP solution.

However, the initial implementation project by the vendor fell short of fully addressing Newport City Council's business requirements and transforming its reporting and analytics processes. Accustomed to their legacy system and manual processes, the organisation faced challenges in transitioning from their established methods of data extraction and report generation.

Previously, Newport City Council relied on individually created reports, manually collating data from various system dumps into spreadsheets – a time-consuming and labour-intensive process. While this all-encompassing approach provided a safety blanket, it hindered their ability to leverage the full reporting capabilities of the cloud-based TechnologyOne CiA system.

Council found themselves grappling with the task of understanding how to extract and consolidate the desired data and create comprehensive reports that could meet the diverse needs of their stakeholders. They needed a more comprehensive understanding of the TechnologyOne CiA system's reporting features, and how to modernise and streamline their approach to reporting beyond replicating their legacy methods.

Crucially, Newport City Council sought to gain buy-in throughout the organisation by delivering insightful analytics, dashboards, and visualisations – a stark contrast from their previous spreadsheet-driven approach.

It was at this critical time that Lánluas was engaged and stepped in to bridge the gap between Newport City Council's expectations, the TechnologyOne CiA system's capabilities, and the initial implementation project's scope. With deep expertise and a collaborative approach, Lánluas worked closely with Newport City Council to help transform their reporting and analytics ecosystem, unlocking the full potential of their TechnologyOne CiA investment.

Highlights of the project

Revitalising implementation, transforming challenges into opportunities

Achieved 100% buy-in and advocacy, by cultivating champions of the new system and reporting approach

Customised budget manager dashboard, empowering data-driven decision-making

Comprehensive general ledger reporting, unlocking financial insights

Streamlined accounts payable reporting, enhancing operational efficiency

The challenge we faced

The initial implementation project by the vendor laid the foundation for Newport City Council's digital transformation journey with the TechnologyOne CiA system. However, it fell short of fully aligning the system's capabilities with the Council's business requirements and stakeholder expectations.

Having relied on their legacy systems for years, Newport City Council encountered a fundamental shift in the way data was accessed and reported with the implementation of TechnologyOne CiA. Accustomed to their old system's all-encompassing approach to data gathering, the team required time and capacity to understand the reporting capabilities of TechnologyOne CiA. They found themselves needing assistance to extract the desired data and fields required for their reporting requirements to deliver the implementation project successfully. Their familiarity with previous methods and approaches made it challenging to adapt to the new system's different approaches to data retrieval and reporting while resources were focused on the implementation of the TechnologyOne system.

Moreover, Council recognised the importance of gaining buy-in from their business stakeholders and end-users. Transitioning from their old way of working, which involved extensive manual efforts, spreadsheets, and simple automation, to a more sophisticated reporting and analytics ecosystem was a daunting prospect. Newport City Council understood that without the acceptance and understanding of their teams, the benefits of the new cloud-based TechnologyOne CiA system would remain elusive.

While the initial implementation project provided a solid foundation, configuring the system to truly deliver against Council's business requirements necessitated bridging the gap between their expectations and what the initial implementation had delivered to fully utilise the TechnologyOne CiA system's capabilities.

Newport City Council recognised the need for a trusted partner who could help them unlock the full potential of their TechnologyOne investment, ensuring a seamless transition and maximising the value of their digital transformation efforts.

Conscious of where budget was being spent and wanting to glean as much value for money as possible from their investment in the TechnologyOne SaaS ERP solution, the team at Newport City Council sought a collaborative approach to address this challenge. By working closely with an independent partner, they aimed to align the system's capabilities with their specific needs, fostering user adoption and realising the full benefits of their digital transformation program.

"

Once Lánluas came on board, I felt that the disposition of our team changed, giving them confidence that we would both meet the needs of our stakeholders and achieve our go-live date.

Robert Green
Assistant Head of Finance
Newport City Council

The solution we offered

Recognising the challenges faced by Newport City Council, Lánluas embarked on a systematic approach to bridge the gap between their expectations and the capabilities of the TechnologyOne ERP system. Our solution was designed to address their concerns, foster confidence in the new reporting ecosystem, and ultimately unlock the full potential of their ERP digital transformation efforts.

Comprehensive Requirements Review

We initiated our engagement by conducting a thorough review of their reporting requirements. Our team of expert TechnologyOne consultants took the time to understand how Newport City Council's reporting needs could be met with the TechnologyOne CiA system, providing detailed estimates to implement the proposed solution and laying the groundwork for building tailored reports. This consultative process aimed to alleviate Newport City Council's apprehensions and demonstrate Lánluas' expertise in translating their requirements into tangible solutions.

Relationship Building and Continuous Communication

Recognising the importance of gaining buy-in from Newport City Council's teams, we prioritised relationship building and open communication throughout our engagement. Our approach involved frequent conversations and meetings with team leaders, project managers, systems integrity officers, and development officers. By maintaining transparent lines of communication, we fostered trust and ensured that stakeholders were kept informed at every stage of the process.

