

## **Blueprint**

Health

**The challenge for  
business and support  
services organisations  
in the 21st century**

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### The challenge

The challenges for business and support services organisations today are many, including:

- the need to measure, monitor and ultimately improve project profitability
- refining business processes to manage change through growth, acquisition & consolidation, while all the time looking to minimise risk
- balancing service mix in order to maximise opportunity
- the delivery of timely and accurate information to support business decisions
- strong financial control including reliable, forecastable earnings, effective billing and cash collection
- delivering to customer expectations, extending contracts and winning new business
- investing in your people to maximize utilisation, satisfaction and retention exploiting Excel and eMail

Organisations operating within the sector are often faced with periods of dramatic change, which may come in the form of merger, acquisition, business diversification or perhaps rapid organic growth through new contract wins.

Customer satisfaction and project profitability may seem to be diametrically opposed ideals but addressing both of these needs is the real key to success.

Whether it's through improved financial control, the streamlining of business processes, the introduction of new service mixes, on-going investment in people, improved utilisation rates or simply offering more to value to customers than the competition, organisations need to find a way to stand out from the crowd in order to retain existing customers, improve current contract lengths and win new customer contracts.

At Advanced Business Solutions (ABS), we can help you meet the challenge.

### Meeting the challenge

We recognise that 'one size does not fit' all which is why the Business Services Suite has been developed to meet the specific requirements of business and support services organisations.

The Business Service Suite is a set of applications that helps to streamline your 5 main business processes:

- contract / project - inception to completion
- account to report
- order to cash
- purchase to pay
- recruit to retire

This business sector is increasingly driven by a particular focus on managing personnel and workforce costs, productivity, monitoring cost centres and project-orientated operations. In ever competitive trading conditions, virtually every organisation we work with is sensibly seeking to optimise company resources while maintaining vital operating margins.

Our expert client-focused teams have in recent months seen renewed emphasis on financial controls as group level overheads come under greater scrutiny. All sizes of organisations are now able to widely deploy business management and analytics tools that were once seen as the preserve of large enterprises alone.

Large service providers' demands for more sophisticated workforce productivity and new project or costing models are being met by Advanced Business's continuing innovations in People Analytics and Business Intelligence tools.

For instance, ABS' analytical solutions enable the business to identify, monitor, analyse, report and act upon the real drivers behind corporate and financial performance, thus effecting the bottom line. By identifying trends early, the business can be pro-active and thought-leading rather than simply reacting to change.

# Blueprint

## Health

### Delivering results

Being in a position to recognise, identify and adapt to these challenges in a rapid and effective manner is essential in order to retain a competitive edge in a market dominated by shareholder pressure to increase profitability, customers demanding higher levels of services and an increasingly competitive, lower margin environment.

At ABS, we have a reputation for successfully delivering effective business solutions, on time and within budget, to organisations that deliver a mix of business services – from outsourced maintenance to business consulting.

The delivery of real, measurable benefits is intrinsic to all ABS' implementation projects. Before any project commences, the current activity levels, workload and costs are examined and the expected business benefits are documented so they can be tracked and measured throughout the project.

We have a unique blend of experienced, sector-focused consultants covering technical and application areas with particular strengths in delivering results integrating data between disparate systems. The experience they have within your business sector enables them to offer advice on best practices and the way in which your processes map to our solution.

Our commitment to results has led to many customers achieving real, measurable savings including:

- 45% savings in monthly reporting time and costs through compressed processes
- 60% savings through reduced transaction costs in the procurement cycle
- 55% savings in faster, integrated billing cycles
- 30% savings in reporting effort through rapid and focused information delivery

With ABS, you have a partner committed to delivering real benefits to your organisation.

### What about return on investment?

In addition to cost savings, rapid return on investment needs to be based on a cost effective solution that delivers against your business challenges. ABS' Business Services Suite is tailored specifically to the needs of your sector, with many of the required business processes inherent within the overall design of the application. This focused and nimble approach allows you to adapt your system as your organisation changes. The solution is extremely cost effective and is a stark contrast to the complex, one size fits all approach of other suppliers in the market.

### What are our credentials?

The ABS Smart Business Suite is currently implemented at over 4000 organisations making us the leading supplier of business solutions to the UK services sector.

Our user community includes a broad range of project centric organisation, demonstrating our scalability and flexibility not only with regards to the types of organisations using the Suite (ranging from £5m turnover to £2bn turnover) but also the type of contracts / projects focused around the business.

Our customers are seeing real benefit in implementing the Smart Business Suite. Through the implementation of our electronic process management tool we are able to help streamline your 5 main business processes:

- contract / project - inception to completion
- account to report
- order to cash
- purchase to pay
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These processes are underpinned by a strong business analytical solution that provides a powerful report pack designed to deliver all of your key business management reports together with an executive dashboard specifically designed to identify and highlight both user-defined and sector standard business performance metrics. By providing users

# Blueprint

## Health

with easy to understand information that is accurate, timely and, importantly, is specific to their area of the business, the Smart Business Suite supports a more effective management decision process.

### ABS' commitment to you

ABS' commitment to you is to deliver solutions focused to your needs by working with customers in your sector ensuring continual developments are made to enhance and improve the solution that they have invested in. Working with customers in partnership to explore areas where external and internal costs can be minimised, whilst still continuing to improve the quality and responsiveness of the service being provided to your organisation as a whole.

### What do our customers say?

The view that finance is the province of the accounts team alone is now well out of date. Everyone accepts that business executives need to understand the financial impact of the decisions they make, so old barriers have to come down. A financial system such as OpenAccounts can play an important role in this process. If you have the right financial information at your fingertips, you can maximise business opportunities and at the same time tackle problems at an early stage.



The reduction in time spent was incredible. We could easily be looking at five days to process an invoice, once the information had been collated from the fee earners. Now we're looking at a 24 hour turnaround.



CB RICHARD ELLIS

RAC expects the new system to deliver six-figure sum savings within the next eighteen months. There are going to be big savings in terms of absenteeism and turn over and it doesn't take much improvement in these areas to bring lots of benefits.



the driving people

RAPRA has achieved time and cost savings across a number of previously complex and time intensive financial administration processes, including a reduction in the time it takes to get an overall income figure by nearly 90%.



A Smithers Group Company

## About Business Solutions

Advanced Business Solutions, an Advanced Computer Software Group plc company, provides leading integrated business applications and services that enable public, private and third sector organisations to retain control, improve visibility and gain efficiencies whilst continually improving corporate performance. It's award-winning software systems comprise core financial management, procurement, human resource and payroll systems, integrated with a range of collaborative, document management and business intelligence solutions. It also provides managed and bureau service options.

Advanced Computer Software Group plc is the UK's leading supplier of software and IT services to the health, care and commercial sectors. It comprises 3 main divisions and has 7000 customers and 800 staff worldwide.

## For more information

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