

Oracle EBS (Options Appraisal) and Management Consultancy Services

Case Study | South Ayrshire Council

“ We engaged Socitm Advisory in 2020 to conduct an independent review of our existing core system and requested they provide recommendations. We found the business extremely professional as they came with an excellent framework for the approach of engagement and delivery. Socitm Advisory understood the need to ensure our business contributed to the requirements and involved our staff at all stages in the engagement. Following this piece of work, we supported the recommendation of moving from an open solution to an on-premise solution to Cloud, recognising we needed to ensure we had addressed programme governance, change readiness and system infrastructure.”

Stewart McCall
Service Lead - ICT Enterprise Architecture
South Ayrshire Council

The Challenge

We were asked to provide South Ayrshire Council with consultancy services to support a significant change initiative incorporating systems supporting Finance, Payroll, Procurement, HR and Supporting Services. Initially, we would need to lead an impartial cross-service review over 3 months; to encompass the following areas:

- Current State:** Analyse financial, functional and architectural aspects of the existing solution, Oracle eBusiness Suite assessing the back office 'health' of the Council
- Future State:** Provide clear recommendations as to a suitable way forwards and associated benefits for three chosen options: an upgrade to R12.2; moving to separate best in class solutions and moving to a single solution
- Roadmap:** Develop a plan/roadmap progressing forwards, including milestones and pre-requisites



Early 90's
Payroll Cyborg system in use



2005
Implement Oracle EBS R11 for Finance, Procurement and HR



2014
Oracle EBS R12 1.3 goes live for Finance, Procurement and HR



2016
Oracle EBS R12 1.3 goes live for Payroll



2020
Socitm Advisory OBC review of system



2021
Oracle EBS premier support ends

And an extension to provide an additional three-month:

- Programme Management Office (PMO) governance structure set up
- Change design
- System support model transition options review

The Approach

We brought with us specialist market expertise and real practical delivery experience in advising, assuring, facilitating, and designing the delivery for the client. We achieved our goals through a collaborative and supportive approach with the business involving various stakeholders in various meetings and workshops. The approach is four stages and delivers a readiness for programme delivery and a baseline for business change readiness.



Engage

Review approach;
Agree Business Case method;
Procurement consideration;
Finalise approach.



Discovery

Financial evaluation;
Review risks;
Identify in-scope systems;
SLT workshops;
Paint point workshops;
Identify costs/savings.



Review

Product demos;
Develop financial model;
Produce business case;
Review with stakeholders;
Sign-off results.



Design

PMO governance contracts;
Change strategy;
Business readiness;
System service transition.

The Outcome

The Council were initially provided with a health assessment of their current systems within a discovery report highlighting the main issues with the back-office solutions. Socitm Advisory used the information gathered from pain point workshops to identify critical issues that need addressing and areas of improvement that could be focused on as part of any future system implementation.

We also provided options for the client to consider, enabling them to make educated decisions based on analysis and evidence provided.

The Outline Business Case then set out the pros and cons for each option, leaving the ultimate decision with the Executive Team. Based on the evidence set out in the report, the Council decided to progress forward with a single Cloud solution so that they could reduce the number of systems operating, and seek to improve business process.

They then made the decision to ensure business readiness for programme delivery through additional engagement to identify and agree change approach, change strategy, programme governance and controls, and system transition considerations, resulting in them being ready for the programme to kick off into requirements and build.

“The work provided by Socitm Advisory resulted in us offering them an additional piece of work to support and deliver these work packages in readiness for us to award a System Integrator and Business Change Partner for our transition.

We are now at the point of awarding and are happy to announce that we have also awarded the Business Change Partner work package to Socitm Advisory, who will also be supporting us in programme governance and controls, ensuring staff are engaged and will support thing change.”

Stewart McCall
Service Lead - ICT Enterprise Architecture
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