

Innovative use of core applications to enable & catalyse new ways of working and improved workflows

Identifying a single source of each truth and using it everywhere, even in a non-ERP environment

The Problem

- Multiple systems holding similar data
- Vicious circle of limited use of key data sources, with a subsequent lack of care in maintaining them
- Substitute 'systems' to work around poor quality data, exacerbating the problem
- High effort to maintain

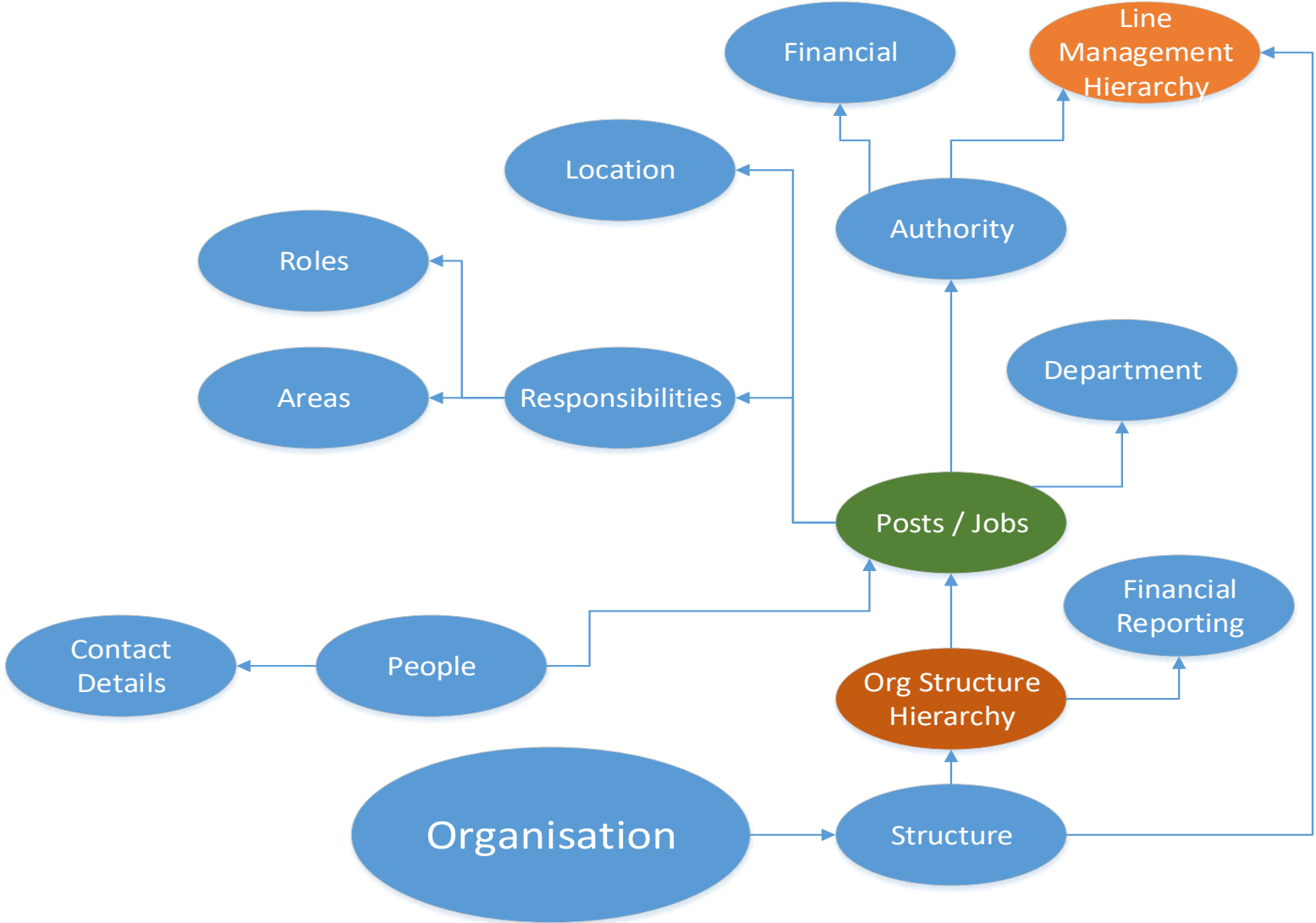
- Customers frustrated and resources wasted

