



THE ERP TODAY AWARDS & FUNDRAISER

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NHS CHARITIES
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**WINNER**

TRANSFORMATION PROJECT OF THE YEAR

SOCIAL WORK ENGLAND

Social Work England (SWE) is a specialist regulator focussed on enabling positive change in social work. SWE is taking a new approach to regulating social workers in their vital roles. SWE believes in the power of collaboration and shares a common goal with those it regulates — to protect the public, enable positive change, and ultimately improve people's lives.

SWE is a relatively new organisation and the tools it had in place did not support its ability to meet strategic goals, provide audit compliance and, most importantly, support the growth and development of its staff. For this reason, SWE's project scope spanned across all of finance, HR, and commercial processes, giving the benefit of full end-to-end integration.

SWE chose Embridge Consulting to deliver a system which would meet their ambitions as a fast growing organisation and meet their operational needs as well as their strategic objectives. SWE wanted to deliver quickly, to start utilising these benefits as soon as possible and maximise the ROI. As SWE is a young organisation and felt its business processes were fairly standard, it decided that a very aggressive project timescale (six months for Finance, Payroll, HR) could be achieved by sticking as close to Embridge's standard Public Sector (PS) Industry Model as possible.

Delivering these benefits within this aggressive timescale (Oct 2020-April 2021) was a huge challenge and SWE was mindful of the impact on people's wellbeing. Working collaboratively with Embridge Consulting, the mental health impact on project team members was always considered. SWE utilised the 'three emotional regulation system' (Soothing, Achieving, and Threat emotions) which identifies emotions and the physiological impact due to release of hormones as

part of our natural response mechanisms. Through this, they managed the different trials and tribulations of the intrinsic project effects as well as the extrinsic impacts such as COVID on its staff members. SWE calls this the 'Survival of the Kindest' and had a weekly section during their project meetings to emphasise it and deliver tips and techniques. This was developed further to create the project values – "Remain in the present – Collaborate openly and honestly – Kindness to yourself then others".

This, combined with the technology, enabled SWE to collaborate remotely and gave them the success they needed to successfully deploy on time and within budget. SWE invested in a series of change management activities aimed to bring their audience along with them every step. These included weekly company presentations, communications via email, intranet, Yammer, demos, training courses, and drop-in sessions.

With the support of Embridge Consulting, SWE moved from an organisation that struggled to do basic activities with their finance system to completing activities in seconds. This has had a huge positive impact on people's working lives; every process is now simple. SWE has also cleared open audit actions and is well on its way to achieving its strategic goals. This was only possible by having a team that were empowered and were brave in their actions, by structured change control, collaborating openly, and treating each other with kindness.

SWE now plans to build on this success by exploiting the use of the reporting dashboards and workspaces available, and ensure the hard work developing the core system is realised in information available to make decisions, supporting strategy and people now and in the future.

HIGHLY COMMENDED

COMMENDED

FINALISTS

DEPARTMENT OF HEALTH
AND SOCIAL CARE

The **Department of Health & Social Care** (DHSC) is the department of state responsible for funding the UK National Health Service (NHS). The DHSC has been on the front line of the COVID-19 response, acting across a range of policy and procurement tasks, including the critically important supply of personal protective equipment, ventilators, and vaccines to the NHS front line. In March 2020, the DHSC was preparing to implement a cloud-based Microsoft Dynamics (D365) ERP solution to deliver finance, purchase-to-pay, and HR systems, replacing a time-expired legacy solution.

As the pandemic took hold it became clear this D365 implementation was at risk, with the UK moving into lockdown a week before the scheduled go-live. The decision was taken to delay go-live, due to a belief that an ERP solution could not be deployed by remote working, especially given DHSC's lead role in the pandemic response.

The programme leadership took stock and decided to exploit the strong team ethic and partner relationship with Hitachi Solutions that had been built during the inception, elaboration, construction and transition phases. Responsibilities were clarified and new ways of working developed to enable a remote implementation by users working from home. Additional cycles of testing and data migrations were performed, operating under improved governance to compensate for remote working. This was achieved against the backdrop of DHSC leading the pandemic response with greatly increased procurement and finance activity, while HR appointed 4000 new starters over this period. A 'One-Team' reporting and governance ethos and structures enabled the group's belief in a common purpose to flourish. Meticulous preparations for go-live resulted in 99.23 percent successful UAT completion, whilst data accuracy of 99.997 percent was achieved.

Despite remote working, and the pressure on DHSC procurement, finance and HR teams to deliver DHSC leadership of the pandemic response, a successful go-live without major incidents was achieved, and due to close cooperation with the Cabinet Office procurement team, zero disruption to COVID-19 critical activity

WELSH
WATER

Dwr Cymru Welsh Water (DCWW) supplies drinking water and wastewater services to most of Wales and parts of western England. It is responsible for providing support to around 1.4 million households and businesses and over three million people who depend on the company for continuous access to water. In total, it supplies nearly 830 million litres of drinking water per day.

Welsh Water's 1,000 strong field engineering teams play a vital role in ensuring great services for customers. Below ground they monitor and maintain a network of thousands of miles of both clean water and wastewater pipes, pumps and other engineering assets, keeping them fully operational. This highly skilled workforce is critically important to the way Welsh Water is viewed by its customers as they are on the ground and working within the local communities to make a difference.

Welsh Water's existing, legacy IT tools impacted its ability to provide high levels of service and achieve its ambitions or regulatory commitments as they were increasingly unfit for purpose and reaching end of life. Welsh Water asked its long-term strategic partner Capgemini to review its options and to define and deploy a transformational 'Digital Field IT' experience to achieve game-changing improvements in asset resilience, operational efficiencies and compliance with commitments made during Ofwat's AMP6 financial settlement. Welsh Water selected Capgemini for its mix of strong organisational change skills, intimate knowledge of Welsh Water's SAP estate, SAP Work Manager expertise and experience and strong agile delivery methodology credentials.

Welsh Water and Capgemini designed, built and deployed a cloud based version of SAP Work Manager across several go-lives during 2020, transforming the ability of 1,000+ engineers to access, capture and share data to boost the capabilities of its frontline field force teams, unlocking benefits for users, customers and the business. This new data for each asset has transformed DCWW's ability to plan and schedule its maintenance programmes much more efficiently and how best to deploy teams on the ground. DCWW now has a single, streamlined, easy-to-use solution at the heart of its field force's day-to-day operations.

ELECTRICITY
SUPPLY BOARD (ESB)

ESB operates across the electricity market: from generation, through transmission and distribution to supply. In addition, ESB extracts further value at certain points along this chain: supplying gas, using its networks to carry fibre for telecommunications, developing electric vehicle public charging infrastructure and more. ESB's mission is to bring sustainable and competitive energy solutions to all customers.

A key component of ESB's Brighter Future strategy is a digitally enabled organisation. ESB implemented Project LEAP to upgrade its entire ERP platform and create a digital core that would be a cornerstone in the delivery of its strategy.

LEAP is the first of three intended upgrades to SAP's S/4HANA platform across the ESB Group. The upgrade future proofs ESB's ERP requirements for at least the next fifteen years. It was focussed on delivering transformation of business processes across finance (FMIS), payroll & HR (PHR) and networks' asset & work management (ARM & IWM). The project also implemented SAP SuccessFactors and SAP Concur, transforming how employees can engage in finance, HR, networks & supply chain processes with mobile enabled digital capabilities and enhanced and digitised self-service HR processes such as has learning and development and time and expenses management – processes that previously had been manual.

LEAP transformed the ESB employee experience across core business processes within ESB's finance, HR and networks, through automation, self-serve, and the delivery of training and user adoption across SAP's S/4HANA digital platform. Not only did the project deliver the strategic, digital and financial benefits it set out to achieve, it did so in a unique set of circumstances. The first implementation of SAP S/4HANA v1909 in EMEA was delivered through remote working as a result of COVID-19 mid-flight (March 2020 through to conclusion in May 2021). Its successful repeatable delivery model will be used as a base case for two further S/4HANA upgrades in ESB Group. An enhanced user and adoption experience is also already being embedded in new projects.

Project LEAP has modernised ESB's ERP platform which is now in sync with the modern digital environment in which it operates.

M GROUP
SERVICES

MGroup Services delivers a range of essential infrastructure services within the water, energy, transport and telecommunication sectors in the UK & Ireland.

'Fusion 2020', M Group Services' strategic business transformation programme, is designed to deliver '20/20 vision' to the business and enable future growth by replacing several ageing finance, HR and payroll systems with a single fully-integrated ERP solution. The Group engaged experts from Lumenia Consulting to facilitate a best-practice selection process, resulting in the decision to implement Oracle Cloud, covering ERP, SCM, HCM and payroll, with Evosys as system integrator.

The programme began in April 2019, with the first modules going live a year later in April 2020. A phased approach has since rolled out HR, payroll, finance, procurement and Evosys-developed CIS modules across the various Group businesses. The Group has transitioned HR and payroll processing for 90 percent of its people onto Oracle Cloud, while the Finance and Procurement modules have been deployed to approximately 75 percent of the Group. Following these successes, MGroup expanded its scope to include the Oracle inventory and projects modules and Oracle Planning and Budgeting Cloud Service (PBCS) for budgeting and forecasting. An integrated time and labour solution is also being planned.

The programme is already delivering significant benefits. Data which was fragmented across multiple systems and sources has been consolidated within the ERP, reducing risks associated with ageing legacy applications, data duplication and manual spreadsheets. Improved confidence in the data has already driven better-informed decision-making across the Group's businesses.

Fusion 2020 has enabled M Group Services to standardise and streamline key business processes. It now follows standard procurement and accounts payable processes, enabled by ERP automation replacing disparate processes and systems.

Modern, accessible and user-friendly interfaces such as Oracle's 'Employee Self-Service' toolkit has also empowered employees and managers to manage their own personal information. They can now submit and approve leave requests electronically, without unnecessary form-filling, paper-trails or process hand-offs.

The Oracle roll-out is scheduled to continue through to the end of 2021, and potentially beyond as further acquisitions and additional functionality are brought into scope.

FINALISTS

ABRDN



Standard Life Aberdeen's (SLA) strategy is to deliver client led growth. In April 2021 it announced its intention to change its name to abrdn plc as part of a new, digitally-enabled brand for all of its client-facing businesses globally.

ABRDN's finance transformation scope consisted of a two year project to transform a fragmented, costly and aging finance function. It was replaced with a transformed global world class Onefinance capability.

The project commenced in February 2020, with a planned UK go live of October 2020. This was already a demanding timeline for a full transformation and systems implementation across a huge process scope. COVID restrictions were put in place the month after the project commenced. Not a single deadline was missed and the project go-live target of October was met.

