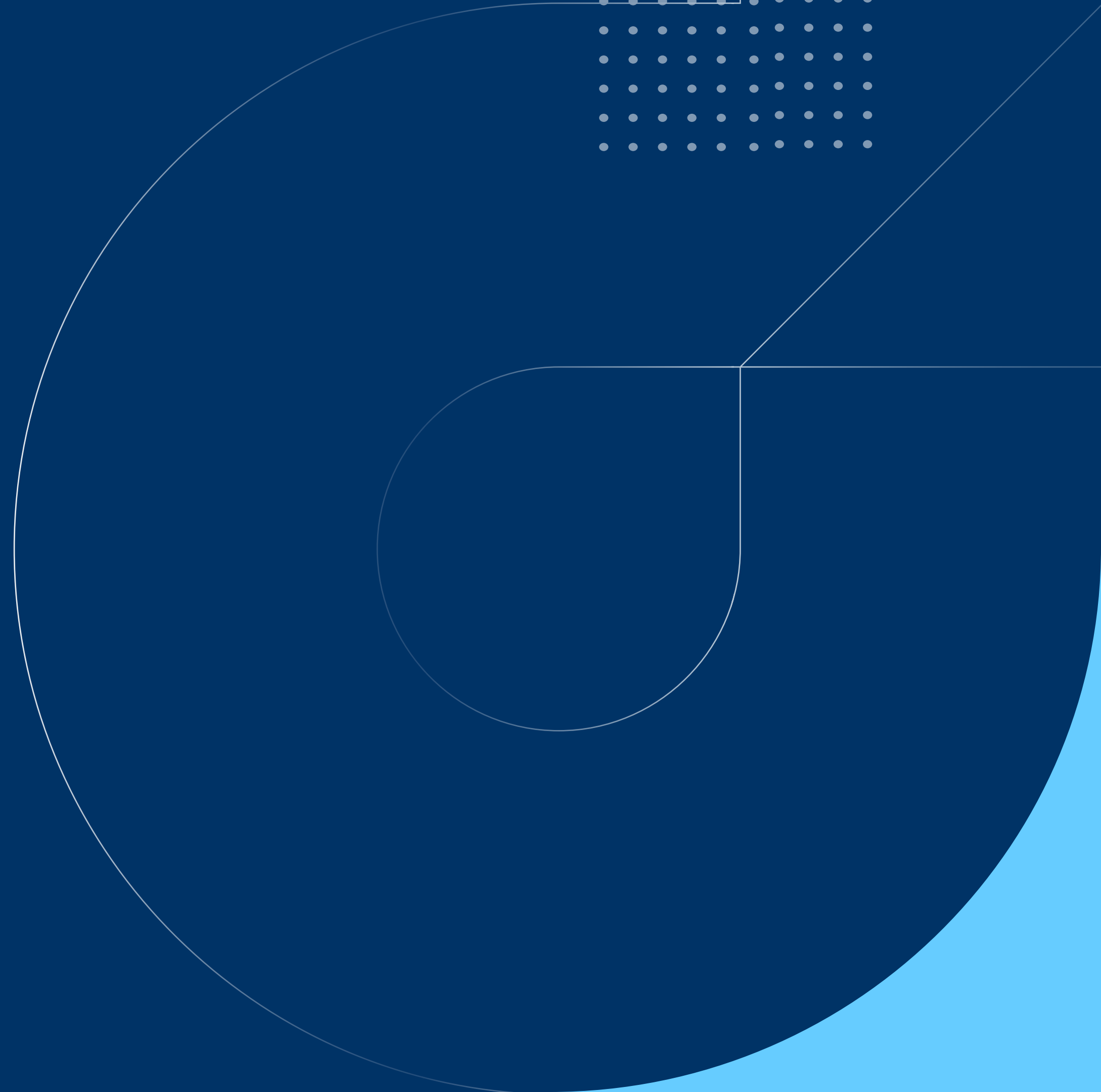
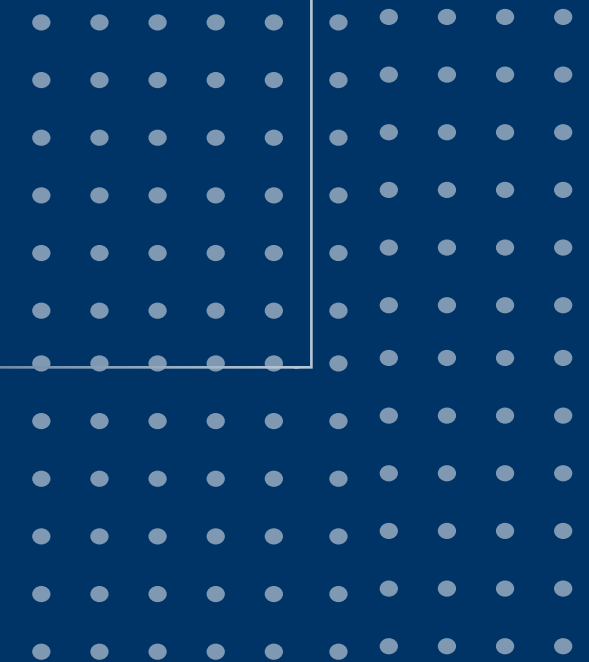




