

Optimum is training partner for LGSS' shared services ERP implementation



LGSS, one of the largest public sector shared services organisations in the UK, has chosen Optimum to be its end user training partner for the implementation of its ERP Gold solution using the Unit4 Business World system.

LGSS was set up as a joint committee in 2010 by Cambridgeshire and Northamptonshire County Councils, with Milton Keynes Council joining in 2016, to respond to public sector funding cuts whilst improving the efficiency of its services in the face of growing demand. It provides IT, Finance, Revenue & Benefits, Legal, Procurement, Human Resources and Payroll services to the councils and to customers in the NHS, adult care, housing associations and school sectors. The new ERP system is expected to deliver multi-million £ savings.

More than 10,000 people across multiple locations will have access to the new ERP Gold solution so effective, role-based end user training is critical to the success of the implementation. Addressing change management issues will be a major part of the overall programme including a comprehensive training plan.

As a specialist ERP user training consultancy Optimum has been engaged to design and develop a detailed training plan to cover all the services areas. Bespoke, job-specific lesson plans and training courses are being created, together with a full suite of supporting reference materials.

Delivering the training will be logistically challenging and will be handled jointly by Optimum consultants and a team of LGSS' own Learning and Development and internal system specialists. Optimum-led trainer readiness courses will ensure that the LGSS team has all the necessary

The Project

LGSS
Unit4 Business World
Public Services

Locations

 United Kingdom

resources, skills and confidence to deliver the training consistently across all customers and sites.

Going forward, the LGSS Learning and Development team and HR/ Finance super user internal teams will train and support new users. The new LGSS ERP Gold solution once implemented will then be made available for other customers; LGSS will continue to adapt and update the training programme in line with future enhancements to the system.

Joanne Harrison, Optimum's Sales Director, said: **"We're delighted to be a partner in this major ERP implementation. LGSS has very high expectations of its new system and getting the user training absolutely right is key to actually achieving those savings and efficiencies."**

Christine Reed, LGSS Director of HR, Transformation and Transactions and the ERP Gold Solution Project Executive, said: **"LGSS is confident that it will have a best in class ERP solution in place across its three shareholding authorities by April 2017. It is designed to support the provision of a streamlined, do it once, do it the same and many times finance and HR service to multiple users.**

"For this to be effective our end-users and our business users need appropriate training and super user support which will in turn enable the culture and behavioural change needed to get the best out of the new ERP solution. I am delighted to be working with Optimum to help deliver these outcomes".

About Optimum

Optimum is the IT training consultancy, specialising in end-user systems training. Our mission is to bring people and technology together to ensure maximum value from your systems.

This is achieved by designing, developing and delivering tailored, user focused training solutions, using our proven methodology, your customised system build and incorporating your business processes, allowing your people to fully engage with the system.

About LGSS

LGSS is a shared service jointly owned by Cambridgeshire County Council, Milton Keynes Council and Northamptonshire County Council.

LGSS was established in October 2010 through the merger of the Corporate Services operations of Cambridgeshire and Northamptonshire County Councils into a single, shared service providing all professional, transactional and operational services to both organisations.

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