When is it right to share?

– the options, the benefits and the issues to consider,

showcasing practical examples of how

shared services can work in the HE Sector

Nick Gibson

21 | 11 | 2011

AGENDA

- Introduction
- Scene setting
- What is a Shared Service?
- Real Life Examples
- Open Discussion
- Questions

INTRODUCTION

- Over 30 years in the IT industry
- Over 15 years working with HE
- 120 UK HE customers
- Agresso Campus
  - Students
  - HR
  - Research
  - Finance
  - Curriculum Management
  - Student & Business Engagement
  - Environmental Performance

SCENE SETTING

UNIT4 BUSINESS SOFTWARE

New economic age changes the way people think

"learn to share and pool more"

David Willetts – Minister for Universities and Science

"The time has come to be more grown up and work together. Research isn't a football game with winners and losers,“

David Price, Vice-Provost for Research at UCL

SCENE SETTING

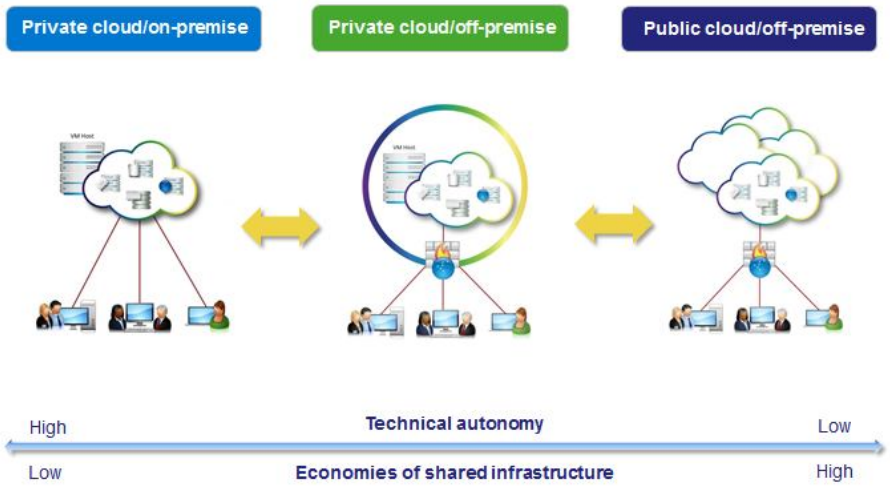
Gartner studies show that 70% of IT budget is spent on systems maintenance; hence only 30% is available for productivity enhancement.

Source: Gartner IT Key Metrics Data 2010.

With limited resources and funds institutions are increasingly looking to utilise resources to deliver value rather than maintain the status quo.

SCENE SETTING

The drive for more immediate business efficiency and the long-term financial viability of service offerings has been reinforced by the recent reductions in funding for universities and colleges. This challenging environment has made some institutions start to look to new models of service provision, including externally hosted and service based models of software deployment. This may include cloud based services or applications, or as part of a Shared Service arrangement. Successful adoption and integration of such models requires a number of cultural and process changes that have historically been barriers to the uptake of wide spread adoption.



WHAT IS A SHARED SERVICE

WHAT IS A SHARED SERVICE?

So far we have seen

-Tender process sharing

-Infrastructure sharing

-Implementation sharing

-‘Support’ sharing

-Multi-tenanted application sharing

-Outsourcing

IT IS GOOD TO SHARE

HIGHER EDUCATION EXAMPLES FROM THE UK & EIRE

UNIT4 BUSINESS SOFTWARE

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University of Wolverhampton – Knowledge • Innovation • Enterprise

Coventry University

University of London

Royal Veterinary College, University of London

University of London

Manchester 1824

Colleges Northern Ireland

an Chéim computer services

Collaborative Higher Education Information Management

University of Rigour Research Results Westminster

psi Policy Studies Institute at the University of Westminster

IT IS GOOD TO SHARE

ULCC SHARED SERVICE FOR AGRESSO

Press release

University of London Computer Centre

ULCC Business Systems wins first contract

University of Manchester Conferences Ltd opts for shared service solution

3 March 2011

University of London Computer Centre's Corporate Business Systems department, created recently as part of an IT strategy review at the University of London, is pleased to announce it just signed its first external customer.

Initially tasked to maintain, customise and support Agresso Business World systems across the University of London's divisions with over 400 end-users, a provision as 'shared service' to third parties soon attracted interest within the Higher & Further Education sector.

University of Manchester

"In light of the funding challenges facing the HE sector at the moment, we at The University of Manchester consider shared services to be invaluable", says Lee Stott, Head of Information Systems within the Directorate of Sports, Theatre and Residential Services.

"Accessing Agresso via ULCC allows us to ensure that we receive the specialised systems we need, while reducing the costs significantly – as we do not need to invest in hosting and managing the solution ourselves."