By May 2021 this was implemented across the 180 entities within the UK business along with design and system integration testing completed across a further 90 entities throughout the other 26 countries that SLA operates in (APAC, EMEA and Americas regions). Those remaining elements of the project are on track to go-live in September 2021.

The fully integrated cloud base Oracle ERP and EPM system creates a significantly leaner organisation with high levels of automation and an intelligent data layer that will enable SLA to take the lead on insight generation. The system supports: procure to pay, order to cash, acquire to retire, record to report, financial planning and budgeting, allocations, master data management and a financial data warehouse. All of these provided a foundation for a new operating model designed across the finance function.

The benefits included new end to end automated controls, movement to a 'no PO no Pay' policy, providing detailed commitment and spend insight and up front approvals and new chart of accounts and a single source of truth across the ERP, EPM and finance data warehouse. There was also a reduction in the month end timetable - moving from 14 to 8 day close and new investment management vector revenue and cost reporting insight allowing ABRDN to report on their true business drivers.

STATE STREET



State Street Corporation is a US-based financial services and bank holding company headquartered in Boston with operations worldwide. It is the second-oldest continually operating US bank.

The State Street Phoenix Programme is a financial transformation programme centred around the implementation of Oracle Cloud ERP for the EMEA part of the State Street business. The vision for Phoenix has been to enable EMEA Finance to become a data-driven finance organisation through standardisation, resilient finance technology and improved controls. Accenture was selected by State Street as its implementation partner in early 2020 and Phase 1 of the Phoenix Programme went live in May 2021.

The Phoenix Programme has delivered business value in multiple ways. It has facilitated the implementation of new business processes, including procurement and expenses and supporting business restructuring. It has defined a roadmap for moving the rest of the business onto Oracle Cloud from legacy on-premise. Additional benefits include providing modern, leading practice business processes supported by a user-friendly interface, maintaining SOX and regulatory compliance via Oracle Risk Management and ensuring end to end financial controls meeting strict regulatory requirements for a custodian bank. It also provides enhanced financial insight and reporting, integrated, real-time financial reporting for the 11 countries that have migrated and daily reconciliations with core general ledger. An innovative 'interim' expenses solution allows State Street to make a controlled migration to its new (Oracle) expenses solution whilst continuing to pay employee expense claims. It has also allowed the de-commissioning of legacy accounting platforms as part of a global finance transformation.

Programme Phoenix has unlocked a wealth of opportunity for State Street by using Oracle cloud SaaS technology as the basis to transform and enhance their business. State Street has already commenced the second phase of the programme, armed with the experience of their successful first phase. In addition to a new Oracle Cloud ERP platform for their EMEA business, phase 1 of the programme has set State Street up to realise even more business benefit in the future.

FINALISTS

WARNER MUSIC GROUP



With a legacy extending back over 200 years, Warner Music Group today is home to an unparalleled family of creative artists, songwriters, and companies that are moving culture across the globe. Warner Chappell Music - which traces its origins back to the founding of Chappell & Company in 1811 - is one of the world's leading music publishers.

Employees have always been a huge focus at Warner, even more so during the pandemic. A key element was going live with Workday's digital learning platform to support its remote workforce and session offerings, and transform its employee experience.

Ongoing learning sessions delivered via Workday Learning provided support to employees and managers, including specially curated digital sessions on remote working, leading teams remotely and challenging biases during hiring and managing teams. Warner also offered 'Wellbeing Coaching' virtually for employees who require extra support, as well as a new caregiving leave to support those caring for children, elderly relatives, alongside flexible working options. Its employees took part in over 400 hours of piano, 100 hours of yoga and pilates, more than 50 hours of virtual collaboration for the Warner choir and 10 hours each week for its new guitar lessons.

Through Workday, Warner also conducted regular 'Pulse surveys' to check the sentiment of the organisation for virtual working, technology issues, transition back to office/hybrid working. 71 percent of employees are satisfied or very satisfied with the WFH experience. 89 percent of respondents felt they were either more (28 percent) or equally (61 percent) productive working from home. 72 percent of employees are satisfied or very satisfied with technology while WFH. Warner also instigated several initiatives to offer additional support, including Virtual Wellness Week, providing content on topics across physical activity, creativity, nutrition, family and financial and mental health guidance.

Warner focussed communications on Children's Mental Health Week by providing guides/illustrations and also gifted over 60 Happy Self Journals for parents to use with their children. It trained an additional 35 mental health first aiders since the pandemic started (with MHFA England) bringing its total number of trained MHFA to 55 employees.


WINNER

ERP VENDOR OF THE YEAR UNIT4

Unit4's next-generation enterprise solutions power many of the world's most people-centric mid-market organisations. Its state-of-the-art cloud platform, ERPx, brings together the capabilities of financials, procurement, project management, HR and FP&A onto a unified cloud platform that shares real-time information and is designed with a powerful, people-centric approach, so employees can benefit from better insight and become more effective and increasingly engaged. It supports rapid and continuous change while delivering individualised fit for customers at scale, delivering the right tools to unify the processes across their organisation, and connect their people.

Serving more than 6,000 customers globally, Unit4's vision is to build a world-class people-centric ERP business, with a purpose to deliver an extraordinary people experience for the 6,000+ services organisations it serves. The company's goal to accelerate cloud growth to >65 percent of revenue in three years, is supported by the announcement of a successful growth buyout by TA Associates for \$2.15bn.

Since Mike Ettling joined as CEO in 2019 the company has transformed across the board and opened new avenues for growth. 2020 saw Unit4 achieve significant milestones in its three year strategy to transform both the business and its technology proposition. Cloud bookings growth was 43 percent (YoY) for the full year and 82 percent (YoY) in Q4, with annual recurring revenue from cloud up 20 percent for the year. Cloud subscription revenue grew 15 percent to \$119.9m FY 2020. The company reported 18 percent growth in total bookings (YoY) for the full year and achieved its pre-COVID EBITDA commitment.

Last year Unit4 announced ERPx, the biggest product release in its 40 year history, and the result of significant investment to deliver a modern, modular multi-tenant cloud ERP. Its launch coincides with growing demand from organisations for more agile ERP solutions that

enable them to accelerate digital transformation.

Unit4's people-first approach means it takes every opportunity to build an inclusive and sustainable society. It says it strives to improve and enrich people's lives through all its business operations. Its social responsibility mission is guided by three pillars which are linked to the United Nations Sustainable development goals: education and employability; health and wellbeing and environmental sustainability.

It has defined its first set of commitments around people, planet and communities. Over the course of a year, these new commitments have enabled Unit4 to reach Bronze level on EcoVadis, the world's most trusted business sustainability ratings.

Its culture of freedom and ownership includes unlimited leave policy since 2019, and 1 percent time enables employees to have three days a year to volunteer in local communities. It also provides training on diversity, inclusion and unconscious bias and offers opportunities for everyone to develop skills and capabilities through training and e-learning. Its virtual learning festival focusses the mind on learning which could help its people to build resilience, new skills, and mental agility. Its Fit4U initiatives help employees stay fit mentally and physically, providing mental health support and dedicated app Planet.

Cloud software is already carbon neutral and will be 100 percent powered by renewable energy by 2025. By the end of 2021, Unit4's office consumables will be sustainably sourced and recycled, and it will introduce a recycling scheme for its hardware and electronic appliances. Starting in 2021, it is planting thousands of native trees in South America, Africa and Asia. Each tree contributes towards protecting local biodiversity. Finally, by 2021, the company will embed sustainability in the sourcing and procurement processes, enabling its suppliers to be socially, legally, and ethically responsible.

HIGHLY COMMENDED

SAP



SAP is a market leader in enterprise application software, helping companies of all sizes and across all industries run at their best: 77 percent of the world's transaction revenue touches an SAP system. Its machine learning, Internet of Things, and advanced analytics technologies help turn customers' businesses into intelligent enterprises. Its suite of applications and services enables best-practice, end-to-end business processes across 25 industries helping business and public customers to be resilient, operate profitably, adapt continuously, and make a difference.

SAP's core strength lies in the business processes that are at the heart of successful transformation. Further, it has made massive investments in innovation and integration with the SAP Intelligent Enterprise Framework, which supports end-to-end processes, across all lines-of-business and industries. It is modular and composable in nature but pre-integrated so companies can start where they need, knowing that they can quickly adopt proven business processes infused with intelligent robotic process automation, machine learning and embedded analytics. At its heart lies a completely reinvented digital core – SAP S/4HANA.

The platform ensures companies can integrate their SAP applications with the rest of their estate, extend or build entirely new applications and analytics. This approach is enhanced by the new RISE with SAP offering which simplifies contracting and provides concierge services for business transformation and transitions to cloud computing. SAP says the Intelligent Enterprise Framework is the only offering on the market providing an integrated approach to recording, automating and analysing material, financial and environmental flows across the enterprise and its business partners.

All of this is built upon SAP's purpose to help the world run better and improve people's lives with sustainability at the core. It says its objective is to create a positive economic, environmental, and social impact worldwide. In November 2020, SAP was named the software industry leader in the Dow Jones Sustainability Indices (DJSI) for the 14th consecutive year. SAP is driving holistic steering and reporting as a key focus area. Through its Climate 21 and other programmes focussed on the circular economy, SAP provides offerings that help customers advance their own sustainability performance.

COMMENDED

IFS



IFS technology is engineered to accelerate innovation, drive efficiency and control, and reduce costs while empowering businesses to tackle the burden of technical debt and embrace new technologies to better serve their customers.

Its customers manufacture and distribute goods, build and maintain assets, and manage service-focused operations. Organisations such as Carlsberg, Rolls-Royce and the US Navy turn to IFS for its expertise across the five industries it serves.

IFS has been through a period of transformation since CEO Darren Roos took the helm in 2017. But in 2021 it re-branded and re-positioned, launched a new product it says is unique to the market, and continued to put its customers first in everything it does.

The launch of IFS Cloud, which was the most significant in the company's history, brings IFS' depth and breadth of functionality into a single platform. Deployable in a modular way, on-premise or in the cloud, it not only supports a composable enterprise but, with digital innovation natively part of the product, it also accelerates digital transformation.

IFS is also committed to its people, and diversity and inclusion is a huge part of that. It appointed two women to its Board of Directors in the last three months, Jacqueline de Rojas, and Hanna Jacobsson. Additionally, last year IFS launched a mentoring scheme called 'Challenger Women' to maintain the momentum of women in leadership roles within IFS. At IFS, 35 percent of staff are female, 10 percent above the tech industry average. It is also the second largest employer in the Sri Lankan IT sector where 40 percent of employees are female. It has also introduced programmes such as nursery provision, transport to/from remote locations and split hours that support the female talent pool.

