



# Supporting Bluelight Emergency Services Through Digital Back Office Transformation

Accelerate digital back office transformation using Infor software powered by AWS

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# Supporting Bluelight Services

Bluelight emergency services undertake the most extraordinary work, rushing towards danger to save lives. However, bluelight organisations are under increasing pressure to deliver life-saving services, whilst maintaining assets and equipment, managing costs and balancing staff rostering and welfare. These challenges have been intensified by the Covid-19 pandemic and are unlikely to disappear any time soon.

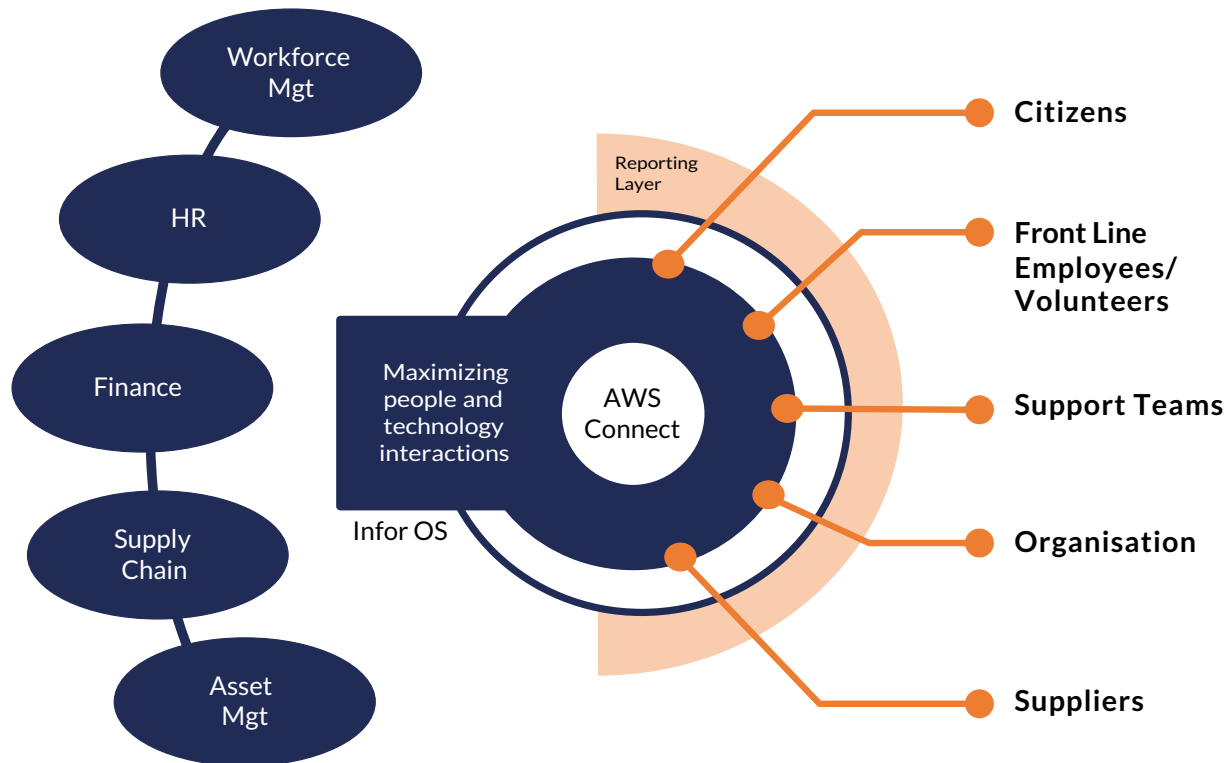
Training, experience and preparation of frontline staff is crucial in providing the tools required to excel at their jobs but they are, as are all staff, reliant on the smooth running of core functions. Operational inefficiencies in areas such as Finance, Procurement, HR and Asset Management and Maintenance place additional pressures on all staff, including frontline staff whose focus should be responding to emergency situations and saving lives.

Systems supporting back office functions are generally bespoke, complex and are aging; many are well overdue replacement. Whilst some organisations have initiated back office transformations seeking to replace their ERP systems, only a few have truly advanced on this journey. A key challenge is ensuring that these systems remain operational and resilient on a day-to-day basis whilst new applications are implemented.