Rapid Delivery and Configuration

To further reinforce confidence in our approach, our TechnologyOne consultants accelerated the delivery of tangible outputs within the first few days of our engagement. Our team swiftly started building custom analysers and data models, showcasing initial outputs to Newport City Council.

This early demonstration of our capabilities helped solidify Newport City Council's belief in the value Lánluas could bring to their reporting ecosystem. Following this initial phase, we embarked on a second engagement focused on configuring dashboards, reports, and other items outlined in the initial review of the TechnologyOne Asset Management, Financials and Property & Rating applications.

Starting with accounts payable (AP) reports, our consultants tackled the complexities of joining multiple data tables and integrating information from various sources to provide streamlined comprehensive reporting capabilities.

Continuous Improvement and Enhancements

Recognising the evolving nature of reporting requirements and the importance of sustainable success, our engagement focused on equipping Newport City Council with the necessary tools and knowledge for ongoing optimisation and expansion.

We dedicated efforts to developing comprehensive documentation, providing a solid foundation for future reference and knowledge transfer. Furthermore, we collaborated closely to identify opportunities for enhancing reporting capabilities through system customisations and configurations tailored to Newport City Council's specific needs based on user acceptance testing insights.

To solidify their long-term success, we also implemented customised functions within TechnologyOne, empowering Newport City Council with advanced reporting capabilities designed to adapt to evolving requirements. Our commitment extended into the post-implementation phase, providing comprehensive support to ensure a seamless transition. This proactive approach fostered a collaborative partnership focused on continuous improvement and maximising the return on their TechnologyOne CiA investment.

"

Now that we have gone live, we plan to continue partnering with Lánluas to assist us with further refinement and enhancements to our reports and dashboards, ensuring that our stakeholders get optimal value from the new TechnologyOne CiA system.

Robert Green

Assistant Head of Finance
Newport City Council

The final outcome

This specific engagement with Newport City Council culminated in the successful delivery of a comprehensive reporting ecosystem that addressed their specific needs and enabled data-driven decision-making throughout the organisation from day one of their go-live project milestone. By leveraging our expertise and the capabilities of the cloud-based TechnologyOne CiA system, we achieved an outcome that exceeded Newport City Council's expectations.

Streamlined Accounts Payable (AP) Reporting in TechnologyOne CiA

One of the key deliverables was a suite of tailored AP reports within TechnologyOne Financials that streamlined Newport City Council's accounts payable processes. These reports provided insights into vendor balances, payment schedules and other critical metrics, enabling the organisation to optimise cash flow management and improve vendor relationships.

Comprehensive General Ledger (GL) Reporting in TechnologyOne CiA

Recognising the importance of detailed financial reporting, we developed a comprehensive set of GL reports in TechnologyOne CiA tailored to Newport City Council's specific requirements. These reports covered a wide range of financial aspects, including account balances, transaction details, trial balances, and reconciliations, ensuring compliance with regulatory standards and facilitating informed decision-making.

Empowering Dashboards for Budgeting and Monitoring in TechnologyOne CiA

A cornerstone of our solution was the development of tailored dashboards in TechnologyOne CiA that addressed Newport City Council's budgeting and monitoring needs. A budget manager dashboard, in particular, garnered significant buy-in from business stakeholders, as it provided a centralised view of key financial metrics essential for effective budget management.

Additionally, we developed monitoring dashboards that offered a comprehensive view of income and expenditure, budget versus forecast comparisons, period-based forecasts, and risk-based areas. These dashboards empowered Newport City Council's heads of service with the necessary information to make informed decisions promptly.

Leveraging TechnologyOne CiA Functionality

To deliver these tailored solutions, we leveraged the full capabilities of the TechnologyOne CiA system, including Extract, Transform, Load (ETL) processes, analytics modules, dashboards, data models, custom data warehousing, and XLOne reporting. By combining our expertise with the power of TechnologyOne CiA, we ensured that Newport City Council's reporting environment is robust, scalable, and aligned with industry best practices.

The successful implementation of our solution has not only addressed Newport City Council's immediate reporting challenges but has also laid the foundation for ongoing success in their digital transformation journey. By fostering trust, delivering tangible results, and maintaining open communication, we have empowered Newport City Council to fully utilise TechnologyOne CiA's extensive capability, embrace the benefits of data-driven decision-making, drive operational excellence, and achieve their strategic objectives.

Conclusion

Through our collaborative engagement, Lánluas' team of seasoned TechnologyOne consultants guided Newport City Council in harnessing the comprehensive capabilities of the TechnologyOne ERP suite. By providing insightful counsel and facilitating knowledge transfer, we enabled the organisation to realise the transformative power of their digital investment, driving operational excellence and data-driven decision-making throughout their organisation.

Lánluas

If you're seeking a trusted partner to navigate the complexities of TechnologyOne CiA reporting and analytics or bridge the gap between expectation and reality, contact us today to explore how we can help your organisation achieve business transformation success.