The Challenge

In response to the amalgamation of Scotland’s eight regional fire services, the Scottish Fire and Rescue Service (SFRS) sought a single integrated enterprise solution to consolidate the multiple financial systems from each service.

SFRS required a solution that could be implemented within a tight 11 month timeframe. By consolidating to one solution, SFRS was looking to reduce costs and improve efficiencies.

The Solution

SFRS purchased TechnologyOne OneFRS, including Financials, Supply Chain and Corporate Performance Management.

The Outcome

SFRS has reduced service level agreement and maintenance costs by more than £340,000 per year as a result of implementing OneFRS. The enterprise solution enabled SFRS to overcome the challenge of combining multiple financial systems in a short timeframe.

By having all information in one system, SFRS has also saved a significant amount of time through automating reporting and transactions processes.

“Recently, the Director of Finance asked for some detailed employee information from our payrolls,” SFRS Service Manager Kerr McColl said.

“I was able to quickly write an XLOne report and give her all the information at an employee level across all our payrolls in about 10 minutes. Previously, this would have taken us a couple of weeks to pull together manually.”

Highlights

- Consolidated disparate financial systems into one solution
- £277m annual budget
- 9,000 staff
- Reduced costs by £340,000
- Saved weeks in reporting

“We are saving about £340,000 pounds each year by using OneFRS.”
Kerr McColl, Systems Manager
“As soon as TechnologyOne came in for the demonstration we knew that it was the start of a great relationship. We were confident that they knew what they were doing.”

Kerr McColl, Systems Manager

Scottish Fire and Rescue Services’ Perspective

The Scottish Fire and Rescue Service was formed in April 2013 following the amalgamation of eight regional fire services into one national organisation. SFRS has 9,000 staff, 359 fire stations 450 fire engines and 170 other operational appliances.

To consolidate the regional fire services’ various financial systems, SFRS sought a single integrated enterprise solution which would reduce costs and improve efficiencies.

SFRS assessed a number of vendors including Civica, Advanced Business Solutions and TechnologyOne, and ultimately selected TechnologyOne’s OneFRS solution.

“The key reason we favoured TechnologyOne was that we could see we were getting a really good product,” said SFRS Systems Manager Kerr McColl.

“The TechnologyOne solution is a great fit for the organisation, which is really important. Our users really like the system. They think it is intuitive and modern, and like the look and feel.”

Mr McColl said SFRS is now looking forward to taking advantage of technological advances such as smart mobile devices, through TechnologyOne’s Ci Anywhere platform. Ci Anywhere is the next evolution of TechnologyOne’s Connected Intelligence (Ci) platform, embracing smart mobile devices and consumer concepts to deliver powerful enterprise software that is incredibly easy to use.

“Our head of finance is rarely at his desk, so the potential for him to access workflows, budgets and drill down into dashboards from his iPad is really exciting,” he said.

“To be able to use the system across his phone, iPad and desktop from the same simple user interface will be great. He will absolutely love it.”

Spotlight on consolidating disparate systems

In June 2012, the Scottish Parliament passed the Police and Fire Reform Scotland Act legislating for the amalgamation of the country’s eight fire services to form one national organisation.

With a legislated go-live deadline of 1 April 2013, SFRS needed to select a vendor and implement a single financial solution in just 11 months. As part of this implementation, the fire service also needed to consolidate data from the multiple existing disparate systems.

“One of the services were heavily reliant on local authorities to provide their finance function, so getting buy-in into the concept of a single finance system by 1 April was extremely challenging,” Mr McColl said.

Mr McColl said TechnologyOne’s superior demonstrations and expert knowledge assured the fire service it could deliver what it needed within the short timeframe.

“As soon as TechnologyOne came in for the demonstration we knew that it was the start of a great relationship. We were confident that they knew what they were doing,” he said.

“TechnologyOne recreated and tailored our existing data to effectively demonstrate what it would look like using TechnologyOne software, which was really powerful.

“The Scottish Fire and TechnologyOne project team came together easily as all team members actively contributed. True partnership in action.

“As planned, at 9am on Monday 1 April, the first user created the first requisition in TechnologyOne and we were live.”

About Scottish Fire and Rescue Service

The Scottish Fire and Rescue Service (SFRS) is the national organisation serving the people of Scotland by preventing and controlling fire emergencies and a wide range of other incidents. SFRS works in close partnership with local communities to deliver crucial fire prevention safety messages, and provides thousands of specialised staff equipped to respond to emergencies.

About TechnologyOne

TechnologyOne (ASX:TNE) is Australia’s largest publicly listed software company, with offices across six countries. We create solutions that transform business and make life simple for our customers. We do this by providing powerful, deeply integrated enterprise software that is incredibly easy to use. Over 1,000 leading corporations, government departments and statutory authorities are powered by our software.

We participate in only seven key markets: government, local government, financial services, education, health and community services, utilities and managed services. For these markets we develop, market, sell, implement, support and run our preconfigured solutions, which reduce time, cost and risk for our customers.

For 26 years, we have been providing our customers enterprise software that evolves and adapts to new and emerging technologies, allowing them to focus on their business and not technology. Today, our software is available on the TechnologyOne Cloud and across smart mobile devices.