"UMC Ltd, which consists of the hotel and students bar facilities at the University, uses Agresso application as their primary financial management system. The hosting provided by ULCC allows UMC Ltd to ensure delivery of effective financial systems. The shared service we can afford to use the expertise, knowing that maintenance and support professionals are

ULCC's service

Hosting and support of Agresso Business World systems by ULCC helps customers realise a range of benefits:

- Shared use of ULCC's purpose built data centre and complementary infrastructure
- ULCC's experienced IT professionals will setup, maintain and monitor hardware
- Full application maintenance testing patches and updates and proactively applying to the 'live' system
- User support through dedicated in-house help desk

Agresso as a Shared Service

"UNIT4 are very pleased that ULCC has won its first third party contract and offering Agresso as a shared service within the HE sector", says Nick Gibson, Head of Education and Research Solutions at UNIT4. "We believe that this will be the first of many shared services within the sector, delivering cashable savings. ULCC have a long history of providing system hosting to the sector and are the ideal safe pair of hands for any institution considering a shared service partner."

Contact

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Key points

New Business Applications department at ULCC
Use of ULCC's purpose built Tier3 data centre
Dedicated in-house help desk for user support

ia enquiries please contact

ULCC SHARED SERVICE FOR AGRESSO

UNIT4 BUSINESS SOFTWARE

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"Accessing Agresso via ULCC allows us to ensure that we receive the specialised systems we need, while reducing the costs significantly – as we do not need to invest in hosting and managing the solution ourselves."

The shared service approach means we can afford to use the best solution on the market, knowing that we have the hosting, maintenance and support expertise of the IT professionals at ULCC."

Lee Stott, Head of Information Systems within the Directorate of Sports,

SHARED SERVICE SINCE 2000

UNIT4 BUSINESS SOFTWARE

Gateshead Council

&

Northumbria Police Authority

SHARED SERVICE SINCE 2005

UNIT4 BUSINESS SOFTWARE

Greater Manchester
Fire & Rescue Service

&

CHESHIRE
FIRE & RESCUE SERVICE

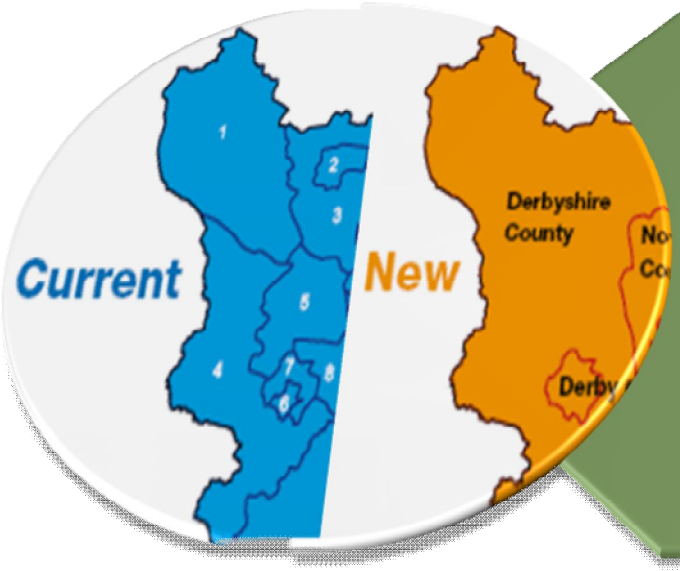
HEALTH AUTHORITY - UK

NHS
Derwent Shared Services

UNIT4
BUSINESS SOFTWARE

“Forced Government restructruring”

...Twice in 9 months...



- July ‘06: From 28 Strategic Health Authorities to 8
- Oct. ’06: From 303 Primary Care Trusts to 152
- Merging 8 organizations with different ERP systems into 1
- Fully managed in-house: <3 FTE, <2.5 months, on time and on budget,

“When we have gained new clients or needed to manage organisational change we have been able to adapt the new system in-house. This has helped us to keep and expand our client base while also delivering value for money.”

Nicola Smith, Assistant Director of Finance, Workforce and Performance, Derwent shared Service

