

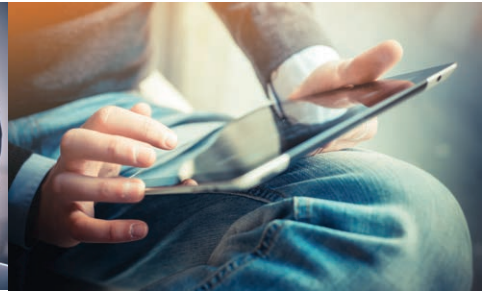
# Local Government





# People. Partnerships. Solutions.

At Advanced, we bring class-leading innovative software and services together for a simplified, connected local authority. Whether you're an English county, single tier authority, district, non-metropolitan borough or a council in Scotland, Wales, Northern Ireland or the Republic of Ireland, we appreciate your differences and have solutions to suit. If you need our help to streamline operations in the back office or improve the outcomes for your citizens, our specialised portfolio can drive tangible improvements in every part of local government.



## Our people

With over 20 years' experience working in local government we understand the challenges facing councils. We are continuously engaged in establishing new and innovative ways to help find the right solutions for you. With cuts in funding, a rising demand for services and drive for commercial growth, the pressures are mounting. Our team of specialists work closely with local authorities to aid transformation in response to these increased pressures, delivering cost-effective and efficient solutions.

## Our partnerships

We have built trusted partnerships with local authorities to ensure our solutions continue to deliver the benefits that authorities require. Our insightful approach means that our software, solutions and services are designed to simplify working practices. Driven from collaboration, our development is focussed on finding solutions to the problems you and your peers face.

## Our solutions

One in four local authorities work with us in order to achieve better outcomes. Using leading public sector frameworks, including Crown Commercial Services (CCS) and G-Cloud, we help to support and lead integration from an enterprise wide perspective: with solutions for every department and function. We help local authorities drive efficiencies and access meaningful data to gain improved insight.



# Why choose Advanced?



Since 2013, Doncaster Council has delivered almost £3m in savings underpinned by Advanced ERP

*"The council is embarking on a major programme of modernisation and efficiency, where we are looking to save millions of pounds over a three-year period. We conducted a number of IT reviews and it was obvious we needed a better system to improve our overall performance. One of the biggest drivers we had was to exert more control over spend by being able to access key information in real time."*

Steve Mawson >  
Assistant Director of Finance >  
Doncaster Council

## Doing more, with less

We understand the pressures facing local authorities. With reduced grants from central government and capped council tax amounts, councils need to rethink their revenue sources and continue to reduce spending. Councils need cost-effective software and ICT solutions across every department and job function to continue to provide a great service to their citizens. Help to reduce overspending, optimise cash flow and maximise budgets with our solutions for local government.

## Improving efficiencies across all departments

Boost productivity whilst reducing departmental costs with best-fit software solutions for each department and job function. Whether you need assistance to keep your systems running, streamline procurement and spending processes, reduce paperwork or administration time; be assured we have a suitable solution for you.

## Supporting your mobile workforce

Is your mobile workforce growing? Do you offer flexible working solutions for your staff? Providing you with instant access anytime and anywhere, remote users can access our Cloud-based and mobile solutions whilst on the go or away from the office, any time of day. Reduce the size of your office spaces by promoting options to work from home, with flexible IT and software solutions that can support you and your workforce.

## Build and improve relationships with your citizens

People engage with what they feel part of and value what they help to build. Our solutions manage, coordinate and synchronise data quickly and efficiently so you can create effective and productive relationships with your citizens from your contact centre.