# Infor Back Office Solutions

Infor's CloudSuite software provides functionality across a number of back office functions. The cloud-based solutions provide data access across different domains; HR, Finance, Assets that enable users to any device to access information, collaborate and perform tasks as well as combine data to support management reporting or derive data insights. Infor's solution surpasses traditional enterprise resource planning (ERP) software systems because it uses citizen focused functionality to close decision-making and efficiency gaps that Public Sector organisations typically have to bridge themselves.



## Workforce Management incl Rostering

- Optimise labour management and productivity
- Enhance workforce planning, execution, and analysis
- Delivers time and attendance, demand-driven scheduling, workforce scheduling, and absence management tools

## Human Capital Management

- Talent acquisition, development and performance management
- Benefits, time entry, and absence management
- Employee and manager self-service
- Configure and integrate with Payroll applications

## Enterprise Financial Management

- Unlimited financial calendars, ledgers, dimensions and basis reporting
- Receivables, cash management, budgetary controls & financial dosing
- Grants, projects, asset accounting

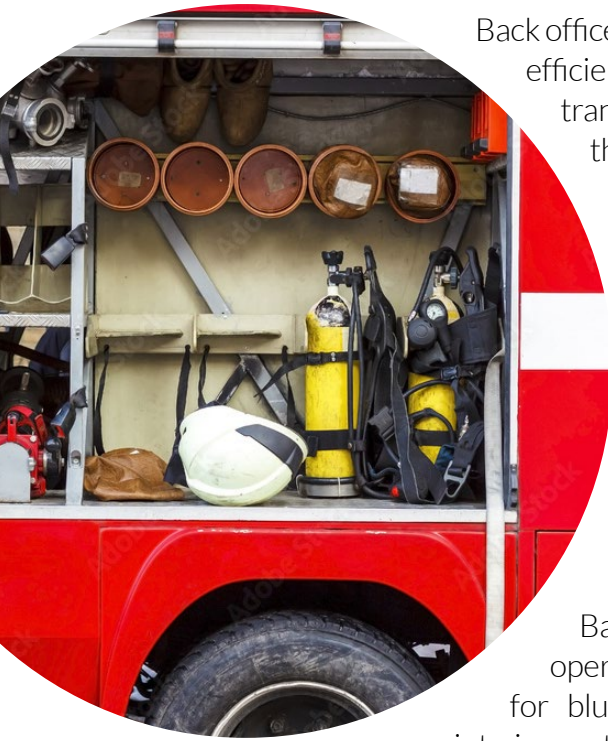
## Supplier Management

- Requisitions and self-service
- Purchase orders, p-cards and supplier portal
- Strategic sourcing and contract management
- Warehouse and inventor/control

## Enterprise Asset Management

- Align manpower, equipment and resources
- Maximising availability, reliability and performance of assets
- Extracts trends from key data, providing in-depth business insights
- Supported on all mobile devices, operating systems and screen sizes

# Digital Back Office Transformation



Back office transformation has the ability to fundamentally change how technology is used to support staff – increasing efficiency, improving productivity, enabling remote working and providing the ability to use data for truly transformational decision making. For example, the ability to competitively procure assets, to accurately record their usage, effectively manage their maintenance and forecast their replacement, would be revolutionary for services where the correct functioning of equipment is the difference between life and death.

The availability of such data would also transform the management of finances and budgets and allow organisations to drive for greater value for every pound spent. Moreover, the use of modern cloud SaaS ERP solutions, can reduce the total cost of ownership compared to legacy on-premise systems, liberating greater funding for frontline activities. Modern SaaS HR systems can support geographically dispersed staff, support training and compliance, as well as rostering of staff to ensure the alignment of the appropriately trained individuals with specific equipment, vehicles or tasks.

Back office transformation that promotes the frictionless operation of core functions should be viewed as an enabler for bluelight organisations, liberating resources to invest into innovative and value-adding solutions that leverage existing data in the cloud. For example, cloud-based asset information used in conjunction with radio-frequency identification (RFID) can be used to track the location of assets after an emergency response, reducing costs associated with loss, damage and mis-replacement. Technology can drive greater process efficiencies, allow data insights from multiple applications and ultimately ensure expenditure is focused on faster and effective response to calls.