Elsewhere IFS launched its multi-year sustainability initiative in April 2021. This outlines its commitment to diversity and inclusion reducing its carbon footprint, encouraging its employees to give back to their communities with a free CSR volunteer day and fundraising for the IFS Foundation. It also appointed Lewis Pugh, the UN Patron of the Oceans as Sustainability Ambassador. It has also launched the IFS Change for Good Sustainability Awards to recognise sustainability excellence within its customer community, at both a business and individual level.

FINALISTS

FINANCIALFORCE



FinancialForce accelerates business growth with customer-centric ERP, Professional Services Automation (PSA), and Customer Success Operations solutions. FinancialForce enables organisations to see their customers in full colour, enabling them to unlock insights, deliver innovative experiences, run a digital business, and achieve agility and resilience.

Since its founding in 2009 as one of the first ISVs on the Salesforce platform, FinancialForce has a strong history of innovation, bringing to market ERP Cloud and Professional Services Cloud offerings that are now used by 1,400 organisations worldwide. During COVID-19, FinancialForce helped customers experiencing economic strains or requirements to scale for remote environments. The company also introduced Risk Tracker, a new free technology for the Salesforce Community through AppExchange, to help organisations identify and manage risks from disparate data sources that otherwise might be missed.

Here's what some customers say about FinancialForce: "With real-time tracking of projects and clear visibility into monthly P&L, FinancialForce has given us a new level of insight into our performance." – Daniel Isserow, Head of Finance, Willow.

"By better capturing customer data, we've boosted organisational efficiencies and saved approximately 38 hours per week. Plus, it's brilliant having a single-entry point for various currencies." – Beulah D'Souza, Senior Finance Manager, George Clinical.

FinancialForce's core values centre on inclusion, diversity, and giving back to the community. Through FinancialForce4Good and FinancialForce4Inclusion programmes, employees have led workshops on issues affecting Black, Asian, LGBTQ, and other communities, activities addressing unconscious biases and how to be allies, and support for charities.

A recent 'Boycott Your Bed' campaign in the UK raised awareness for impoverished children, youth, and families who don't always have a bed to sleep in.

EMEA General Manager Stewart Monk serves on Salesforce's Ecosystem Equality Partner Advisory Board, advising other ISV Salesforce partners based on his experience mentoring members of the LGBTQ community in tech, and supporting diversity in hiring. Employees are given paid days off for individual FF4Good and FF4Inclusion activities, actively sharing their ideas and experiences with other employees.

INFOR



Infor is a global enterprise that provides software products for every aspect of a business. Infor builds complete industry suites in the cloud and deploys technology that puts the user experience first, leverages data science and integrates easily into existing systems. Over 67,000 organisations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation. The latest Infor strategic partnership with Amazon Web Services (AWS) provides customers with a sustainable operational advantage across multiple industries.

Not one-size-fits-all, Infor's portfolio of enterprise resource planning (ERP) solutions support specific industries, from process and discrete manufacturing to public sector, retail, and healthcare. Infor CloudSuite software has ERP at its core—ready for the last mile, and ready to help SMBs and enterprise organisations take advantage of the business benefits of cloud. Infor CloudSuite solutions can be implemented without need of any customization. Plus, all the resources and equipment needed to get up and running are handled by AWS. This enables much faster implementation time than with typical on-premises solutions.

Because Infor supports compliance at the application level and AWS maintains high compliance standards for the underlying infrastructure, Infor CloudSuite customers gain an advantage in complying with detailed industry standards, such as ITAR and HIPAA.

Infor CloudSuite also helps ensure business continuity in the face of the most challenging disaster recovery scenarios. Its solutions can be distributed globally across AWS data centres, plus AWS offers sophisticated global failover capabilities.

Elsewhere Infor says it aims to help companies implement sustainability programmes and encourage traceability. For example, its Go Green initiative educates customers on how its software can help them achieve their sustainability goals. This includes reducing energy consumption through Enterprise Asset Management (EAM), decreasing carbon footprint through Supply Chain Management (SCM) and using Product Lifecycle Management (PLM) to minimise landfill waste and the environmental impact of product manufacturing.



WINNER

TRANSFORMATION TEAM OF THE YEAR CAPGEMINI

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. With more than 270,000 employees in nearly 50 countries with 2020 revenues of €16 bn, it addresses the breadth of clients' opportunities across cloud, digital and platforms.

It works with all ERP solutions and associated technologies such as sales, digital marketing, analytics and PLM. It has delivered and presented roadmaps and business cases in a variety of sectors including engineering, retail, consumer products, government, and utilities. Capgemini also sees the value that clients have gained from its proposals through its 'Golden Thread' woven into delivery and benefits realisation.

Capgemini's ERP Advisory Services advises clients how to transform their ERP landscape to maximise business benefits and to realise their corporate ambition. Its five-step approach provides the framework and tools for innovation, collaboration, benefits and transformation. It calls upon process, analytics and strategy experts from across the Capgemini group and from the wider network.

Capgemini believes "consulting is less about the individual than about the coalitions and connections among them". It connects technology and business and creates coalitions of innovators, experts and leaders to unlock value for clients.

Unlocking value is essential because the concept of ERP is at a turning point for all stakeholders – customer IT, customer businesses and the ERP vendors. Many IT functions spent a small fortune on their ERP systems in the past 25 years and are now turning their attention to services such as digital platforms, web-services, analytics, machine learning and automation. But they have realised that such requirements demand changes to their ERP solution but require help to identify the scale of change.

Secondly, ERP responds to businesses' drive for agility. However, most solutions are too bespoke and take too long to respond to new requirements – COVID proved that more than ever. So now, rather than demand more and more specific requirements, business users are understanding (finally) the benefit from driving to standard and to simplicity. This involves a rethink.

Thirdly the ERP vendors are busy promoting the next generation of their solutions and more importantly their licence model to compete with the hyperscalers and the SaaS providers and to offer a wider suite of solutions. We are at a turning point.

It helped one highly recognisable UK brand re-platform their web ordering system to make it more intuitive and more joined up with operations. This will make it easier for them to satisfy customers, to forecast demand and to manage supply.

Clients also request help to explain to the business the benefits from driving to a standard core ERP with specific hyperscaler applications around it, to enable the flexibility and responsiveness they now crave.

Capgemini is using its digital change platform at many international organisations to unlock the value of the new digital solutions, rather than reverting to old ways of working. Additionally, clients ask it to help consider whether they should start again with a new ERP solution. Capgemini analyses the future to arrive at the most appropriate answer for that organisation and what its leaders are setting out to achieve. In one organisation it proved, through an examination of their international operations, that only through a single ERP could they achieve the operating model they sought. Elsewhere, it delivered significant savings to a globally recognised UK brand by simply reforming their existing ERP.

HIGHLY COMMENDED



Embridge Consulting was founded in 2009 as an independent digital transformation consultancy, born from a need to help businesses leverage their technology and business systems. Unit4's Global Number One Elite Partner and respected for its expertise in ERP, it also provides strategic advice on a range of solutions that transform business. It works with clients across multiple sectors to understand, design and deliver pragmatic technology and learning solutions along with robust business change programmes, using proven business, project, and technical skills.

The entire Embridge team is made up of implementation consultants, project managers, customer success managers, build consultants, solution architects, training consultants, HR and payroll consultants, and finance consultants, all of whom are Unit4 ERP specialists. Alongside a support services team that provides the much-needed infrastructure, the team repeatedly delivers projects on time, on budget, and above expectation.

Digital and technological transformation has always presented its own challenges, but this has never been tested more so than in 2020 and 2021. The team came into its own, to mentor and coach clients on how to use the technology available to work entirely remotely. Focussing on the individual needs for each client, they adapted the approach to deliver each project. In April 2021, Embridge saw five projects successfully Go Live in one month. Three projects started pre-COVID and needed to adapt its approach, two projects commenced during the peak of the COVID crisis. It provided successful outcomes for all those projects, combining the challenges of having projects which had to transfer from onsite to digital mid-project, and the challenges of projects that had to be delivered entirely digitally from mobilisation to deployment.

Early in 2020, Embridge adopted the idiom "Whilst we are isolated, we are never alone." It saw that come to life throughout the pandemic; with its team delivering not only client transformation but undertaking to transform daily interactions by reaching out and banding together as never before. While many organisations have seen a negative impact from COVID in terms of cohesion and motivation, Embridge says it is coming out of COVID with a team that has never been happier in its working relationships and support of each other.

COMMENDED



A leader in Oracle business solutions, **Namos** serves clients worldwide across multiple industry verticals. With deep domain expertise, spanning multiple industries and skillsets, clients look to Namos to provide expert advice on identifying opportunities for digital transformation or improvement through customisation, allowing clients to gain operational efficiency in new and exciting ways.

Namos takes a business-led technology enabled approach to transformation. Its services span the full project lifecycle, from strategy to architecture, implementation and managed services. It leverages proven frameworks and methodologies for faster deployment and strong return on investment.

During COVID, the team has gone above and beyond, designing new applications and deploying new platforms and finding new ways of working. It has continued to grow its client base (24 percent rise in new customers) and staff number (net employee growth of 81 percent) while also investing in the development of its staff skills and competencies. It achieved many Oracle specialisations across all three groups (build, sell, service) – one of only a few partners to do so.

In the midst of the pandemic, Namos immediately went to remote working. All projects are still on track to finish on time and on budget. In the last year, it has embarked on 11 new projects with a further eight being completed. It has continued to deliver complex transformations built on the Oracle cloud platform.

One success worth highlighting is the solution it developed for Paddy Power Betfair which has significantly transformed its business, delivering outstanding value and results. Says Paddy Power: "Namos has worked magic. They have overcome Oracle technology limitations. They made it do things for us that we didn't think was even possible. A relentless will to win, working through the night."

Namos has also developed a suite of accelerators allowing shorter testing cycles and faster migration for customers. Its solution accelerators and frameworks have allowed its customers such as Gov Facility Services Limited, Ninety One, London Borough of Bromley, and University of Greenwich to experience faster and more seamless data migrations, as well as faster implementations.

FINALISTS



Founded in 2000 with the focus of providing services and expertise to organisations looking to implement and leverage Oracle HCM, **Symatrix** provides end to end managed services for HCM and ERP on-premise or in the Cloud. It delivers operational services, consultancy, training and ongoing support for Oracle HCM Cloud and Oracle's E-Business Suite and for the Salesforce HR and payroll solution, XCD.

Symatrix is an Oracle ISO27001 and BACS-accredited managed services provider of a fully managed payroll on the Oracle Cloud solution and also on Salesforce.

