



Solihull Metropolitan Borough Council

A CUSTOMER

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SOLIHULL METROPOLITAN BOROUGH COUNCIL GETS FIT FOR THE FUTURE WITH EBS HEALTH CHECK AND OPERATIONAL READINESS ASSESSMENT.

The Challenge

Solihull Metropolitan Borough Council is a longstanding Oracle E-Business Suite (EBS) customer, using Oracle 12.1.3 for HR, Payroll, Financials and OBIEE. The Council's leadership team has committed to using Oracle for the next ten years and is considering the benefits of an eventual move to the Cloud versus the cost of upgrading its EBS system. Inoapps was engaged to undertake an EBS Health Check and an Operational Readiness Assessment as the organisation considers its long-term roadmap.

The Solution

The Council wanted to approach the project as a business change initiative rather than as a directive from IT. Mindful of this, Inoapps worked closely with key people from across The Council in a series of workshops to ensure widespread engagement with the project. Inoapps provided the following services:

- +** A full review of The Council's current Oracle landscape from not only a solution perspective but also from a business organisation model perspective to ensure they have the right people in their team to support and enhance the system in future. A key component of the review was Inoapps' assessment of the maturity of The Council's operational processes and identification of areas where Oracle Cloud will allow modernisation and optimisation of the corporate processes that support service delivery.
- +** Identification of "quick wins" for The Council that will deliver rapid benefits with limited technology investments. This involved heat mapping of each business requirement against the technical complexity of the solution required.
- +** A readiness assessment for the move to Cloud which involved workshops and analysis of The Council's Configurations, extensions, modifications, localisations and integrations (CEMLI), and identifying what they could become in the Cloud. Recommendations were made such as keeping CEMLI and rebuilding in Oracle Platform as a Service and changing business processes to use OOTB functionality. A key aspect was understanding the fit between The Council's current configuration and what it would look like in the Cloud.

A report detailing the findings has been submitted to The Council for review. If the recommendations are accepted, Solihull will embark on a transformation programme that will address all the points above and roadmap The Council's Cloud journey for the next 5-10 years.

Customer Profile

Solihull Metropolitan Borough Council is the local council of the Metropolitan Borough of Solihull in the West Midlands, England. It is a metropolitan district council, one of seven in the West Midlands and one of 36 in the metropolitan counties of England. The Council aims to improve lives by delivering great local government services.

▶ PRODUCTS & SERVICES INCLUDE:

- +** Oracle E-Business Suite Health Check
- +** Operational Readiness Assessment

▶ BENEFITS

- +** Using an external company to engage with the leadership team and other key employees in workshops helped to get buy in, across the organisation, to the idea of a potential journey to Cloud. This has created a new conversation among leaders across The Council that will move the organisation forward.

Why Inoapps?

The Council established contact with Inoapps, as an experienced Oracle partner, to have an independent open discussion about the journey to Cloud. A good rapport was established at that time and a lasting impression was made. Subsequently, Inoapps was one of the businesses asked to tender for the EBS Health Check and an Operational Readiness Assessment when the project arose. Inoapps was eventually selected to complete the project following a formal procurement process.

"Our experience of working with Inoapps has been very positive and I wouldn't hesitate to recommend them. Their consulting team was very attentive and engaging during the workshops. They asked good questions, heard what we were saying, reflected and, crucially got buy-in to the process across the board. Consequently, we have identified the options for our IT systems and started a new conversation that will help us to move our IT strategy forward."

Alasdair Bullivant

ICT Business Applications Manager,
Solihull Metropolitan Borough Council

