

Wychavon District Council moves its finances to the cloud

Switching to FinancialsLIVE adds resilience and ease of use

After managing its finances for 13 years with the Civica Financials on-premise system, Wychavon District Council switched to the cloud FinancialsLIVE solution following just six months of testing. Users hardly noticed the move, which gives the local authority a more secure, future-proof and resilient financial management system.

Located in the West Midlands, Wychavon District Council serves a population of 116,900 and employs 235 people, with an annual budget of £12 million. Since 2009 it has managed all aspects of its finances with Civica's Financials on-premise software solution. The council's finance team works with a wide range of modules on Civica Financials, including General Ledger, Debtors, Asset Management, Budget Preparation, GDPR and Purchasing.

Improving resilience

In 2022, Wychavon District Council took the decision to switch to FinancialsLive, the cloud version of Civica's finance solution. As Anita Fletcher, Team Leader (System Support and Exchequer), noted, "The main reason for the move was to get our system onto the cloud, to improve cybersecurity compared with having servers on-site. Our IT department was also keen for us to make the move to cloud."

Alice Mason, Head of Financial Services adds that resilience was an extra motivation. "Because so much more is now being put in the cloud, we also saw the move as improving the council's general resilience and making future upgrades easier."

Key outcomes

- 1 Seamless migration from on-premise to cloud
- 2 Improved security and resilience
- 3 80% reduction in processing time for debtor direct debits

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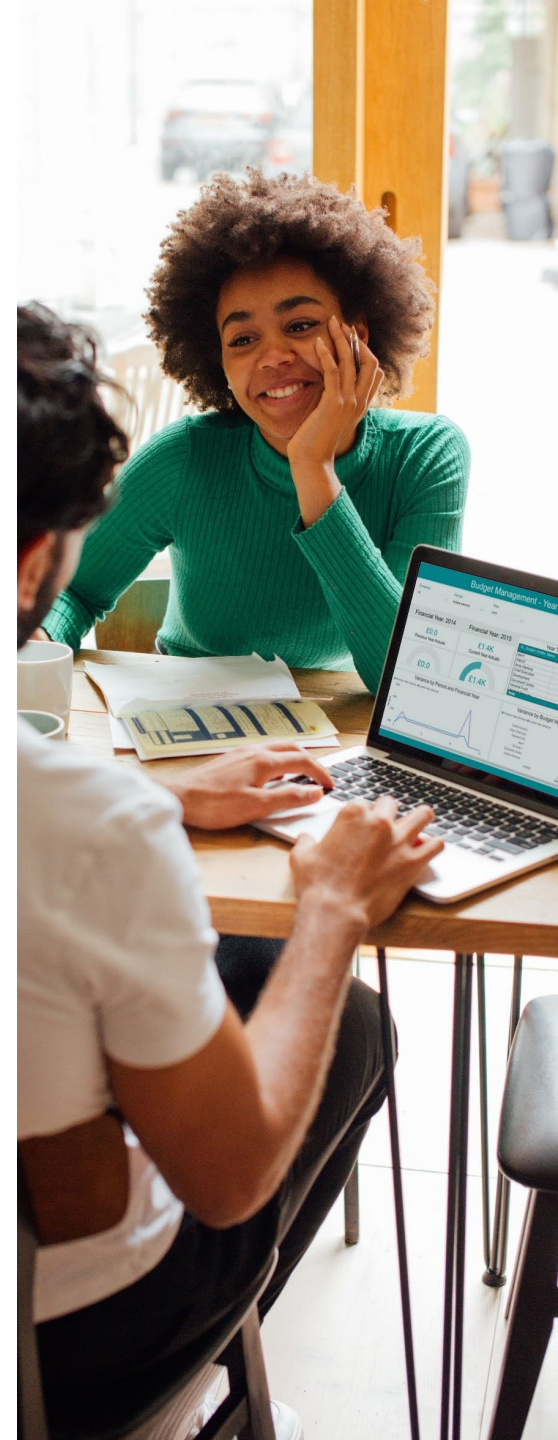
Anita Fletcher,
Team Leader (System Support and Exchequer),
Wychavon District Council

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www.civica.com/financials

Contact email:

financialslive@civica.co.uk



The Wychavon team was happy with the way their on-premise solution was working, so it was important that their users didn't experience change or disruption as part of the switch to FinancialsLIVE.

Simple migration

The move to FinancialsLIVE was a smooth transition from contract signature to migration. The switchover took place on a single day in January 2023, following testing carried out through late 2022 by a small core project team in the finance department, together with IT colleagues and Civica.

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The fact that people saw no change and it was seamless from one day to the other is exactly what we wanted."

Alice Mason,
Head of Financial Services,
Wychavon District Council

The cloud system has several advantages over its predecessor. First, support is more straightforward, as Anita explains: "If we do have any issues, Civica can look at them directly without us having to go through our IT team. It makes helpdesk enquiries much easier to resolve." The same has proven true for upgrades, which can now happen automatically without the need to engage internal IT resource.

Some processes are also faster with FinancialsLIVE, particularly the direct debit run for debtors, which reduces processing time by 80%.

Easy access

The cloud solution also supports Wychavon's agile way of working. Most staff are only required to be in the office for 40% of the working week and can work from home even more easily with the new system, which now just needs a simple login.

Anita notes: "Before, we needed a remote desktop server to access the on-premise system, which slowed things down. Now, people can just open their laptops and log in with a single sign-on and no extra hurdle."

Seamless switch

Most importantly, the move to FinancialsLIVE was so seamless that users didn't even notice the change. Team Leader (System Support and Exchequer) Anita Fletcher says, "This was great, because it's always a challenge to get people used to something different. However, with the move to cloud, all we had to do was send an all-staff email to use a different link and that was it."

Given the small size of the finance team, the goal was to be able to migrate with little or no need for training.



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