The Symatrix team has re-worked a number of HR and payroll processes and configurations, including new starters; multiple assignments; payslip configuration; absences; and payroll support. It works with clients to create a long term strategic systems roadmap that will enable them to realise ongoing value from the Oracle Cloud solution. This has included designing and building a Higher Education Statistic Agency (HESA) solution to sit on top of the Oracle application and help streamline submissions, as well as collaborating on wider implementation projects for additional cloud modules.

It worked with one university to stabilise its Oracle payroll application from an HR payroll perspective and take advantage of the expanding capabilities and functionalities within Oracle ERP and HCM Cloud. This includes the ability to manage solution optimisation, to help adopt more functionality and automation. In turn this will drive down cost, while improving the overall employee experience and engagement levels.

It has also taken strong steps to align the internal HR and payroll processes at the university more closely. The Symatrix team has revisited a number of processes and been careful to ensure it had people from both HR and payroll involved. It has also run multiple weekly CSR reviews, which both payroll and HR attend.

Symatrix focusses on ensuring it delivers value. There is a great understanding of what its clients are looking to achieve and an emphasis on practical delivery. Symatrix is a true extension of its clients' organisations.



HR has never been more relevant with COVID impacting working practices including flexible/remote working, and turbocharging investments in reskilling and upskilling to support the changing nature of business.

Accenture has one of the largest HR transformation teams in Europe specialising in SuccessFactors with over 70+ professionals. The team has worked across a range of clients spanning BT, Glanbia, Ardagh, BBC, Post Office, Standard Chartered Bank, HSBC and more. It has helped these clients unlock value by bringing colleagues into the heart of HR digital services, standardising to unwind legacy debt, and freeing HR up to focus on people. Accenture says this human aspect has led to its success as a transformation partner of choice.

Its goal is to support and collaborate with clients' HR teams to be the best they can be for their colleagues while learning, growing and having fun. This is underpinned by a focus on people, innovation, community and acting as a responsible team.

Recently Accenture has delivered programmes and had systems go live with tens of thousands of employees across the globe, such as running design workshops for large global complex organisations operating in 100+ countries. It is developing a range of capabilities to support improving social impacts (e.g. community-based learning, localised minimum wage analysis, diversity reporting, and gender pay analysis in the process of decision making, not post in corporate reporting). As a team Accenture says it doesn't focus only on SuccessFactors or the SAP ecosystem, but on clients' outcomes, and this is often a heterogeneous technology environment.

Accenture has developed engagement sentiment analysis which has never been as important as it is with COVID. As workforces were furloughed or abruptly moved to home working, being able to listen to employee voices at scale, identifying what they value to help maintain a sense of attachment to their organisations for those feeling disenfranchised has been crucial for clients. Further, as colleagues return to the office it's important to re-onboard them and adjust to what is a new way of working, and that can only be achieved well by listening.



WINNER

YOUNG PROFESSIONAL OF THE YEAR



**YASAMAN
SHAYESTEH**

Workday Manager, Accenture

Yasaman is a manager within the Technology practice at **Accenture**. She is 27 years old and has contributed to over 30 Workday projects at Accenture in the last seven years. She has been a Workday Product Lead in Human Capital Management (HCM) for the last three and a half years and was invited to the US to contribute to a product design initiative. She was also a Product Lead for a year and a half.

She has written whitepapers in Walkme, Works Council and Mergers and Acquisitions. Yasaman is also certified in HCM, Project Management, Pre-Sales, People Experience, Absence, Time Tracking, Learning and Medium Enterprise. She has presented at Workday seminars and conferences including Altitude on Mergers and Acquisitions, one of the highest attended sessions of that year with over 200 participants. Yasaman has also presented in several Knowledge Sharing Sessions with Workday and the wider community including other partners. Yasaman has led the creation and continuous updates and improvements for Thinktank workbooks, a cloud tool to streamline and automate the requirements gathering and design process for customers. ThinkTank is now being sold as the go to tool for workbooks on new implementations with the aim of it becoming Accenture's primary workbook solution. She is helping to improve ThinkTank to automate the requirements gathering and build process as much as possible to bring in efficiencies both in time spent gathering information but also building the system. This will reduce not only effort but also risk and human error.

She is actively involved in the Community of Practice (COP) and is a regular contributor of assets, helps with

the prioritisation of initiatives and leads regional calls to improve engagement. She also designed the BP modeller asset creation tool and the talent specialisation board creation for succession and cross functional offerings. It is estimated that the BP modeller asset creation tool will reduce time spent on building process maps by over 50 percent depending on scope outside of Workday, allowing the team to spend more time consulting rather than building process maps.

Finally, Yasaman is the COP lead for EALA helping to shape priorities globally and increase engagement in Europe and takes an active role presenting on key topics and initiatives.

Yasaman's talent, commitment and passion for learning stand out at Accenture. For example, having originally studied International Relations and Economics, during lockdown she further developed her skills by attending the Josh Bersin Academy to study HR and Human Potential. The course included People as a Competitive Advantage, Strategic HR, The Employee Experience, The Digital Imperative, The Agile Organisation and HR Transformation. This learning commitment was on top of being involved in the sales cycle and then delivering in a very demanding role as the Functional Lead on a complex HR transformation project in the Comms, Media and Technology space. Her track record when it comes to leadership and collaboration is exemplary, as evidenced by the many achievements described above, and she is a role model for junior team members within Accenture. Overall, her skills, ambition and dedication ensure she has a bright future ahead of her in the technology industry.

HIGHLY COMMENDED

**AVALON RIDLER**

SAP Sales & Presales
HANA Data & Technology

From the moment **Avalon** first joined **SAP** as an intern she demonstrated a real talent and passion for the world of data and analytics. SAP says Avalon plays an instrumental role in creating stories that are engaging and compelling, while promoting the key capabilities and benefits of its products to the customer.

After graduating from the University of Bath with a bachelor's degree in Mathematics and Physics in 2018, Avalon joined the SAP Presales Academy as part of the Platform & Technology team, focussing on data and analytics. Since graduating the Presales Academy top of her class, Avalon has been working on SAP's ERP offering, primarily on SAP S/4HANA Finance, and has recently completed her Chartered Institute of Management Accountants (CIMA) certification.

Avalon is now part of SAP's S/4HANA / Digital Core solutions team, working with customers on their finance and ERP transformation journey as well as providing ERP experience to our early talent and university alliances.

Avalon leads SAP's technical academies, helping to educate and enable colleagues, SAP partners and customers on the power of technology and finance. She runs the ERPsims for customers as well as early talent and universities, to help bring the world of ERP to life. Avalon recently reviewed the introductory presentation of SAP's flagship finance solution, creating a new approach to engage the customer and explain the benefits that S/4HANA Finance can bring to their business. This has now been widely adopted across her peers within presales. Avalon is using her experience in analytics to reverse mentor her peers within finance on how to bring planning and core financial processes together, to better support customer's finance transformation. She's a coach, mentor and buddy to other early talent, especially new hires into the Presales Academy.

In the words of her manager, "Avalon is the best role model for early talent in SAP. She inspires everyone on a daily basis and demonstrates all the characteristics of a future leader within the business."

COMMENDED

**YEMI WEDDERBURN**

Training Consultant,
Advanced

Yemi is passionate about helping people get the maximum benefit from their technology. As one of **Advanced's** Training Consultants, he aims to become the best trainer he can be – a role he has discovered combines his enthusiasm for technology and the teaching skills he has inherited from his mum!

"The best thing is that it's all about problem-solving," he said. Showing customers a solution to their challenges is something he finds very satisfying. And he spends his free time taking part in extra-curricular courses, such as coding, to continually expand his knowledge.

When Advanced encouraged employees to set up Inclusion Networks he joined the first Black Lives Matter Network session. He soon became one of two co-chairs taking the initiative to Chuka Umunna – former MP and a non-executive director at Advanced at the time. This resulted in Chuka giving guidance on the importance of data and sponsorship at the top. Yemi also contributed to Advanced's first Diversity Pay Gap Report and having seen limited representation of Black individuals higher up in the organisation, he worked with the Talent Team, tackling promotions, unconscious bias and what job boards the company use. As a result, it is looking at recruiters that promote underrepresented minorities.

Yemi and his co-chair were invited to present to Advanced's Senior Leadership Team where they discussed the BLM Network, their initiatives and long-term aims. Yemi also regularly works with the Chief People Officer and Advanced's CBI representative to investigate the Change the Race Ratio initiative. He was also part of the group that successfully removed the words master/slave, common programmer's terms, from one of Advanced's products.

After this year, Yemi and his co-chair are going to support others in driving initiatives, instead of spearheading these themselves. "We want to give others a similar opportunity. We're two Black voices, but there are a lot of other Black voices that need to be raised up," he said.

FINALISTS

**CARLA DE KLERK**

DSC Technology Lead – SAP IBP – SCM Consultant
Olivehorse Consulting

Focus on what you can control – this is **Carla's** WhatsApp status and describes her attitude in life. Carla studied Industrial Engineering at the University of Pretoria in South Africa. During her studies, she distinguished herself as a leader with compassion for her peers.

Starting with **Olivehorse Consulting** in 2019 as a Supply Chain Analyst, Carla is a dynamic and determined supply chain professional who is passionate about solving problems and adding value. Carla performed exceptionally well in her first year and was promoted to Consultant level after 15 months. She mainly focusses on working in SAP Integrated Business Planning (IBP), contributing to the design workshops and technical configuration of customised client solutions. She has been assisting the sales team with multiple custom demos and developed multiple internal IP solutions that can be sold to clients. Carla is now stepping into the DSC Technology Lead role for IBP where she will have many more responsibilities in terms of IP development and driving value for the Olivehorse IBP team.

Additionally, for the last year Carla has been mentoring two other employees in the company, helping them with their assignments and driving them to achieve in their careers.

Carla's innovative approach helped one customer, a large kitchen retailer, improve the management of Safety Stock and Re-order point setting for 750 customer-facing locations as well as the centralised warehouses. Carla also played a key role in research into SAC to convince the Olivehorse team to invest in the technology. She was part of the team that designed and developed the internal system.

Carla attracts respect from her senior team members due to her incredible work ethic and an ability to translate complex business problems into simple system solutions. Her ability to work across several different areas, including, Demand, S&OP and Inventory at such a young age culminated in her becoming the first IBP Technology lead at Consultant level, a role that was always occupied by a Principal consultant.

James is front and centre of ERP transformation, taking pride in driving this change.