# A solution for every department

## Client >

Islington Council

## Sector >

Local government

## Project >

Improve budgeting and forecasting processes with Collaborative Planning



*“Collaborative Planning has eliminated various labour intensive processes, which will enable us to reduce our core finance costs by 40 per cent, amounting to over £3 million.”*

Alan Layton >  
Director of Financial  
Management >  
Islington Council

## Finance & Budgeting

Local authorities now have more control but reduced budgets; all departments therefore need to ensure they have an accurate, up-to-date picture of the current budget, in order to plan future spend more effectively. Accurate finance information needs to be easily available in order to make the most appropriate decisions at the right time. With our solutions, your finance team can make extensive use of automation to increase accuracy and reduce administration time. Ideally placed for shared services, our financial accounting solution is easy to implement and highly scalable.

Become smarter at budget setting and deliver efficiency savings, with our budgeting and forecasting solution. Devolve budgeting and forecasting to free up finance professionals, to help project, department or community budget-holders make cost-effective decisions. Our solution can integrate with any finance system, and can help you understand your figures better, with a single version of the truth accessible to all.

- > Develop more accurate planning and forecasting - by collaborating more directly with each department and building a real-time view of budget performance
- > Devolve more responsibility for spend management to each department, so that they can see the impact of their decisions
- > Free up finance teams' time to proactively help department administrators more effectively manage spending
- > Balance historical spending with current/evolving requirements, and draw on peer spend comparisons - to ensure that budgets are fit for purpose and efficiencies are maximised

Process payments faster with our Cloud invoicing solution. Automate the invoice management process, removing many invoice-handling steps for you and your suppliers. Provide increased transparency and reduce costs with our simple to use solution.

With our cash receipting solution, simplify the way your citizens pay, with a flexible, integrated system. Manage and process payments across all of your departments, whether that be face-to-face, online, mobile or kiosk payments, from council tax and business rates, to bus passes, fines and parking.

- > Complete end to end solution to maximise transactions and reduce costs
- > Supporting multiple payment options, create a more convenient solution for your citizens
- > Automated processes minimise admin time and improve accuracy and efficiency

## Procurement

Procurement best practice doesn't just mean buying at low cost. Part of selecting the most economically advantageous option means local authorities are also challenged to procure locally and work with smaller businesses. Demanding standards have been set for prompt payments and procurement decisions are under close public scrutiny.

Meet these challenges head on by working with the UK's leading provider of Procure to Pay (P2P) solutions. We can help to align your procurement with strategy and finance for more accurate budgeting and improved control of spending. Our procurement solution provides improved management of costs, and suppliers are happy because procurement is fair, transparent and payments are swift.

# A solution for every department



## ICT

From desktop to data centre, Cloud to collaboration, the expectations on a local authority ICT team keep growing. Pressure to ensure core services are available and embrace emerging technologies, whilst finding new ways to reduce costs and engage citizens, are challenges faced by the majority of local councils.

With our help, ICT leaders can address these challenges through partnership with a service provider they can trust. We are UK leaders in the outsourcing of IT infrastructure and applications. We design, deploy, operate and improve your ICT services – from the desktop to the data centre. Our team of consultants will assist and train you and your staff throughout implementation, and our dedicated support team will be there for you afterwards, to help with any queries. Choosing Advanced as your partner offers the flexibility, resource and expertise that local authorities are seeking.

Hosting your systems, in our Tier 3 data centres, allows us to provide technical support and fixes, and the peace of mind that your data is being kept secure. Our technicians ensure everything on our servers is running smoothly, and they can quickly identify, troubleshoot and fix upcoming potential issues before they become a problem. Additionally, our Software-as-a-Service (SaaS) model allows you to add or remove users depending on the size and scale of your authority. This saves you from having to buy costly software licences ahead of time, and ensures you can keep on top of your running costs.