# Unlock the Power of Your Data

Back office applications are often lower down in priority for replacement however they can be a catalyst to driving radical and lasting change from finding process efficiencies, automation of manual tasks and the leveraging of data insights that can change ability and quality of responses. With asset and people information in accessible systems, data can be leveraged to provide insights on employee engagement, recruitment and retention of volunteers, asset depletion and maintenance. This provides the ability to ensure frontline resources are adequately trained, able to use specific equipment as well as understand the assets available to the service and the state it is in.

Human Resource processes can be transformed and employee engagement increased by connecting data across an individual's journey with an organisation. Infor's Human Capital Management (HCM) solution allows personal to be assigned to job roles and as a result prescribe necessary skills and capabilities. This can assist to understand the skills across the organisation, gaps and define recruitment or retention programmes. Learning and development programmes can be defined to job profiles and individuals. Additionally, workforce management capability can track leave, absence as well as roster based on required skills in a shift. Payment allowances can be applied to payroll based on actual time worked, which can be tracked through a number of time and attendance tools. The integrated solutions maintain data integrity so analysis is real-time, not based on aggregated spreadsheets. Manager and user self service reduces the administration burden on HR teams.

Managing finances is an incredibly complicated and time-consuming task which can be streamlined through integrated, end-to-end processes for procurement to payment. Receipts can be tracked and reported allowing a full view of income and expenditure. Integration with asset information provides ability to plan capital expenditure or understand regular and high-cost items. Automation can remove transactional activity allowing finance teams to focus on areas that support the service and provide decision making information. Finance teams can collaborate with HR and Asset colleagues to develop budgets and cost forecasts.



# Unlock the Power of Our Data

Managers who are responsible for equipment, vehicles and other assets have the challenge of having an up-to-date inventory. If the equipment is subject to inspection then this has to be recorded and any maintenance planned and visible to Frontline teams. Often this information is recorded across multiple systems and does not easily align with Finance asset data or is updated with new procurement requisitions. This leads to inaccurate view of the state, location and availability of assets. An integrated system which tracks assets from requisition through to purchase and then tracking and maintenance can streamline processes, drive efficiencies in terms of spending and maintenance. Again the cloud based nature of the systems can allow tracking by mobile devices, assign barcodes to assets to ensure data integrity and utilise RFID tags for critical items that can provide location tracking.

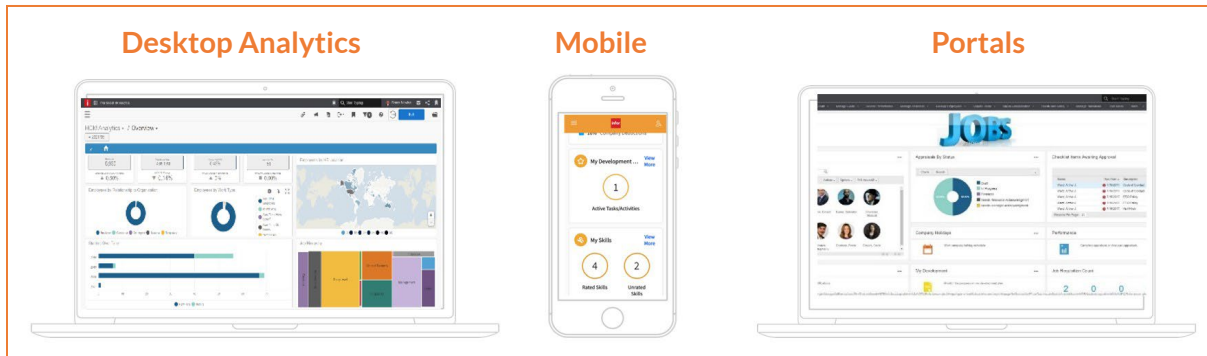


With multiple back office systems, often bespoke integrations and limited documentation, the ability for IT teams to develop and maintain these critical systems is an uphill challenge. Funds are often allocated to front line activities, and this places greater pressure to keep the systems operational and resilient. This impacts the ability to make improvements or implement new systems. Cloud solutions provide the ability to remove concerns about resilience, as well as the need to upgrade back office software. Moving to a SaaS model allows organisations to purchase software on a variable basis, paying on a user basis and have certainty of costs. SaaS also helps to reduce capital costs since servers are no longer required. IT staff can move to focus on extending technology capabilities to support service provision with AI and predictive analysis.