Advising a Public Service &
Government Agency during
the Procurement of a new
ERP system

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PROJECT OVERVIEW



Client:

Public Service & Government Agency



Consultancy Provided:

Pre-Procurement Service



Industry:

Public Administration Sector



Company Size:

501-1,000 employees



PROJECT SUMMARY

- ✓ Dogma Group was engaged to support a major public service and government agency in England, enhancing their internal resources across Finance, Purchasing, HR, and Payroll.
- ✓ This involved carrying out a comprehensive discovery process of requirements, developing a vision of new To-Be processes to leverage advanced technology, building a business case for approval, and contributing to the Procurement strategy and ITT documentation.
- ✓ Dogma's expertise in ERP, process optimisation, and professional guidance in business case development and procurement enabled the agency to go to market and secure a new best-in-class solution.
- ✓ The agency was provided with crucial insights on the dos and don'ts of system procurement, along with information on costs and market rates for budget planning.

CHALLENGES

- As part of the agency's Corporate Technology Strategy (CTS), a new ERP system was required.
- Recognising that technology offers opportunities for greater efficiencies, better communications, and improved productivity, the successful implementation of a new system was deemed essential to the organisation's future, especially as it aimed to become a Mayoral region.
- Their legacy technology had been in place for many years, during which their activities had changed and grown significantly. They needed to offer significant value and support to their partners.
- They acknowledged that their internal resources were constrained and that they had limited experience in business applications such as ERP, Finance, HR, Payroll, and BI. Therefore, they sought key areas of support in going to market to successfully purchase a best-in-class new solution.



APPROACH



Dogma worked closely with the agency's functional subject matter experts. Through over **40 workshop sessions**, the team first mapped **AS-IS** processes across Finance, Purchasing, HR, and Payroll. Dogma mobilised their experienced functional consultants from **ERP, HR, Payroll**, and **AI** to facilitate these workshops, greatly enhancing the wealth of best practices and ensuring high standards for the new solution.



This foundation enabled further work to design new, efficient and effective **TO-BE processes**. Overall, over 600 User Stories were created. A key consideration throughout this process was to ensure **"a single view of the truth"** was created, providing data to develop reports, dashboards, and insights that would support and guide every level of the organisation.



The outputs from these sessions informed the **Procurement strategy and ITT documentation**. Dogma outlined the functional and non-functional requirements to be mandated, helped determine the weighting for Quality scoring of broader requirements, and shared insights into costs and market rates for budgetary considerations.

RESULTS

Conducted over **40 workshop sessions** with the agency's functional subject matter experts to map out new processes.

- ✓ Provided **better visibility** in designing new, efficient, and effective To-Be processes, creating over **600 User Stories**.
- ✓ Outlined what functional and non-functional requirements should be mandated
- ✓ Dogma's team collaborated with the agency's senior management across IT, Finance, and Purchasing to **develop the Business Case, securing over £1 million in funding from their board.**



40

Workshops conducted



600

User stories created



£1 million

In funding secured



WHAT OUR CLIENT SAYS



“We were impressed with the Dogma team right from the start. The initial workshops were so successful that we requested Dogma to continue in the same vein. Sessions covering 'the art of the possible' confirmed that the project would help fulfil our ambitions and got everyone genuinely excited about the benefits that the new technology and solution will provide.”

“The value from the sheer graft that the whole Dogma team put into the workshops and documentation was unquestionable. However, above and beyond this was the value in the insights the senior Dogma team gave on the dos and don'ts of procuring such a system. Most organisations don't make procurement decisions on new ERP systems lightly or often. So, the rigour needs to be very high, and the support from an advisor such as Dogma is what professional services guidance is all about. We recognise we can be a challenging client, but the guys from Dogma work with energy, diligence, and critically, a good level of humour.”



ABOUT DOGMA GROUP

The Dogma Group is a progressive digital transformation company committed to delivering the digital imperative and becoming the most trusted advisor to its clientele.

In a hyper-connected world, with disruptive competitors and new business models we understand the need to deliver the digital imperative, i.e. fundamental action to adapt and remain competitive.

The Dogma group understands that each journey of digital transformation is unique for every client, and we ensure this through our philosophy of fluid transformation. Each solution is customised for organisations of all sizes, across industries and various life cycles. We innovate & strategize, create sustainable solutions, drive rapid returns on investment and create value from data.

Our passion for sustainability and its impact aligns us with the UN's sustainability goals and we actively encourage gender equality and diversity across our workforce.

TAKE THE NEXT STEP

Want to leverage our expertise for your next Project?

TALK TO THE EXPERTS

Don't take our word for it, [call us today on 01296 328 689](tel:01296328689) to arrange a no-obligation demonstration.



Transformations **with Trust**

We are committed to acting responsibly by integrating sustainability into every step of the business, including clients, partners' solutions, and the entire supply chain.



Ready to embark on your digital transformation journey?



Let's talk