James has been the joint product owner & creator of the **Capgemini** Advisory Services Online (CASO Platform). This is a web-enabled application that enables an intelligent and digital approach to change adoption and setting delivery to succeed (what is called the golden thread). This platform is being used with many of Capgemini clients, adding value and increasing the likelihood of success of many ERP business transformations.

James has been leading multi-million, global and complex engagements for the last few years in providing strategic advice to clients. This spans from building business cases, feasible roadmaps and identifying the case for change to enable their business transformation. James takes clients through the initial phase and forms the golden thread into delivery to increase the likelihood of realising the benefits of business transformation. James recently has led a highly recognised UK brand, operating in over 50 countries across the globe through a complex discovery phase and into the design of a global S/4 transformation, underpinned by cloud, leading technology and business value.

Capgemini says James was key to refining its digital methods during COVID, to ensure efficiency of delivery and that it can continue to engage with our clients. This included delivering global workshops to over 200 people, three weeks after the lockdown kicked in. James has also been instrumental in keeping team morale and spirits high during COVID through various means, not just his peers, but importantly client teams as well.

Not only does James manage to wear four hats; Enterprise Architect; Change Lead; Project Manager and Business Consultant, but also the whole is greater than the sum of the parts. James can work out the best way forward to illustrate how the benefits from technology can be explained in business terms, how the change is managed, what the to-be architecture will be. Business and IT leaders from many organisations listen to his counsel and then execute their role in the plan.

YOUNG PROFESSIONAL OF THE YEAR

FINALISTS



KATE MORAN

Oracle Fusion HCM Consultant
Namos Solutions

Kate joined **Namos'** graduate programme in January 2020, quickly making an impression with her knowledge and personality, which immediately drew clients in. Within six months, she was promoted to Functional Consultant, recognising her achievements and contributions to company and clients' success.

Kate has deputised for and led a number of Namos projects and is particularly proud of an implementation at the University of Greenwich, which was Kate's first successful go-live. Kate had only been with Namos for a few months when one of the senior consultants left on maternity leave, leaving Kate to step up and take control of system testing, debugging, and fast formula development, which she achieved flawlessly. The project went live on time and on budget and went onto win the company new work with the university. Kate is also particularly proud of Namos' multi-pillar implementation with Outwood Grange where she is leading on the payroll stream. The project has a unique complex hierarchy made up of 39 business units with a very tight timescale and is set for another successful go-live in September.

Kate continues to push herself, to break down personal barriers and exceed her development goals. She has earned her Payroll Implementation Specialist Certification, and has plans to earn certification in Absence in December. Kate has set her eyes firmly on becoming a Senior Consultant, with the goal of becoming an HCM Solution Architect within five years.

Since joining Namos, Kate has been challenged with some difficult project work and situations, which she has handled with a clear and open approach, building positive relationships with a variety of stakeholders. At 25, Kate has not only demonstrated a brilliant aptitude for Oracle HCM, but she has also made a valuable contribution to the company by delivering outstanding services and support to both clients and teammates alike. Her intelligent, diligent, and personable persona, coupled with her desire to go above and beyond will quickly see her become a future leader at Namos.



MATTHEW JENKINS

Business Development Representative,
Infor

Matt is an exemplary inbounder with a strong understanding of the inbound process, who maintains high levels of lead management and speed to lead.

Matt has worked hard and strived to become an integral member of the UKI team and the wider BD org. For many moons, **Infor** says it has seen his name appear in the monthly kick-off awards for his high performance and various mentions across collaborative teams like the outreach super-user team and the blitz team. Matt has shown his determination to build a career at Infor. He has proven that he deserves a spot as a senior in the team based on his performance, collaboration, and determination to develop himself continuously. Matt is the highest performing member of the UKI Team and has demonstrated consistent QoQ for the past 12 months. He achieved 195 percent target in Q1 FY21 and continues to ensure he is overachieving his numbers in Q2.

Matt is part of the outreach/gong super user team and has been assisting in driving engagement of Gong more recently, leading by example and supporting me in communicating to the team. Matt was previously part of the Blitz Team for a few rolling quarters but has recently given this up to focus more on the previously mentioned role due to its high priority status. Matt also organised the inbound BQO of the month session, an ongoing initiative across the international teams that is a great way to share successes across teams. Although Matt has a strong focus on his number, he is always looking for ways to take on additional responsibility and support the team.

Matt's skills do not end with his role. He is also a very supportive team player. He is good at resolving issues and shows remarkable patience. He is very passionate about simplifying ERP and sustainability processes, always looking at how to get better and improve not only his work, but the environment around him.

Can your
company
support young
professionals
and help develop
a platform for
their voice?

The **ERP Today Young Professional Network (YPN)** is a new resource for young professionals in the ERP ecosystem which will provide opportunities for our emerging talent. The seven finalists in this year's award category have been invited to inaugurate the first YPN council and will be announcing their agenda to the community shortly.

ERP Today is a staunch advocate for young talent and is committed to recognising and rewarding the efforts of young professionals across the sector. The YPN provides under 30s in enterprise technology with peer-to-peer support, fireside chats with industry experts and a platform to write for ERP Today.

We want to amplify the voices of young professionals in the sector and give them opportunities to ask tech-leaders candid questions, advocate for their employers and platform their latest ventures.

In addition to giving young professionals a voice in the sector, this will generate a two-way flow of information from young professionals back to their employers, providing employers with insights into the needs and ambitions of the youngest people in the sector.

ERP Today is looking for patron sponsors to support the YPN in a variety of ways. If your company can help provide support to the YPN or you would like to find out more about opportunities to participate in YPN activities, please contact us by sending an email to YPN@ERP.Today

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WINNER

SUSTAINABILITY EXCELLENCE AWARD CAPGEMINI

Capgemini says it has the ambition to be a leading contributor to building a just society; fighting exclusion, acting to promote diversity, ensuring equal opportunities and the preservation of natural resources. It was the first company in its sector to set science-based sustainability targets, meaning its ambitions to reduce its greenhouse gas emissions (GHG) have been independently validated by the Science based Target initiative (SBTi) as being in line with climate change science.

In 2019, the company outperformed its own expectations, achieving its 2030 carbon reduction target more than 11 years ahead of schedule. This achievement was a result of efforts across the business to reduce its absolute GHG emissions (down 70 percent from 2014), with significant decarbonisation in its datacentre's energy use (down 78 percent from 2014), office energy use (down 70 percent from 2014) and business travel emissions (down 18 percent from 2014).

In October 2020, Capgemini set a new vision for sustainable transformation: to achieve carbon neutrality no later than 2025 and become a net zero business by 2030. A transition to 100% renewable electricity by 2025 was also a key commitment when it announced its new targets last year. Since then it has signed up to RE100 to reinforce this commitment to renewable electricity.

A crucial step in embedding the changes through the business has been to integrate the 'carbon cost' into existing internal performance processes – creating a Carbon Travel dashboard that enables a project delivery team to track the actual travel emissions. This involves producing data for each business sector on carbon emissions for their accounts. It allows business leaders to see how they're delivering for their clients in a low-carbon way. It has also developed a carbon calculator that allows it to calculate the carbon impacts of client services across

a range of sectors and projects, quantifying the carbon savings for clients.

Investment in 2018 on virtual collaboration tools and rolling out new ways of working enabled Capgemini to be more flexible, remote, and emphasised sustainable collaboration with clients and within teams. Across the UK, nine dedicated virtual collaboration hubs have been installed with over 1,700 people receiving training, attending workshops or being part of the 30 active pilot groups trialling new approaches. It says this extensive technological and behaviour change programme was instrumental in facilitating its response to the pandemic, allowing teams to stay connected and deliver for clients.

Capgemini says that while much can be achieved internally, to reach the scale and scope of transformation required for a net zero world, it recognises the criticality for collaboration with clients, partners, NGOs and suppliers. Since joining the Race to Zero campaign as a founder member last summer, it has also joined the World Economic Forum (WEF) 1 trillion trees campaign to conserve, restore and grow 1 trillion trees around the world, and its CEO joined the World Economic Forum's Alliance of CEO climate leaders.

It also says its 270,000 people are critical to its net zero transition. It has accelerated its sustainability learning pathways and launched a new tool for calculating carbon impacts of client engagements. It has made supporting clients with their sustainability challenges a priority, developing a range of tailored offers to operationalise sustainability, leveraging its technical expertise, customised approach, and partner ecosystem. It recently launched a sustainable IT proposition as the first building block of its global sustainability offering framework, empowering clients to accelerate their digital transformation at no cost to the planet.

HIGHLY COMMENDED

SAP



SAP's purpose is to help the world run better and improve people's lives with sustainability at the core. It says it does this by providing products and services that meet the sustainability challenges and opportunities of customers and leading by example in its own sustainable business operations.

In March 2021, SAP announced its intention to become carbon-neutral in its own operations by the end of 2023 – two years earlier than previously stated.

SAP partnered with The Carbon Community to plant the SAP Forest UK in the Brecon Beacons, Wales, with the aim of capturing just under 2,000 tonnes of carbon over the next 35 years. This research will advance knowledge on the most efficient ways to remove carbon dioxide from the atmosphere using trees and soil. To set new global standards on social procurement, SAP launched 5&5 by '25, SAP's public initiative to direct 5 percent of its addressable spend to social enterprises and 5 percent to diverse businesses by 2025.

SAP believes that the path to a low-carbon future is circular and in June 2021 it launched a portfolio of new sustainability-specific products. This includes the SAP Responsible Design and Production solution to ensure product designers can make sustainable choices from initial product concepts to production; the SAP Product Footprint Management solution to track sustainability through a product lifecycle; and the SAP Sustainability Control Tower solution to provide end-to-end visibility. In September 2020, SAP and Topolytics launched the Waste Insights Project, to unify and analyse data from consumer goods, retailers, waste managers, investors, NGOs and local government. The data gathered from co-innovation partners, including BrewDog, Coca-Cola European Partners, and DS Smith feeds into Scotland's Waste and Resources Map – a live view of materials flows from, through and out of Scotland. This enables government, investors, waste managers, consumer industries and start-ups to define strategic priorities and build national recycling infrastructure where it's needed the most. In April 2021, SAP and Accenture expanded their partnership to help companies embed sustainability across the spectrum of their business operations to unlock new value throughout their enterprises and in their value and supply chains.

COMMENDED

SAPPHIRE SYSTEMS



Sapphire began its journey into responsible business 15 years ago, focussing on how staff wanted to do good in the world. It has raised tens of thousands for chosen charities, run Raising Aspirations workshops for school children, kept computer rooms open for the homeless, cleared out pigsties, painted flood locks and cleaned up beaches. It has a green team, it recycles, it insists its offices use renewable energy, but when it came to trying to be carbon neutral Sapphire says it didn't know where to start.