## Human Resources & Payroll

The best HR departments make the best use of their own human resources, with HR staff spending their time with people, not processes. With our solutions, many core HR tasks can be automated, with large parts of the recruitment process and expense management taking place online. You can also transform payroll, making payments on time, every time, with real-time information reports sent to HMRC automatically along with updates to your finance system. With solutions suitable for every type of local authority, we can help find the best fit for your team. Benefits for your local authority include:

- > Configurable to satisfy your individual needs and highly scalable to meet your council's growth objectives
- > Boost productivity with instant online record access for all employees
- > Deployment options to suit your IT strategy; available both on premise and hosted

With our learning and training management solution, be assured you have everything you need to manage and deliver training, learning and development from one single, easy-to-use system. Be confident you have the right people in the right positions with the skills they require. Together, our solutions can help to free up your internal resources to allow them to take a consultative role, focus on staff development, reward strategy and get involved in other value-adding activities.

*"On the back of the system we have completely restructured and transformed our Finance service, and delivered £1 million in savings."*

Charlotte Wynn >  
Finance Manager >  
Cheshire West and Chester Council

*"The new Advanced system will empower service managers to become more closely involved in the budget monitoring process so that we can improve our service delivery. With integration of Collaborative Planning with our Oracle Financials system, we will also be provided with an accurate and real-time picture of existing and forecast spend across the Council, improving financial transparency and enabling great control over costs."*

Dennis Riddle >  
System Accountant >  
London Borough of Havering

## A solution for every department

*"Advanced has an excellent reputation across the sector and having multiple products from the same supplier means that our IT systems are more integrated, which saves us considerable amounts of time and therefore money."*

Marc Jordan >  
Assistant Principal >  
College of North West  
London

*"Although we were aware of a number of providers offering mobile care solutions, we knew Advanced would be the perfect partner for us. The reason being that we knew the company was established, trusted and had experience in handling sensitive data across a range of sectors."*

Lou Squires >  
Managing Director >  
Clifton St Annes, Care  
Provider



### **Citizen Engagement (Contact Centre)**

When it comes to online public services, most local authorities have already done the hard work. Websites are readily available and provide valuable information, with an increasing number of tasks completed online too. Citizens have more flexibility about how and when they engage with their council. The next step for many is moving transactional processes online and joining up these channels; giving local authorities a clear, single view of the citizen.

We understand that the key to this, and ultimately improving citizen engagement, is having the right tools behind the scenes. With streamlined contact and finance systems, you can ensure engagements started online are automatically completed, and trigger a clear response to the citizen. Relevant Customer Relationship Management (CRM) solutions, that reflect local government needs, help to ensure you meet the public's expectations, communicate and engage with citizens appropriately and that efficiency gains are realised.

### **Law & Administration**

Local authorities generate a vast quantity of information and documentation and must adhere to strict Data Protection legislation. Some of these documents need to be readily accessible whilst other information simply needs to be stored for a fixed period. When a large number of councils are trying to streamline the size of their estates, finding innovative ways to create and store documentation is key.

As the market-leading supplier to the UK legal market, we have developed a comprehensive document management system that is ideal for local authority legal teams. Our solution streamlines the production of essential legal documents, meaning trained lawyers and solicitors can spend less time drafting and more

time advising. Our fully compliant record storage system facilitates future access via the Cloud; you can rest easy knowing your data is safe and secure, yet easily accessible.

### **Direct Services Organisations**

Local authorities need ways to boost income, efficiency and effectiveness in challenging circumstances. With our works order management solution we can help make managing your services simple: whether that be highways, housing or public buildings. From mobile data, call management and planned maintenance, to scheduling, contract management and intelligence dashboards, our solution provides instant access to the information you need on your clients, jobs, equipment and engineers. We work with numerous field service organisations to ensure the solution we offer is right for you.

### **Social Care**

With an aging population, demand for social care is on the rise and expected to grow further and faster. Social care teams must transform the way they deliver services, and need to be supported by effective information flow; from residential care to community provision, crisis response to care planning. Our trusted solutions ensure information flows from the centre to the field and vice versa, enabling mobile care workers to access and update vital patient records wherever they are.