HE SHARING & HOSTING

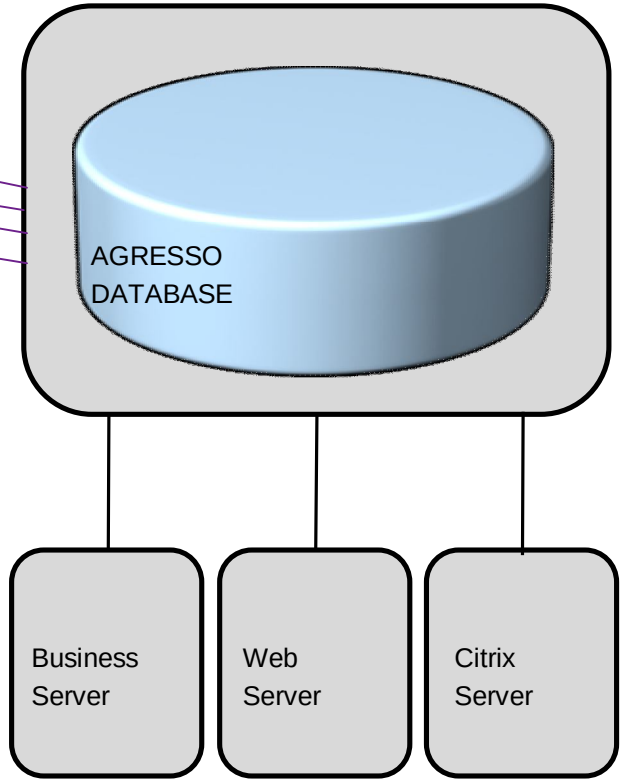
Two universities running shared and hosted hardware environment in Norway

Agresso hosted ASP service :-

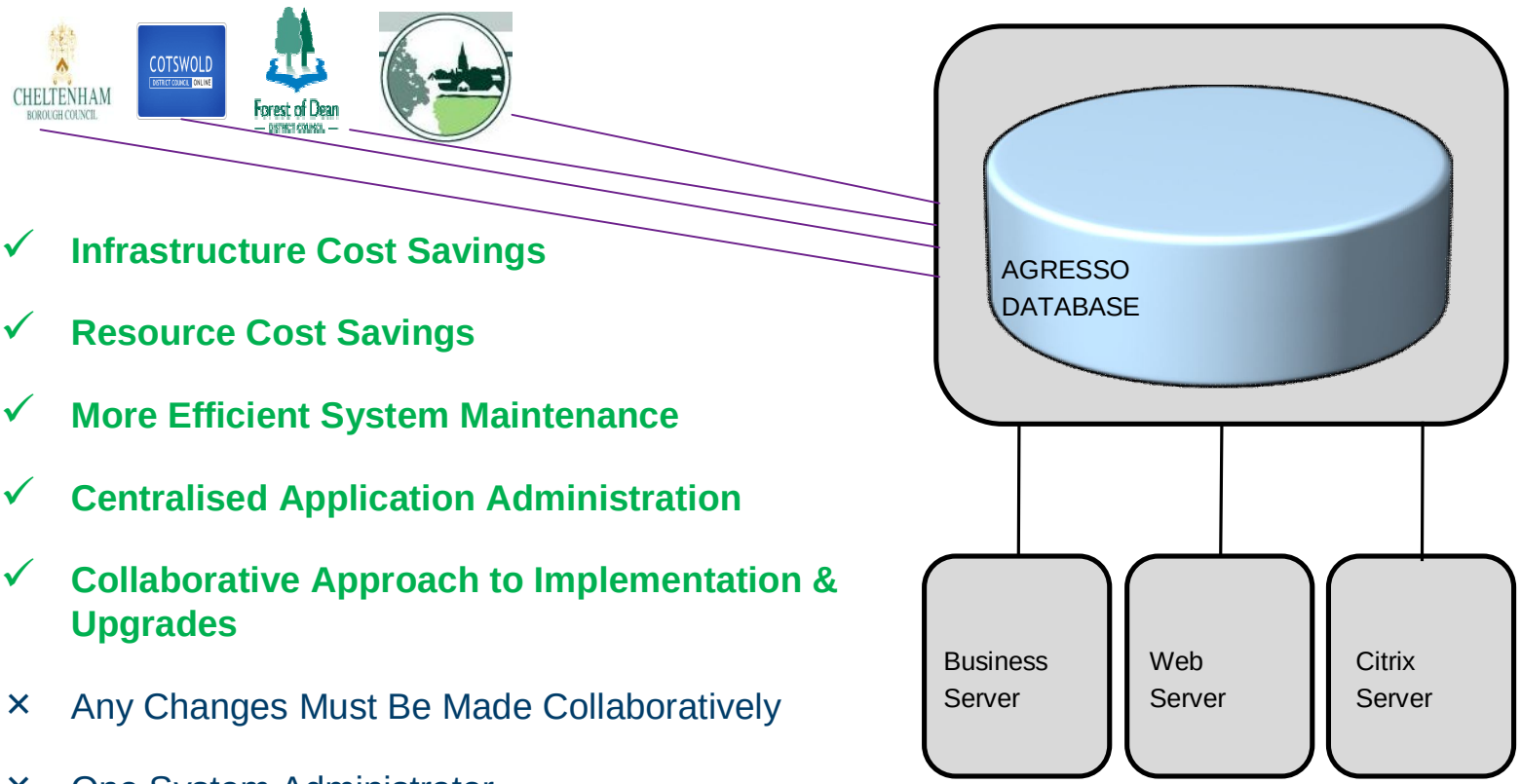
Soderton University College, Stockholm Institute of Education, Gotland University, The Swedish School of Sport and Health Sciences, The Royal University College of Fine Arts, National Academy of Mime and Acting, The University College of Opera