In 2019, CEO Ian Caswell was inspired to become carbon neutral after watching Quentin Wilson talk about why he drove an electric car. He said tens of thousands of people in the UK die early each year because of pollution and cars in London were a major contributing factor. Ian promised himself that when he bought a replacement car, he'd buy an electric. He saw that Sapphire could really make a difference by becoming greener and setting an example to employees, suppliers and customers.

Ian tasked the Responsible Business team with looking into becoming carbon neutral – no small feat as it's not something the team had ever done before.

Even though the responsible business team is very small it took less than 12 weeks to capture Sapphire's carbon footprint for the whole year. Sapphire opted to achieve carbon neutral status by planting trees in the Kenyan Rift Valley with Carbon Footprint Ltd because this would: Offset CO2 emissions Reduce poverty Provide wildlife habitats Create a brighter future for project team members including orphans and people living with HIV / AIDS. It has now planted 950 trees/offset 950 CO2 (which includes a minimum of 10 percent over the baseline to allow for any mistakes), done a case study for HOTC and is happy to help other companies to take the same steps.

Sapphire says it is a great example of how businesses can become carbon neutral in a relatively short space of time without having an in-house expert or paying money for an external company. It hopes its journey will help other SMEs to make the same decision. Since becoming carbon neutral, it has become part of Heart of the City's Climate Action Working Group and shared its experience to help shape their new programme.

FINALISTS

ACUMATICA



Acumatica says the success of its Acumatica Cloud ERP solution is based on customer satisfaction and support. Acumatica's post-sales commitment includes helping customers reach their sustainability goals through digitisation and cloud-based services.

When an Acumatica ERP customer moves their business from a legacy solution to Acumatica's cloud services solution, the customer reduces the carbon output of their growth business on average by 72 percent.

Additionally, Acumatica has spent the last several months working with Climate Neutral to measure its 2020 carbon footprint. Acumatica says it has saved six times the emissions produced by its own carbon footprint. The company has calculated the emissions that it takes to produce, market, sell, and implement its products for customers. Current Acumatica emissions reductions initiatives include conducting a greenhouse gas inventory and determining opportunities for embracing a remote workforce and de-emphasising business travel.

In 2020, the company transitioned to a remote workforce, resulting in 50 percent + reductions in operational emissions, 88 percent reduction in business travel flight emissions, and 44 percent reduction in office energy. Acumatica intends to maintain a partial remote workforce post-COVID, which will virtually eliminate the impact of employee commuting, which made up more than 30 percent of its corporate emissions in 2019.

Acumatica has also instituted a sustainability initiative for Acumatica Summit. The company utilises a digital mobile app to provide attendees with conference information, makes recycling bins available throughout the meeting space, provides locally grown and sourced food, sources giveaways from renewable products and reuses branding materials.

Acumatica has also supported local communities by planting 790 trees through social syndication tools. Acumatica's commitment to sustainability will extend into the UK, when it launches its new London office. Sustainability is embedded into Acumatica's mission of helping clients migrate to the cloud, where they will find a more modern, mobile, and energy efficient solution to their business management needs. At the same time, Acumatica strives to reduce its own operational footprint wherever possible and is committed to offset all the emissions it cannot immediately eliminate.

SYNITI



Trees are essential to the creation of a healthy environment – one tree supports the Oxygen of four people. Forests support 80% of the world's biodiversity. Every year, forests absorb 1/3 of the Co2 released from burning fossil fuels.

In 2000 **Syniti** created in 2020 the Syniti Forest project, an initiative that will see the planting of new trees to honour every customer go-live. Further to the promise for future planting, Syniti at launch backdated the previous four years' worth of go-lives and planted over 4,000 trees around the world: 1,406 in EMEA (at a reforestation site in Barcelona), 1,350 in Ohio, USA and 1,383 in the Cauvery River Basin, India. As it adds to its existing three global forests with every successful migration/governance/DQ go-live, it will look to expand the project to other territories.

After every successful go-live, Syniti hosts a celebration zoom call with all the delivery parties to celebrate the achievement and to recognise that more trees will be added to the region's forest because of this client success. It says it looking for this initiative to be an instigator for all clients and partners it works with, to find new ways to give back to the environment and community.

Corporations planting trees isn't a new thing, but Syniti says its spin on it, to use as a client gift, a celebration is something a little new. It's not just about the 4,000 new trees that have been planted, which is of course great for the environment, it's doing it in a way that brings a community along with you.

"We realise the size we are, we can't fix an ecosystem by ourselves, but by setting an example and linking it to a significant jubilant milestone such as a go-live, we can bring our partners and clients along with us, encouraging them to donate themselves to our Forest, or to start their own movement. We're not the final answer to the ecological crisis, but through the Syniti Forest initiative we can help provoke a powerful and affluent technology community to be a part of the answer," says the firm.


WINNER

THE COVID-19 HERO EMPLOYEE AWARD

SUSE

SUSE is a global leader in innovative, reliable and enterprise-grade open source solutions, relied upon by more than 60 percent of the Fortune 500 to power their mission-critical workloads. It specialises in Enterprise Linux, Kubernetes Management, and Edge solutions, and collaborates with partners and communities to empower customers to innovate everywhere. Headquartered in Nuremberg, Germany, SUSE employs nearly 2000 people globally.

In March 2020 as the COVID-19 pandemic continued to spread around the world, under CEO Melissa Di Donato's leadership, SUSE quickly pivoted its focus to employee wellbeing by giving them ultimate flexibility and unprecedented support. Key actions to support SUSE's employees included the establishment of a Business Continuity Committee that met every day to analyse the pandemic and its impact on employees, the creation of SUSE Assist, a corporate wellness initiative, and a robust internal communications programme designed to empower and support employees throughout the pandemic.

The Business Continuity Committee is a cross-functional team of leaders, to oversee the health and wellbeing of employees. Their duties included contingency planning and stress testing SUSE's systems to accommodate a 100 percent remote employee base. This was quickly followed by the decision to move people to fulltime remote work and close its offices to safeguard the wellbeing of the global team. The Committee actively monitored the global situation, local and regional guidelines and restrictions, and created policies and procedures to safeguard employee health and safety. These policies and procedures included a round-the-clock monitoring of an email inbox where employees could ask questions, the establishment of flexible work hours so employees

could care for additional responsibilities like taking care of children or family members, and the creation of an internal website with the latest COVID updates and employee resources.

Recognising that employees needed additional support to address their overall wellbeing throughout the pandemic, the Business Continuity team, in partnership with SUSE's HR team, launched employee wellbeing solution SUSE Assist. Via a web portal, SUSE employees and their family members gained access to free and confidential professional counselling services, work and life services (like finding recommended local service providers), mindfulness programmes, life and career coaching, in addition to a range of current news articles and resources that help maximise wellbeing.

Under Di Donato's leadership, a robust internal communications programme was rolled out in an effort to support employees and to foster a sense of connectedness and team atmosphere while working remotely. Every week during the height of the pandemic, Di Donato would record a video message to teams highlighting what was top-of-mind, key business updates, and recognise employees' work in combatting the pandemic. These updates shared good news in addition to challenges that the pandemic was creating for the SUSE business. SUSE leaders also led fun workshops showcasing how to make homemade hand sanitiser, how to work from home effectively, as well as a colouring and drawing competition for employees' children.

SUSE recognises that every role and individual is different. As long as an employee can do their job, they have the freedom to decide where they are going to work. Last and certainly not least, SUSE has supported its employees through the fully remote acquisition and integration of Rancher Labs.

HIGHLY COMMENDED

DELOITTE



Deloitte has an extensive employee wellbeing programme but its Oracle team went the extra mile to make sure their people were looked after during this most challenging of years. Initiatives include weekly calls for c.100 employees to catch up informally, share news e.g. business performance, personal stories about ways of working during lockdown and introduce new joiners. Each session ends with a short quiz and prize for the winner! This has now become a permanent weekly fixture.

Each month the Wellbeing team created challenges that encouraged people to take a break from their laptop and get outdoors. Run 21 had a team of 6 completing 21 miles over 4 weeks. There was a 5,000km challenge where over 50 people participated to collectively complete 5,000km over one month. And introduced during the winter months, 'daylight hour' encouraged people to take a one hour break during the day and see some daylight.

Testimonials from employees included: "The 5,000 challenge for me transpired into many positive outcomes. The challenge made sure that I got outdoors for exercise, fresh air and breaks from work that is important for mental well-being. I also got to know and interact with colleagues."

There were also wellbeing virtual catch ups. Coffee Roulette saw randomly paired colleagues set up a 30 minute catch up, encouraging people to connect on a personal level. With Peer Groups all junior to mid management groups were split into teams of 6-8 colleagues within the same grade; they then took part in virtual catch ups once a month. Virtual team socials converted the company's quarterly in person team huddles into quarterly virtual team huddles. Other examples included virtual cocktail making, a night at the races and escape rooms.

Mental Health First Aider training is available to everyone at Deloitte – in recent months 20 people from the Oracle team have been trained in becoming Mental Health First Aiders. By training 20 percent of the team Deloitte hopes to be able to identify and support any colleagues with mental health issues if the need arises.

COMMENDED

SAGE



At the start of the pandemic, **Sage** immediately began adjusting and providing reassurance within the organisation. It held Sage Town Hall sessions explaining that there were no employment redundancies happening due to COVID, and that any redundancies would need executive level approval. The executive leadership team sent companywide emails in mid-March sharing resources for mental health and wellness, official policies on working from home for the foreseeable future, communications around a flexible work/life balance during the uncertainty, and verbalising Sage's compassionate stance on employees taking the time they need to care for themselves and their loved ones.

Caring for Sage's employees is still top of mind. At the start of COVID, every Sage employee was given a free subscription to the mental health app, Headspace, and provided free, remote exercise classes during the workday to ensure they had access to as many health and wellness tools possible.

According to Glassdoor, employees appreciated the level of communication and employee engagement that CEO Steve Hare and the upper management team have maintained during the crisis. Glassdoor conducted a survey about working for large companies that included assessments of executive leadership. For the UK list, Hare took the top spot with a Leadership Score of 95% during COVID-19. Sage employees shared feedback on the excellent communication and engagement from upper management.

Colleagues themselves banded together and organised virtual, morning coffee breaks, watercooler style Teams meetings, cocktails hours, and even remote yoga and music discos! Sage created an official policy for allowing employees to take paid leave in order to receive their COVID vaccines and added a number of Wellbeing Days so that employees could have paid time off to recharge. Sage also created a streamlined system for employees to order and receive any tools and equipment they needed to work from home full time effectively and comfortably. It also sent out communications around time off if employees and/or their families were directly affected by the virus. Additionally, in June 2021 Sage facilitated the payment of COVID vaccines for colleagues and their families in India.