Our fully integrated software solution serves all functions of a modern community care service; from support worker recruitment and client referrals, through to scheduling, training, timesheets, customisable invoicing, gross payroll, expenses, management reporting and more. Designed specifically for the homecare sector, more than 1,000 homecare providers in the UK use our solution.



# A solution for every department



## Client >

Academies Enterprise Trust

## Sector >

Education

## Project >

Progresso Implementation

## Schools, Academies and Multi Academy Trusts

To fulfil their education responsibilities effectively, local authorities need data – pupil numbers, progress, attendance and much more. However, understandably, generating that data is not a priority for teachers. Our Cloud-based Management Information System (MIS) takes the burden away from teachers and data managers, while giving the education department the valuable data it needs to support governance, compare performance, fulfil national reporting requirements and enable long-term capacity planning.

Teachers and leadership teams can turn their focus back to what really matters, improving standards and driving learner outcomes - confident of being able to provide timely and accurate data returns. By partnering with Advanced, and our all phase solution, you can help schools in your local area get the most out of their MIS.

## Adult Learning, Sixth Form and Further Education Colleges

Our MIS portfolio, specifically designed for adult learning and colleges, includes a broad range of solutions that allows you to analyse success, retention and achievement in a simplified way. We take the stress out of information management and provide you with flexible solutions to evolve the way you deliver education to your students. Over 80% of UK colleges partner with us to get the following benefits:

- > Improve student engagement and experience
- > Promote efficiencies and productivity gains with automated processes
- > Increase retention helping you meet Ofsted requirements

## Shared Services

As technology develops, the public becomes increasingly expectant of a faster, more agile service. The more resources that can be pooled with other teams and peer organisations, the greater the scope for sharing costs - and the added benefits of shared knowledge, insight and best practice. Benefit from shared success with shared services; perhaps with other district councils in your county or with neighbouring councils.

## Across the Authority

At Advanced, we're confident we can provide a best-fit solution to every department within your council, but what about when you need to view how the whole authority is working?

We understand the Chief Executive will need to know what's going on in every department – just not in too much detail. Important questions such as 'are we hitting our organisational targets?', 'Are strategic initiatives, such as digital transformation programmes, on track?' 'How are we performing against key central government objectives?' need to be answered. With our solutions, that information is at the Chief Executive's fingertips – whenever it's needed. Review the headline data or delve deeper: our solutions for Corporate Performance Management, including industry-leading business analytics solutions, give the Chief Executive the view he or she requires.

Replace paper-based processes with electronic procedures, eliminating the printing, posting and manual filing of paper documents. Our document management solution ensures an efficient means of creating, capturing, storing, authorising, delivering and managing key business documents. Drive significant savings by managing your documents electronically.

*"Our senior leaders and teachers will be able to access important data to gain a real-time view of learner progress – at the trust, academy, cohort or learner level - facilitating an efficient and rapid response to any immediate issues identified"*

Sally Edwards >  
Head of Business Intelligence >  
Academies Enterprise Trust

## About Advanced

We're Advanced. Through our enterprise and market-focused solutions, we positively impact millions of peoples' lives through continually investing in our people, our partnerships and our own technologies to stay focused on your needs. Every member of the Advanced team cares about the little things; the things that matter to you, and the things that collectively make a huge difference to your success. So what does true partnership look like? True partnership is the defining thing that makes us different from the competition. We pride ourselves on delivering focused software solutions for public sector, enterprise commercial and health & care organisations that simplify complex business challenges and deliver immediate value. We don't sell theory, only advanced software solutions that deliver immediate value.

We enable our customers to drive efficiencies, make cost savings and envision future growth opportunities through our right-first-time software solutions that evolve with the changing needs of your business and respond to current challenges in your market. We're focused on success. Through continuous investment in our people, our partnerships and our technologies we have an impressive track record. Advanced is a Sunday Times Top Track 250 Company 2016 - and we're still growing. Through our success, we can continue to develop our solutions to make sure they're just right for you.

## More information

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