How to tackle

- Identify what really *should* be the repository for key data categories
- Don't be put off by current poor data quality in that system
- Start integrating
 - Identify links
 - Work incrementally
 - Build momentum
 - Gain buy-in
 - Piggy-back other projects

Our Journey So Far – Organisation Data

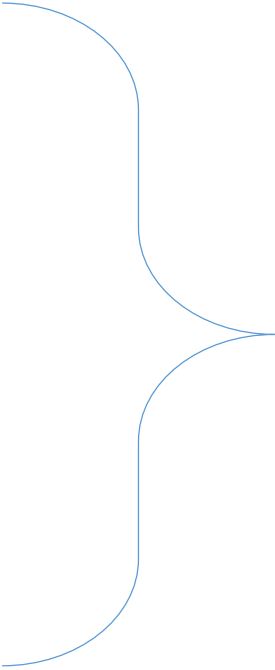
- Organisation Data
- Housing System
 - Finance System
 - Intranet
 - Who's Who (Alice)
 - Telephone / Presence System
 - Spreadsheets (Lots!)
 - HR/ Payroll System
 - Active Directory
 - MS Exchange
 - Data Warehouse



One source?

- Active Directory?

- People
- Job titles
- Contact details
- Permissions
- Line management
- Location
- Spare fields
- Telephone number ?



NO!

HR System

- Org Structure Functionality
- Posts
 - Job titles
 - Position in structure
 - Line manager
 - Ability to add extra fields
- People

1st Integration – Active Directory

- Primary / Foreign Key - Either put the Employee number in AD, or the AD username in HR
- Nightly feed – SSIS / PowerShell
- Job Title
- Department
- Line Manager
- etc.

2nd Round – AD onwards

- Exchange (no effort - it just works)
- Call Manager / Jabber
- SharePoint
- Who's Who

3rd Round – HR SSO onwards

- Single Sign On for HR Staff, Managers & Employees in ResourceLink
 - Expenses, Holidays, Sick etc.
 - Help in improving forms & processes helped to build rapport
 - The point that buy-in really started 😊
-
- Extension to provide SSO and user creation / updating in Learning Management System (Kineo Totara - Moodle based)

And then it went big!

- Single Organisational Structure Concept
- The Org Structure from HR would be used for reporting in Housing Operations and Finance
- No more reporting discrepancies between departments

The logo for PEBBLES features a large, blue, circular letter 'P' on the left. To its right, the word 'EBBLES' is written in a bold, dark blue, sans-serif font. The entire logo is set against a background of light blue, concentric, wavy lines that create a ripple effect.

And HR post data?

- Data held regarding a post could be used to drive: -
 - Workflow
 - Authorisations
 - Escalations
 - GDPR compliant data segregation in reports
- New employees simply inherit the attributes of the post they are appointed to

The Leafy Tree...



'Hierarchies' – integration with Housing (Aareon QL)

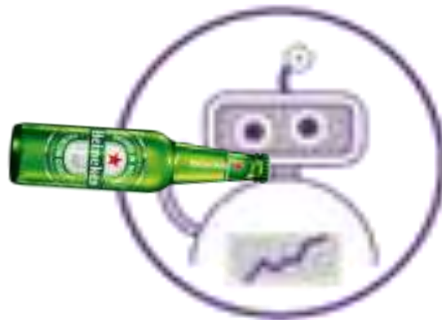
- Organisation Structure
- Line management (workflow)
- User creation & details
- Who does what – for every single property
 - Court Manager
 - Patch Manager
 - Regional Manager
 - Surveyor
 - Property Services Manager
- Permissions
 - Per court / patch / region
 - By role

'Hierarchies' – mobile working (1st Touch)

- Job role
- Line management (workflow)
- User details
- Permissions
 - Per court / patch / region
 - By role

Where next?

- Auto-creation of AD accounts
- So far we've been using SQL Server Integration Services, vendor-approved API's, scripts etc.
- Robotic Process Automation
 - Removes reliance on vendor APIs / vendor approval



RPA refreshes the parts others cannot reach