# Data Access on Any Device, Anywhere

Across Public Sector organisations, data is captured multiple times to support service provision or supplier procurement. Often data is captured in multiple formats and in unconnected systems across the IT landscape. Managing and maintaining this data comes at a financial cost to organisations and impacts the ability to service citizens, manage stakeholders and collaborate with partners. There is also a cost to citizens in terms of less efficient services and the inability to reimagine service provision is impeded because of disparate systems.



Infor federated security allows single sign on/off and integrated with Microsoft, Okta, and many other identity providers. This allows user management at individual, role, or attribute management level. Infor's federated security allows enables integrated with other Infor OS services enabling users to have all back office capabilities on one homepage. The Security also allows APIs to other applications, providing a single access to legacy applications. A modern enterprise architecture demands an open standards base integration platform that can scale in a true multi-tenant cloud. The Infor OS intelligent open network (ION) provides this and much more to create the basis for future business expansion and connectivity.

## Business Collaboration & Analytics



Embedded where you work with in-context analytics at the point of decision



Personalized with Smart AI-generated insights and full self-service



Extensible beyond Infor with patented automated data refinement





# Transforming Staff Engagement

Back office transformation allows processes to be streamlined and automated. Processes can be accelerated with access to systems from any device and defined workflows that automatically present tasks for approval or action. This allows front line staff to focus on maintaining their skills and improving the service they provide. By removing unnecessary or duplicate activities, employee engagement increases. With transparent performance and career goals, employees are empowered to build their skills as well as organisational capability.

Transforming the activities of support staff increases the support they can provide to more front line critical activities, rather than repetitive and transactional activities.

Support staff can analyse data to derive insights that can improve maintenance schedules, better track assets or proactively procure items to ensure that there are no equipment shortages. Finance teams can develop budgets and forecasts based on more data and predictive data. A single cloud solution allows greater collaboration across departments but also in aligning to the goals of the organisation.

Volunteers play a key role in bluelight services, whether they are a firefighter, special constable or medical staff. Enabling them to engage effectively and efficiently with the organisation is important in ensuring that they stay involved with the organisation. Self service capability allows them to maintain their personal records, view training requirements and courses, confirm availability and see assigned shift patterns.



# Multi-tenant Cloud

From an operational perspective, many Public Sector organisations have already started to connect back office systems like finance, supply chain, and human resources to create a more holistic view of their business for enterprise resource planning purposes. Within Central and Local Government there is now the opportunity to connect many data sources seamlessly through data sharing initiatives to transform and reduce the cost-of-service provision. The data insights gained will improve financial decision making, workforce planning, and understanding the cost of operations.

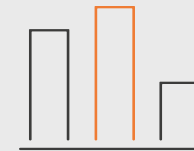


Cloud solutions leverage scalable, on-demand capacity and modern technologies, like advanced analytics, Machine Learning (ML) and Artificial Intelligence (AI) to increase agility and lower costs. With the cloud, supply chains can be optimised, financial reporting improved, and cost and revenue more accurately forecasted. This allows improved financial projections to be delivered faster than ever before, all whilst reducing costs and lightening the burden of administration and compliance.

## Multi-tenant Cloud



AWS manage the cloud environments and Infor provide schedule of applications providing latest version of software



