Case Study

Assist
AN ESCONE SOLUTION

LHP Lincolnshire Housing Partnership

Escone Consulting Project Management with Escone Assist:

Software Upgrade and Re-Implementation

Gaps in knowledge
Lack of subject matter experts

Finance team less stretched
Dedicated non-finance resource

Super User assistance needed
Reallocation of system admin role

CLIENT CHALLENGE

In 2020, Escone Solutions were approached by the Lincolnshire Housing Partnership (LHP) to provide consultancy and project management for the re-implementation of their OpenAccounts company. This incorporated a software upgrade and redesign of the financial application including new workflow processes and new Optical Character Recognition (OCR) functionality.

This was a challenge as their system configuration was not fit for purpose and creating a lot of laborious manual tasks and many of their month end processes were inefficient and required streamlining.

Escone in partnership with LHP identified areas which could be improved and enhanced. Together recognising processes that could be consolidated across the business which allowed for the capabilities of OpenAccounts and eBIS to be fully utilised.

THERE MUST BE A BETTER WAY?

Our solution...

In April 2020, Escone Solutions took on the role of project managing the implementation from the client side bringing in our knowledge and experience of the software and how it can be used across several different industries. This allowed the LHP finance team to carry on their day-to-day roles without having to free up a large amount of resource to do with the project management. LHP had full trust in the Escone team to manage the internal project resources and to liaise with all third parties on their behalf.

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WHAT WE DID

- Discussed and documented process requirements with client in detail
- Identify and document project tasks and ensure they're being completed
- Monitored assigned actions
- Full project documentation provided to all parties involved at each stage
- Provided regular project update reports to client stakeholder
- Chaired and provided minutes to all project meetings
- Fully managed Change Control process in association with the software vendor
- Implemented Escone Assist Helpdesk
- Ensured continuity of financial system during transition to new infrastructure environment
- Introduced a centralised, dedicated point of contact for support

ADDED VALUE

- Reduced risk to the business with access to experts with years of product experience
- Improved project controls through scope management and efficient delivery
- Improved processes to external audit standard
- Understanding and management of relationship between client and software vendor
- Freed up finance team by removing system admin burden
- Improved resolution times
- Measurable performance through KPI reporting
- Introduced efficient helpdesk process
- Gained confidence in support process

HOW DID IT GO?

"Escone worked closely with the LHP project team, the software vendor, and the wider user base to successfully implement the new financial company build on time, ready for processing on day one of our new environment. This was then followed up with the implementation of their Assist Helpdesk, allowing LHP to benefit from continuing support with the confidence that the Agents supporting us have detailed knowledge and experience of our products, our site, and our people.

With Escone now providing our Business-as-Usual systems support, as well as playing a vital role in our ongoing project work, LHP are glad our financial systems support is in good hands."

Katie North
Head of Finance - LHP

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