

# Wirral Partnership Homes



Wirral  
PARTNERSHIP  
HOMES

# Advanced supports Wirral Partnership Homes through period of change and growth

Wirral Partnership Homes invested in Advanced's OpenAccounts financial management system in 2005 after the organisation went through a significant period of change.

## Client >

Wirral Partnership Homes

## Project >

OpenAccounts

*"Investing in OpenAccounts is one of the wisest investments we've ever made and, over the years, has helped us to save thousands of pounds. Put simply, we don't know what we would have done without it!"*

Sean Evans >  
Financial Resource Manager >  
Wirral Partnership Homes

OpenAccounts has now been supporting the organisation for a number of years, delivering a range of benefits including thousands of pounds of cost savings and improved purchasing efficiency.

## Background

With more than 12,000 properties, and 550 members of staff, Wirral Partnership Homes (WPH) is the largest registered provider of affordable housing in Wirral. The housing organisation works in partnership with residents and other organisations to build sustainable communities.

WPH was formed in February 2005 after Wirral Council tenants voted to transfer properties to an independent, not for profit organisation, to allow further investment and improvements for the future. The organisation has a turnover of £47 million and all of the profit is fed back into the charity to build better homes and improve communities. The organisation is still growing and has ambitious plans to expand its property base beyond the Wirral.

## A new solution for a new start

When WPH re-launched as a private organisation in 2005, the management team started mapping out new plans that would bring positive change and growth to the business. The team decided that to effectively support its plans, a new robust accounting system was required. The system needed to stand the test of time and have the flexibility to adapt to change.

After a thorough and competitive tendering process WPH selected Advanced's OpenAccounts financial management system. Advanced was one of three companies to be shortlisted and was selected because it had an excellent reputation in the housing sector and came highly recommended.

Sean Evans, Financial Resources Manager of Wirral Housing Partnership, says, "Back in 2005, we were starting out as a new organisation with numerous regulations that had to be complied with. It was important that we invested in a finance system that was reliable, flexible and easy to use. We could see from the beginning that OpenAccounts stood out from the competition. It is a robust, solid system that ticked all the boxes."

## A company that listens to its customers

One of the supplier selection criteria was also the need for an active user group. This element was important to WPH as it shows the supplier's commitment to customer feedback on the current product and impacts on how the product is shaped in the future.

It quickly became apparent after choosing Advanced that its user group is extremely strong.

Evans says, "I applaud this business model because Advanced listens to the comments and feedback from its users. Users are also actively involved in suggesting product enhancements. These enhancement requests are weighted and as many as possible are pushed into the next release of the product."

Evans continues, "As a supporter of this user involvement, I have become the Chair of the User Group Committee to support and promote its use as a method to share knowledge, best practice and future challenges."

### Cost savings

Since its implementation in 2005, OpenAccounts has enabled a range of cost savings as a result of its flexibility, integration and high levels of automation.

*Evans says, "Investing in OpenAccounts is one of the wisest investments we've ever made and, over the years, has helped us to save thousands of pounds. Put simply, we don't know what we would have done without it!"*

### Security, control and adaptability

With OpenAccounts, WPH has improved financial security, control and access to information. Extensive 'drill down' capabilities have also helped WPH to enjoy a more holistic and detailed view of its accounts.

As the organisation was going through change and continues to experience ongoing change, it was important that WPH chose a flexible system which could be quickly adapted to work around the business, rather than the business fitting around the system.

*Evans says, "We were particularly impressed by OpenAccounts' flexibility and its ease of use. OpenAccounts is very adaptable and the fact that it works around our business is key."*

### Integration was key

As a large housing organisation, WPH needs to be supported by a range of IT systems. Therefore, a key requirement of OpenAccounts was that it needed to integrate tightly with other IT solutions.

*Evans comments, "OpenAccounts has proven that it can easily integrate with other IT systems. Currently, it is integrated with our human resource, housing management, job costing and asset management systems, ensuring a joined-up view while minimising duplication of effort."*

### Adding workflow

WPH has recently added OpenAccounts' workflow solution, eBIS, to improve information flow and help automate the procurement process.

Using eBIS, 130 staff can order supplies electronically. The orders are automatically routed for approval, eliminating the paper chase and providing greater control over spend.

*Evans says, "We recognised that the addition of eBIS would significantly improve purchase ordering efficiency. Raising purchase orders electronically means that we have eliminated paper-based procurement processes. It's also enabling a more secure, transparent and efficient process whilst supporting our environmental agenda."*

### What next?

WPH is always on the look out for new and improved IT solutions that can further improve its business processes.

WPH has expressed an interest in Advanced's fraud detection solution, Forensix, which integrates tightly with OpenAccounts. This solution is designed to alert managers to any suspicious activities such as the creation of new suppliers, write-offs and credit notes.

*Evans adds, "We are excited by the new Forensix solution as it will provide us with an additional layer of financial security in our OpenAccounts system. We look forward to working with Advanced on this latest addition to our solutions portfolio as well as on future IT projects."*

*"It was important that we invested in a finance system that was reliable, flexible and easy to use. We could see from the beginning that OpenAccounts stood out from the competition. It is a robust, solid system that ticked all the boxes."*

Sean Evans >  
Financial Resource  
Manager >  
Wirral Partnership Homes

## More information

**w** [oneadvanced.com](https://oneadvanced.com)  
**t** +44(0) 8451 605 555  
**e** [hello@oneadvanced.com](mailto:hello@oneadvanced.com)

Ditton Park, Riding Court Road, Datchet, SL3 9LL

Advanced Computer Software Group Limited is a company registered in England and Wales under company number 05965280, whose registered office is Ditton Park, Riding Court Road, Datchet, SL3 9LL. A full list of its trading subsidiaries is available at [www.oneadvanced.com/legal-privacy](https://www.oneadvanced.com/legal-privacy).