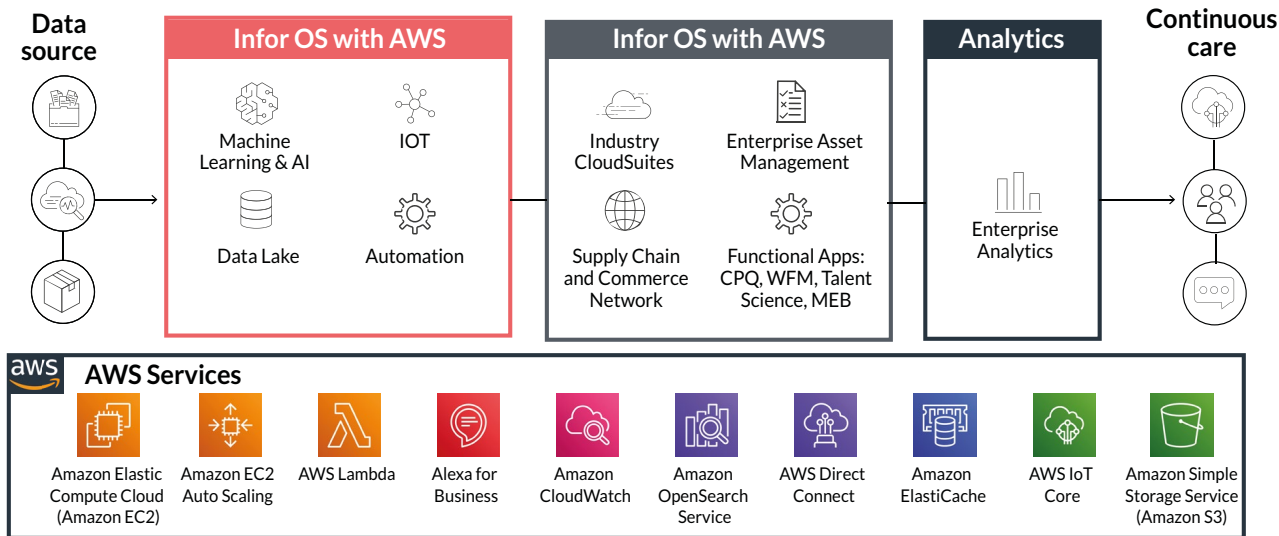
Grows to meet you organisations needs and is secure and resilient



Optimise opex and capex costs by reducing capital costs, paying for storage that you use and reducing IT upgrade costs

# Infor Solutions Powered by AWS

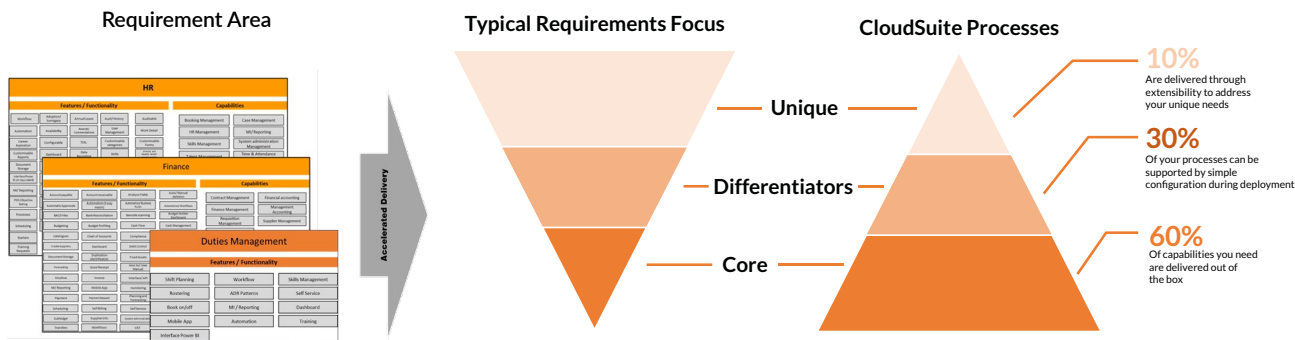
The unique power behind Infor's ability to increase the agility of Public Sector operations comes from the approach used to build and fine tune performance enhancing capabilities on AWS. By architecting the solution to work hand-in-hand with the world class capabilities of AWS, Infor delivers Public Sector organisations the systems, the power and responsiveness needed to stay ahead in an increasingly complex environment.



- Own your data
- Pay only for storage and computing as you need
- Get latest software innovations updates at your pace
- Utilise the best in class security
- Utilise AWS performance, reliability and stability

# Accelerated Delivery

Many organisations typically seek to replicate requirements from historical, outdated systems. In the case of Finance, HR, Procurement and Asset Management, organisations can adopt core processes that are part of the standard functionality of the application. A further set of requirements may be required to support execution of specific processes however these can be configured during system set up. The final set of requirements are often highly specific to a process or organisation and require system development. Aligning to core processes and requirements can assist organisations to implement solutions faster and reduce future efforts on testing and upgrades.