FINALISTS

UNIT4



Unit4 wanted to support its employees as everyone adjusted to a new way of life in the pandemic – whether acclimatising to working from home, taking on extra responsibilities for childcare, home-schooling or eldercare, or dealing with isolation.

Unit4 has launched a series of initiatives under the umbrella of Fit4U, a health, mind, and wellbeing programme, to help employees stay positively connected as well as mentally and physically fit.

With its employee assistance programme, it built in a team of mental health first aiders, Fit4U community, and partnered with Thrive Mental Wellbeing to provide additional tools to support wellbeing to employees, their family and friends. Thrive is a wellbeing app that offers relaxation techniques such as meditation, to thought training, sleep improvement, and goal progress tracking to help you look after your mental wellbeing.

It also offered a schedule of physical activities to which employees are invited to contribute to and host sessions. This includes mixing lighter workouts like qigong/Yoga with more intense workouts like HIIT/CrossFit. It introduced Movespring challenges, where employees go on walks and reach a collective number of steps to donate to lamtheCode, and a competition against other teams where the winning team gets to donate money to an organisation of choice.

With colleagues largely working remotely, Unit4 came up with a virtual People Stories session, to learn from each other whilst spending some valuable time together. Every month, someone hosts a new topic. It also has monthly coffee to socialise and get to know people across the regions and hosts Inspiration4U, a podcast series from its people about its people.

Everyone in the organisation has been sent a yucca plant (known for its resilience), to add colour to their home offices and work areas. In December 2020, it hosted a company wide virtual party to celebrate the hard work of its people during COVID. In February 2021, it hosted its first virtual Learning Festival, focussing the mind on learning which could help our people build resilience, new skills, and mental agility.

Unit4 says it will continue with its Fit4U programme due to positive employee feedback.

WORKDAY



Workday says its core values of employees, integrity, customer service, integrity, profitability and – most importantly – fun, give it a framework for leadership and daily decisions and help everyone enjoy their time at work.

Workday has supported its employees (known as Workmates) in multiple ways, ranging from granting greater flexibility to financial support, resulting in 100% of employees in EMEA feeling at least 'well supported' by Workday (87 percent feeling 'very well supported').

In March 2020, it granted two weeks' additional full pay to all permanent employees to support unforeseen events. It understood that employees would need a comfortable and functional set-up while working remotely so it offered the local equivalent of \$500 for all permanent employees to purchase office supplies, including furniture and noise-cancelling headphones. This was well-received as over 6000 employees submitted a related expense claim. It is also reimbursing employee Wi-Fi, while they work from home. It also created the Workday Employee Relief Fund, still in existence today, to offer financial support to Workmates struggling to pay for necessities during emergencies, such as housing, food and childcare.

Its flexible working policy means people can opt for part-time work, compressed hours etc. It offered 20 days' backup care reimbursement for caregivers (including backup child care and elder care reimbursement). It also created a new COVID-19 Caregiver Leave Policy, offering employees 12 weeks' leave, paid at 50 percent of their pay, should they need to take up caregiving duties. It also gave all employees an additional ten days' paid sick leave if they or a family member were diagnosed with COVID-19. It is also offering employees time off to receive the vaccine.

All employees can now access virtual doctors, and Workday has created an Intranet 'one-stop-shop' hub, with all mental health-related resources, ranging from its free Employee Resource Programme to Health Care provisions, to virtual wellbeing events. After a year working throughout the pandemic, it has offered employees 'Thank You Fridays' – fortnightly companywide holidays from July 2021 to September 2021, where employees get an additional day off as a 'thank you' from Workday to disconnect, relax and have fun.



WINNER

THE COVID-19 HERO CUSTOMER AWARD

IFS

IFS noticed an urgency among customers to create and implement a remote solution for customers. Launched peak pandemic, IFS Remote Assistance gives employees the ability to be anywhere, instantly. Two users can collaborate and interact in real-time while telestrating, freezing images, using hand gestures, and even adding real objects into the merged reality environment, whether that's technician to third-line support/customer, or expert to manufacturing facility. IFS says the solution was a saviour to many customers, providing them with a lifeline to service customers during a pandemic, in a time of extreme uncertainty.

With the onset of COVID-19, IFS foresaw issues in field service management and brought forward the release of IFS Remote Assistance from Q4 to Q1 to cater to the needs of customers. The state-of-the-art merged reality (MR) solution blends two real-time video streams into an interactive environment. It enables field technicians, engineers or customers to share real-life situational context with remote product experts so that hands-on service and repair instructions can be visually demonstrated and acted upon – a lifesaver in the pandemic. With agile implementations of these new, sophisticated solutions, companies enable their globally dispersed field workforce to collaborate seamlessly with one another and fix service problems with a close to 100 percent rate.

Customer Munters' plans to enforce a pragmatic approach to servitisation were impacted as the coronavirus pandemic began. "By the beginning of March, it became urgent for us to get this technology in place to continue to be able to serve our customers and support our manufacturing operations," said Roel Rentmeesters, Munters Director of Global Customer Service.

With an initial deployment in just six days, Munters then expanded the use of IFS Remote Assistance to more than 200 users globally. "The solution is very intuitive, so training required is minimal and there's actually some instruction built into the app, too. In less than two hours, each of our users was fully trained and equipped to begin using the technology. The speed at which we've been able to get the solution operational is really impressive."

Panasonic Heating & Cooling Solutions has been running IFS Remote Assistance in both the UK and Germany. "The feedback has been overwhelmingly positive," said Karl Lowe, head of European Service at Panasonic. "So much so that interest in the technology has spread throughout Panasonic."

"Another valuable aspect of using IFS Remote Assistance is how it enables us to capture and transfer knowledge to protect ourselves from losing technical insights and to educate and upskill across our workforce."

By standardising its service operations on IFS Remote Assistance, Panasonic improved response times, increased remote diagnostics and resolution, reduced on-site visits, improved speed of repair, and achieved higher customer satisfaction by reducing customer friction, all whilst making massive cost savings.

IFS Remote Assistance has now been implemented in over 100 companies globally since its launch in March 2020. H1 2020 financial results show for the first time over 50 percent of total revenue came from Field Service solutions, of which a substantial amount was generated during the pandemic. IFS has over 130 new Remote Assistance prospects in the pipeline and expects the number of implementations to increase throughout 2021 as remote operations look to be an important part in the future.

HIGHLY COMMENDED

UKISUG



Founded in 1988, **The UK & Ireland SAP User Group (UKISUG)** is an independent 'not for profit' organisation. It comprises over 600 organisations and 7,500 professionals. It aims to facilitate networking, knowledge exchange and best practice amongst SAP users.

As a 'not-for-profit' user organisation the wellbeing of its members has always been important, but even more so over the last 12-18 months as COVID-19 has presented huge professional and personal challenges. To support its members, UKISUG has introduced a programme of mental health initiatives. Last year, UKISUG hosted seven mental health sessions with Thrive, a mental health and wellbeing company. These sessions covered topics such as stress and resilience, the importance of mental health, anxiety reduction, mental health whilst working from home, and mindfulness. Given the popularity of these sessions, UKISUG and Thrive have now put in place a bi-weekly programme of wellbeing and mindful practice webinars – all of which are free of charge to UKISUG members.

UKISUG has also offered a discount on Mental Health First Aid courses to its members and 3 of its own staff are now qualified. It has also featured dedicated mental health episodes in each series of its SUGTalks podcast. It has introduced 'Coffee Sessions' into its virtual events calendar for members to catch up in a non-formal, non-structured way and 'UKISUG Elevenses', a similar concept but for UKISUG staff and volunteers to catch up for half an hour each week.

Outside of its mental health initiative, UKISUG has also looked to support the local community during the pandemic. UKISUG is based in Teesside, which has been one of the hardest areas hit with many families falling into poverty and relying on foodbanks. UKISUG donated £5,000 and became a patron of the Middlesbrough and Teesside Philanthropic Foundation, which run numerous activities to help people throughout Teesside. UKISUG ensured that the donation it made was distributed across foodbanks in the areas where its team members live. Engaging with such a charity has enabled UKISUG to support the local areas during COVID-19 and provide opportunities for the further development of its team through volunteering initiatives.

COMMENDED

INFOR



The COVID-19 pandemic took many organisations by surprise, and they hurried to see what software they could use for tracking employees and other individuals. Many Infor HR Talent customers found they were already licensed for the Occupational Health and Employee Safety modules, so it was more about leveraging these modules and features to support their needs.

Infor added two new features that solidified its support for employer response to the pandemic. Employee Safety provided the capability to track COVID-19 exposures in the workplace to identify whether it was work-related. Occupational Health added new Employee Widgets that gave employees better visibility into their Health Components, making it easier to view their tests, upcoming vaccine appointments and due dates, and health components in the process.

During the pandemic working with major household names representing all sorts of products remained a challenge but ensuring the smooth transition in the critical supply chains to the NHS became more than important. Over 300 colleagues who were previously travelling across the world to complete their projects suddenly had to transition to working from their own homes. Despite the global locations, time-zones and general difficulty being faced by all involved, the serious and important nature of the work and the professionalism of the team actually led to them becoming more efficient and effective. Their working time availability increased, and they were able to deliver work faster than before. Infor saved travel costs, stopped emissions from travelling by plane, and became more environmentally friendly and cost effective. Clients welcomed the change, and in the future, Infor intends to follow the lessons learned from the pandemic in order to improve itself and its environment.

In fact, Infor says lessons learned are that people respond positively when they know that others are depending on them, you can avoid a great deal of travel when people share a common focus and are willing to work with the new technologies, and time zones and local differences do not present a problem when people need a solution. Teams that know they matter perform better.

SAGE



Sage says customer care was in its DNA well prior to COVID-19, and is an aspect in which the organisation strives for excellence. Once the pandemic hit though, Sage quickly realised that the needs of its customers were rapidly shifting. They needed guidance on everything from future recovery, financial forecasting, to general support from their account managers in a more hands-on way.

It was important to be a trusted and valued source of information and resources for customers so that they could continue to manage their businesses in a time of uncertainty. Sage created a dedicated coronavirus InfoHub on its website containing information and resources to help customers during the current situation. The hub includes information on everything from: creating a safe environment for employees and customers, navigating COVID-19 legislations, PPP loan forgiveness tools, to coronavirus webinars, podcasts, and trainings to help customers support and run their businesses in a time of need. It also sent emails to customers and partners from Sage executives on how it was supporting them, and provided business advice to help them navigate the rapidly-changing market environment.

