UNIT4

A Better Way to Work

THE IMPORTANCE OF FLEXIBILITY

WHITE PAPER — SERVICE ORGANIZATIONS

The importance of flexibility

Being resilient and flexible at a time of crisis means finding a better way to work. As a Unit4 partner, we're here to help you find the right solution to help you overcome the challenges you face today and tomorrow.

People-focused organizations face many challenges driven by internal and external change, including increased competition, shifting regulation, heightened client expectations and mergers and acquisitions. There's also the ongoing challenge of attracting and retaining talent. This is all against the backdrop of **weak productivity growth** and extraordinary global economic uncertainty.

With legacy software that's not fit for service organizations — nor tailored to specific industries — this creates several problems. When using the wrong enterprise resource planning (ERP) your organization is less agile, your people are less productive and your operational efficiency is reduced.

Technology can be a burden

When you need to move quickly in response to rapid change, the last thing your organization needs is the extra burden of dragging its IT systems along. Hiring expensive coders and possibly waiting weeks for changes to take effect is counter-productive; all the while business is disrupted and costs increase. And often, by the time changes are made, they become out of date because the situation has changed.

In times of unprecedented change, to paraphrase Darwin, it is not necessarily the strongest that survive but those that are most adaptable to change. There has been much talk over the last few years about digital transformation, but how many companies have **actually achieved this**? As we look at the new world order, many more may have wished they had.

A better way to work

So, in this climate, how can you overcome the challenge of adapting strategies quickly in response to rapid change? How do you adopt new customer-focused business models to seize opportunities?

What's the key to boosting employee engagement and satisfaction to improve retention and productivity? And is there a solution for streamlining business processes, increasing operational efficiency and optimizing decision-making and governance?

As a Unit4 partner, we're here to help you create a better way to work by finding the right solution for overcoming these challenges.

A technology platform for rapid change

Surviving, and thriving, during an economic downturn is no longer all about cutting costs, it's about having the right infrastructure.

The companies thriving in the new social and economic environment — Amazon and Microsoft, for example — invariably use a virtual, digital infrastructure that enables them to adapt quickly no matter what happens.

At times like these, the right ERP for people-focused organizations like yours should deliver the flexibility to make changes fast. As such, it should offer the following capabilities:

- easily reconfigurable, self-service tools and simplified user interfaces such as visual dashboards
- real-time visibility over consolidated organization-wide data through a single, unified system
- automated back-office tasks and smarter workflows
- natural language interactions through a digital assistant (DA), powered by artificial intelligence (AI)
- industry-specific reporting, strong governance and simplified compliance
- standardized, streamlined processes and operations

Transforming work and business

All of these capabilities help you swiftly adapt systems, processes and strategies in response to change.

An ERP which is easily reconfigurable by non-tech-savvy people virtually eliminates the need for expensive, and slow, IT intervention.

Real-time data visibility through role-based dashboards means the right people can make faster, smarter decisions. And this simpler access to data, combined with the flexibility to change the system, allows you to understand 'what-if' scenarios and quickly create new business models in response.

The automation of low-value back-office tasks liberates your people to spend more time doing high-value work. The use of an AI-powered enterprise DA, for example, removes the HR admin load for your people when performing mundane tasks like filling in timesheets, so they can focus on activities that build resilience to unpredictable times.

Reducing repetitive tasks helps boost employee engagement and satisfaction. This enables your people to add more value to your organization, improving retention, productivity and competitive advantage.

An ERP that's tailored to your industry speeds up reporting and ensures robust data governance and compliance. Standardization, meanwhile, helps improve process effectiveness and operational efficiency.

The Unit4 platform

The Unit4 ERP — a software-as-a-service platform — helps you ensure your business is resilient and adaptable by delivering visibility and control over finances, projects, procurement, reporting, forecasting and payroll.

As a Unit4 partner, we believe it is the right ERP for today's climate because it is highly adaptable, intuitive, and built for people-centric organizations to manage change fast.

To see how a flexible ERP can elevate your business, **contact us**.

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