

## Case study

# The Department of Education (Tasmania)



## The Challenge

Front counter staff at the schools were wasting valuable time and effort, as the department's receipting system involved an extensive number of steps to process a basic receipt. The time taken to put through receipts was proving especially laborious during high traffic times, such as beginning of semester, with staff having to address a number of tasks to process a single receipt.

## The Solution

The DoE was already using TechnologyOne Financials and decided to turn to the software provider a second time to solve the complicated receipting problem. To do this, TechnologyOne installed Enterprise Cash Receipting (ECR), which receipts payment for any number of connected systems in a single step. It integrates seamlessly with TechnologyOne products and other third-party systems, providing full front office, back office and web receipting functionality.

## The Outcome

With the implementation of ECR, the department has seen staff save significant time and effort when handling payments. Processing a basic receipt using ECR has been reduced by two thirds, and now takes less than 15 seconds.

The department and its schools also found ECR extremely easy to implement, with little refinement needed to suit the needs of its finances and processes. Additionally, ECR is so simple and efficient that the broad range of users across the department are able to easily use and understand the system.

## The Department of Education (Tasmania) at a glance

**10,000** staff

**200** schools

**36** areas of operation

Operating 200 schools across the state, the Department of Education (DoE) (Tasmania) provides educational services through child and family centres, primary and high schools and at the tertiary and vocational level, through colleges and TasTAFE.

## Solution

TechnologyOne Enterprise Cash Receipting

# “ECR was extremely simple and painless to implement and needed very little refinement to suit the financial needs of the department.”

Nick May, Director of Finance

## Background

The DoE decided to implement TechnologyOne ECR to provide schools with a more efficient point of sale and cash receipting facility as part of its financial software suite.

The department was already using TechnologyOne Financials to deliver enterprise-wide control and integration of financial information essential to the department's strategic decision-making. After experiencing great business success, the department turned to the software provider a second time to implement ECR to solve the issues surrounding receipting.

ECR receipts payment for any number of connected systems in a single step and integrates seamlessly with Financials, the student administration system and human relations interface system, providing full front office, back office and web receipting functionality.

ECR has allowed the DoE to provide its schools with a tool to easily and quickly process payments and generate receipts. This means during times of high traffic, such as the beginning of semester, front counter staff can process payments for levies, stationery, textbooks and uniforms in only 15 seconds, increasing office productivity.

The DoE's Senior Systems Consultant, Steve Dineen, explained ECR was straightforward and logical, with staff able to customise the system to suit their own processes.

“On the old system, staff used to complain they had to click the mouse too many times and there were too many steps to process just one receipt. Now with ECR, everything is straightforward and logical, with staff able to customise the system to suit their needs and preferences,” Mr Dineen said.

## About TechnologyOne

TechnologyOne (ASX:TNE) is Australia's largest publicly listed software company, with offices across six countries including each state and territory of Australia, as well as New Zealand, the South Pacific, Asia and the United Kingdom. For 25 years, we have been providing powerful and deeply integrated enterprise software solutions that are used every day by more than 1,000 leading corporations, government departments and statutory authorities.

TechnologyOne's mission is to provide our customers with solutions that transform their business and make their working life simple. We do this by embracing new technologies, building innovative products and delivering outstanding services. Our philosophy is to ensure simplicity for our customers by providing deeply integrated enterprise software that is incredibly easy to use, yet powerful. We are focused on participating in only seven key markets; government, local government, financial services, education, health and community services, utilities and managed services. With our commitment to these key markets we develop, market, sell, implement and support preconfigured enterprise software solutions with the TechnologyOne difference - the Power of One - One Vision. One Vendor. One Experience.

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## Process receipts easily and quickly

The DoE's Director of Finance, Nick May, said the simplicity of implementation and ability of the module to easily integrate with existing systems was invaluable to the department's operation.

“ECR was extremely simple and painless to implement and needed very little refinement to suit the financial needs of the department,” he said.

Mr May also explained ECR has been favourably received by employees at the DoE, in particular the financial services team.

“Staff in our central financial services area undertake a range of financial control processes across the system and ECR makes maintaining these controls a much simpler and more efficient process. Also, if a transactional problem does arise, it is much easier to troubleshoot and resolve. Effectively, it makes the lives of our financial staff significantly easier,” he said.

ECR will also help the department reach future goals and maintain a strong standard of service to its school staff.

“A major department goal is to ensure school office staff are provided with the best possible working environment, and ECR helps achieve this by making their work lives easier and more productive,” said Mr Dineen.

Mr May also explained the importance of investing in technology to help improve business standards and increase productivity.

“From a central perspective, ECR helped us build a better understanding of the revenue profiles of schools and the transactional activity behind that revenue,” he said.

“ECR is also a good example of how innovation and technology can assist in school administration. Implementing easy-to-use administrative applications like ECR provides efficiencies that enable the department to transform its business and drive productivity within schools.”