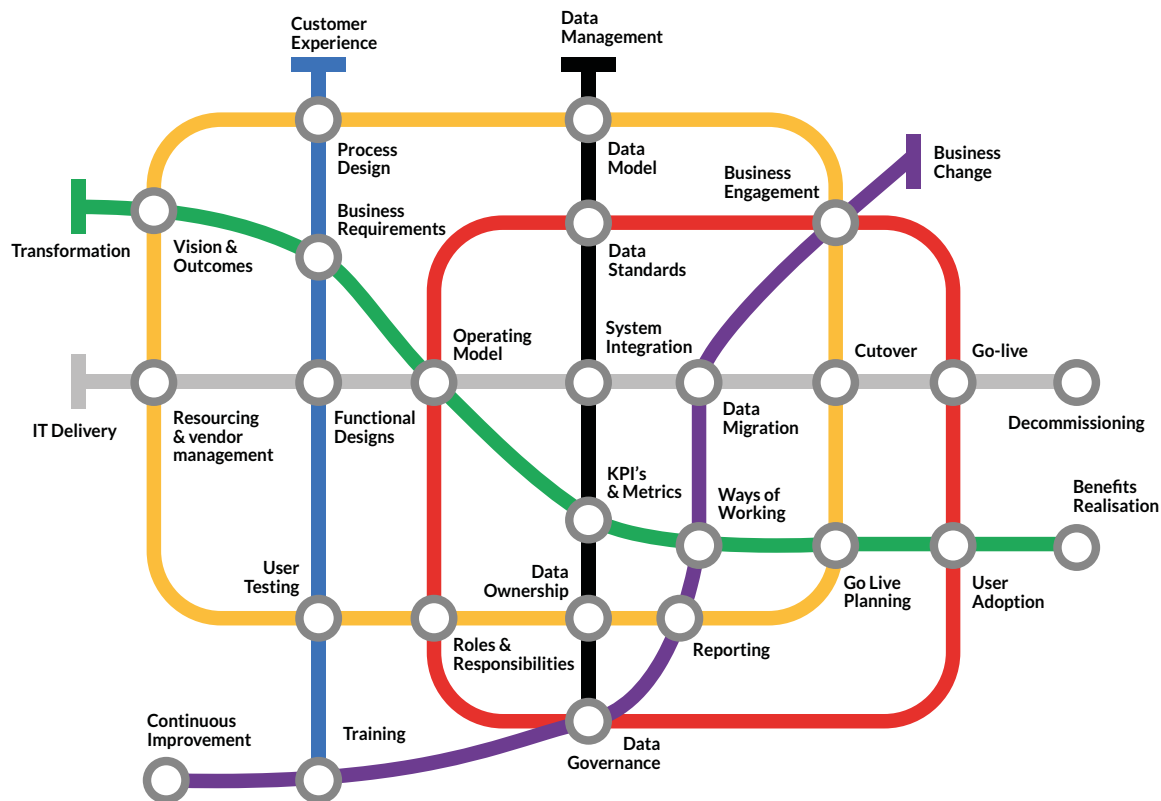
## Critical success factors that need to be managed are:

- Clarity of the transformation vision and journey
- IT delivery – from vendors and internal organisation
- Customer experience – experience of the employee to engage in the system
- Data management – not underestimating the data challenges

# Enabling Cloud Transformations

FifthQuadrant's expertise comes from years of supporting clients through complex programme deliveries. Our experience from multiple transformation programmes has highlighted common challenges that arise due to lack of clarity regarding the transformation objectives: IT Delivery; Customer Experience; Data Management and Business Change.

Our value comes in understanding the connected nature of process, system and data changes and enabling organisations to adapt, change and fundamentally deliver differently.



## Critical success factors that need to be managed are:

- Clarity of the transformation vision and journey
- IT delivery – from vendors and internal organisation
- Customer experience – experience of the employee to engage in the system
- Data management – not underestimating the data challenges
- Business change and ensuring organisation is ready for new systems
- Programme governance and delivery schedules
- Programme team – collaborative effort from all sides

# Contact Details



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