GO AUTHORITIES

- Cheltenham Borough Council
- Cotswold District
- Forest of Dean C
- West Oxfordshire Council

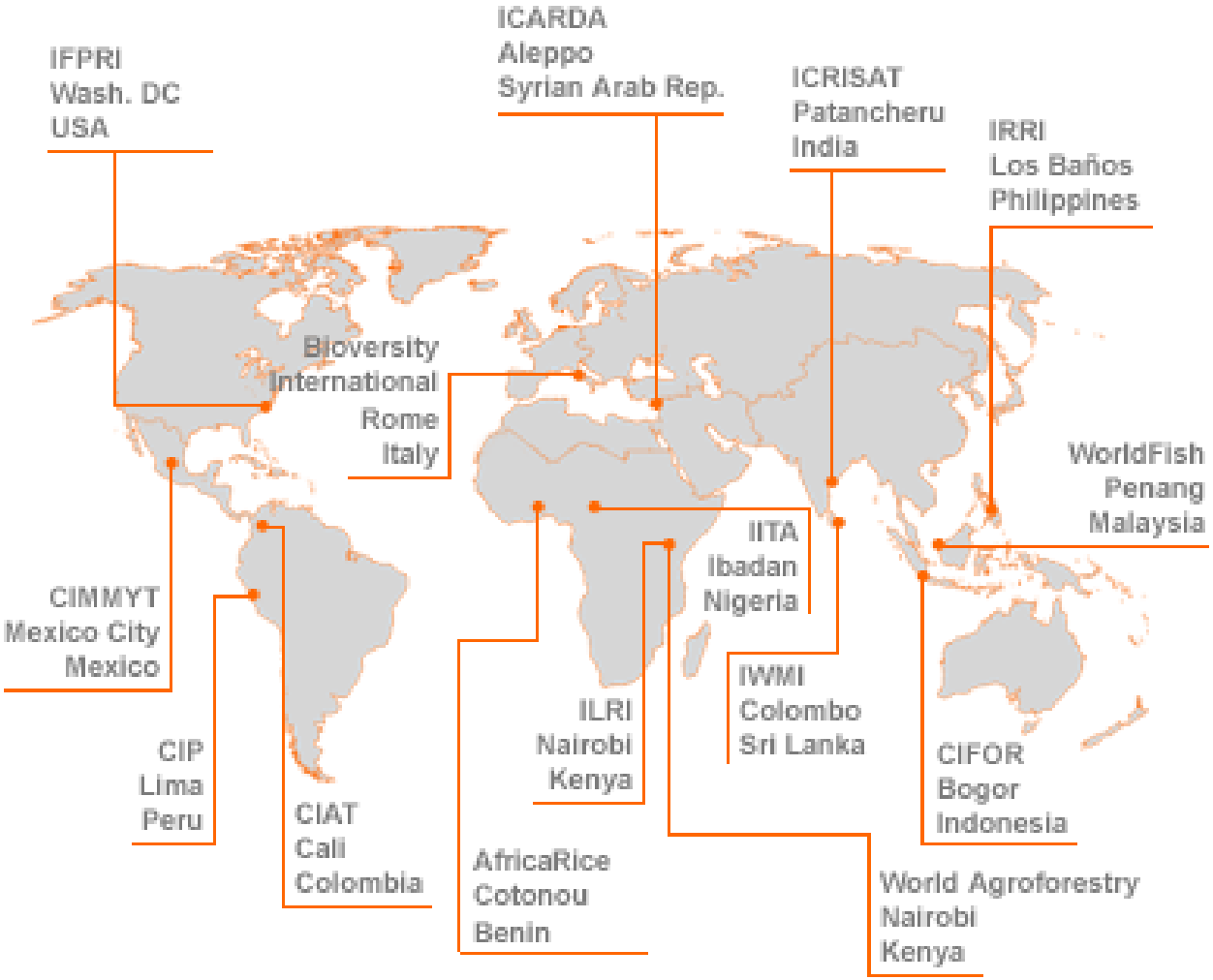


GO AUTHORITIES



- ✓ **Infrastructure Cost Savings**
- ✓ **Resource Cost Savings**
- ✓ **More Efficient System Maintenance**
- ✓ **Centralised Application Administration**
- ✓ **Collaborative Approach to Implementation & Upgrades**
- × Any Changes Must Be Made Collaboratively
- × One System Administrator
- × One Application Administrator
- × Service Level Agreement for “Remote Site(s)”

CG CENTERS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CIAT
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AfricaRice
Cotonou
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OPEN DISCUSSION