Additionally, Sage's cloud-based platform and 24/7 customer support teams helped ensure customer business continuity so that they could access their data and keep working from any location without interruption.

Sage has taken a collaborative approach by reaching out to customers and discussing their cash flow, expenses, understanding what capital expenditures can be postponed, ensuring they have access to the resources they need, and providing some flexibility with billing if the need arises.

Sage also realises that each industry is affected differently by COVID-19. For example, non-profit organisations were particularly hard-hit during this time. To motivate finance teams at these organisations, Sage launched a nine-part 'Inspiring Leaders in Non-profit Finance' video series. Sage met with non-profit customers to check in, see how their organisations were handling COVID-19, and how Sage was enabling them to continue pushing forward. It also put together an exhaustive list of tools and helpful tips to keep customers' businesses on track when they needed to work somewhere other than their offices.

FINALISTS

SUSE



Throughout the pandemic, **SUSE** teams continued to power their customers' mission-critical business applications and swiftly progress their service requests. In addition, several initiatives were launched to help customers accelerate their digital transformation efforts to become more responsive to changing market needs. It also offered free training programmes, extended upgrade windows, free operating system and container technologies to medical device manufacturers fighting COVID-19 and flexible payment terms for struggling industries.

Fast Track Digital Transformation: SUSE provided customers with a complete technology stack enabling them to build the application environment they need for private, public, and multi-cloud implementations. The free product offer included direct access to SUSE's customer support teams, and free online training and consulting services for implementation at highly reduced cost.

SUSE Home Office Workplace: moving from the office to working from home overnight was a massive challenge for customers. SUSE compiled a cost-effective business continuity solution that could quickly and easily be implemented. Secure set-up was made easy by a quick-start-guide and webinar.

Free access to SUSE online trainings: as many customers had adopted work-from-home mandates, this presented a challenge for IT professionals who needed to keep their technology skills up to date. Tailored course content from existing videos on the SUSE Technical Training YouTube channel were made available for free.

Extended upgrade window: as the planned end of general support date for SUSE Linux Enterprise Server (SLES) 12 Service Pack 4 would have happened in the middle of this crisis (June 30, 2020), all customers with a current subscription of SUSE Linux Enterprise Server 12 SP4 were eligible to receive continued access to patches and updates free of charge until September 30, 2020, providing IT teams with more time to complete upgrade plans and evaluations.

Flexible payment terms for government, airline, travel, transportation, leisure and tourism industries and a range of commercial incentives were designed for these industries to ease the effects of the pandemic.



WINNER

THE COVID-19 HERO COMMUNITY AWARD WORKDAY

At the onset of the pandemic, **Workday** said it knew it had to act quickly to ensure it was doing its part to help its larger communities, especially those most vulnerable and those who would be disproportionately impacted.

In March 2020 it made donations to support causes on the front lines of the COVID-19 crisis and to the communities that needed help. It joined forces with 25 companies to collectively raise \$22m. As part of this collaboration, Workday has donated a combined total of \$1.5m to the Silicon Valley Community Foundation, the Centers for Disease Control and Prevention, and the United Nations Foundation. With European headquarters in Dublin, Ireland, it also supported The Community Foundation of Ireland with a grant to its COVID-19 relief fund, helping to support those most vulnerable with critical services, including the elderly and people experiencing homelessness.

It also committed to the #StopTheSpread pledge and supported the production and distribution of high-quality ventilators and other supplies at scale.

Workday knew its non-profit partners needed extra financial support sooner than its typical grant cycle through the Workday Foundation allows. So, it expedited grants to those who are doing critical work in the workforce development field to ensure they could serve more unemployed people seeking work. In the last two years, Workday and the Workday Foundation have donated more than \$14m to aid in the fight for economic mobility.

Workday employees wanted to give, too. As part of its charitable donation matching programme, it set up special giving campaigns for employees without any impact to their annual giving cap. Workday matched their donations to the following organizations: CDC

Foundation, COVID-19 Solidarity Response Fund for WHO, Direct Relief, and Doctors Without Borders.

Perhaps most significantly, the company also engaged employees to participate in an all-employee volunteer programme called Workforce Week – and this past year with the pandemic, it mattered more than ever.

The goal of Workforce Week is to help close the opportunity gap to prepare job seekers of all ages for well-paid careers, break the cycle of poverty, and build onramps to opportunity. It aligns with the mission of the Workday Foundation, which aims to create economic opportunity for all. It worked together with non-profit workforce development organisations to help serve a wide range of job seekers, like students, immigrants, asylum seekers, refugees, and those marginalised by society who are facing barriers to employment.

Also in 2020 Workforce teamed up with others in the tech sector – Salesforce, LinkedIn, Okta, and DocuSign – to host career workshops for job seekers across the globe. Hundreds of Workday employees volunteered their time at Workforce Week events, dedicating their expertise and resources to help job seekers prepare for a potentially life-changing career. Together with its tech industry partners, Workday supported 46 workforce development non-profit partners globally.

Job seekers walk away from Workforce Week with positive feedback, a boost in confidence, new professional connections, and their fears about the job search and interview processes are being conquered.

As far as business impact, Workday employees also benefit from meeting and networking with diverse talent. Ninety-four percent of employees rated Workforce Week favourably, with employees participating in everything from mock interviews to career panels.

HIGHLY COMMENDED

COGNIZANT



Cognizant created Cognizant Assist, a platform that enabled charities who were looking for volunteering support to distribute essentials and reach out to 2,80,000 communities during the pandemic. It was part of a pro-bono project developed in response to a request from a self-organised task force of 400+ volunteers in Nairn, Scotland. The platform brings together three integral parts – beneficiaries, volunteers/donors and charities – to collaborate, communicate and deliver support to others without the need for intervention in distributing essentials and volunteering support.

Cognizant wanted to create a solution, which could be accessed on all platforms (desktop, laptop and hand held devices) as Web App works as PWA (Progressive Web App) in Smart mobile and hand held devices, that will help the vulnerable and isolated families during the COVID-19 outbreak and ensuing lockdown. Its associates volunteered more than 2,000 hours of their time to create the cloud-based, open-source platform to help volunteering organisations collaborate and communicate with volunteers/donors and beneficiaries to manage relief efforts at scale. So far, the platform has been implemented by nine charities across the globe including, the Nairn Task Force, Scotland and Havering Council in England. The Nairn Task Force, has secured over 450 volunteers who have completed over 300 support requests to a community of 11,000 residents and helped reinstate resilience in the community, attributed to the platform. At Havering Council, the app originally limited to 18 wards, has over 2,500 volunteers registered to support a community of 260,000 residents with a wider roll out planned.

The Cognizant Assist platform was developed by six very passionate individuals in a record time of four weeks to help charities connect to volunteers willing to support, reach and offer relief to others in the community deeply impacted by the pandemic. Cognizant Assist connects charities with volunteers and communities for causes like food distribution, taking care of senior citizens, pets, and so on. Driven by the sheer need to help marshal forces and support at pace and scale, this platform was developed as a team, spearheaded by Cognizant Digital Business.

COMMENDED

ADVANCED



Advanced software has been vital in supporting the NHS' response to the pandemic.

At the start of COVID-19 the company extended its clinical patient management system, Adastra, to help NHS patients by providing a sophisticated overspill / queuing system for people calling NHS 111. It was vital, with the number of COVID-19 cases rising fast, to ensure the integrity of those channels. The Adastra software was already handling 80 percent of the NHS 111 calls in England, and the extension to the service was configured to cope with many tens of thousands of enquiries the NHS anticipated it would receive in a day during the pandemic. The extension was commissioned, configured and tested – alongside the provision of specific online training material – in just 10 days. The extension enabled the NHS network to be accessed by clinicians working from home, as well as retired clinicians who were asked to return to the health service to boost frontline support. The queuing system ensured that patients who assessed themselves on the NHS App, NHS 111 website, or by ringing NHS 111 and were displaying COVID-19 symptoms were electronically managed and directed to clinicians.

Its solutions were also pivotal in the management of urgent care across Greater Manchester and Scotland. During the second wave of the pandemic there was concern that emergency departments in hospitals would be overwhelmed with admissions and patients waiting many hours for a bed. It worked with The Greater Manchester Urgent Primary Care Alliance (GMUPCA) to roll out its Odyssey clinical decision support solution to meet this need as part of the national NHS 111 First campaign. The goal was to reduce pressure on emergency departments across 10 NHS Trusts and ensure patients calling 111 or visiting emergency departments were triaged in the same way.

Advanced also extended the Adastra software for NHS Scotland, who had used it for the last 17 years to manage out-of-hours and unscheduled care, to support urgent care services and COVID-19 hubs across the country. It ensured the seamless exchange of clinical information between NHS 24 111, emergency departments and other urgent care services.

FINALISTS

EY



In 2019, EY acquired AgilityWorks, a leading technology consultancy business, particularly in the deployment of SAP HANA and SAP Cloud based technology. EY Proximity Monitor is part of the company's broader technology-enabled COVID-19 response.

Phase 1 started in March 2020 with the purpose of assisting countries facing a number of challenges in managing COVID-19 via pro bono offerings assisted by SAP & Qualtrics. Phase 2, where EY Proximity Monitor came to life, moved in May 2020 onto helping clients create safer business and social environments, assisted again by SAP and Qualtrics. It picked up its work on indoor positioning in the retail sector, using Bluetooth to monitor distance – now synonymous with many contact tracing apps. The key difference was it enrolled SAP and a third-party Bluetooth specialist firm to support many of the technological shortcomings many of the public apps felt at the time. The data collected was to be retained by the host organisation and so could be used proactively to monitor low-, medium- and high-risk contact events within the venue. Beyond the sensor data collection, it is then transported into a full SAP Cloud back-end hosted within SAP Integration Suite, enabled by SAP HANA databases and presented on SAP Analytics Cloud & SAP Digital Boardroom to give insight of what is happening, and how policies and procedures can be updated to be their most effective.

EY Proximity Monitor gives insight to the social distancing capabilities and dwell spots where and when transmission rates could be suboptimal, giving a tangible ability for proactive monitoring of your venue or 'bubble'. This has significant impacts on productive ability, mental health of staff with additional potential positive benefits to insurance costs alongside preventing infection rates affecting the workforce. Customer examples include a Premier League football club, the Eurovision Song Contest and the PGA European Tour.

The company is now exploring emerging use cases, such as wayfinding to reduce risk as people navigate unfamiliar surroundings (e.g. complex conference venues and large events), and as customers consider the sustainability angle with the return to offices and manufacturing sites.

INFOR



Among many projects happening across the world, Infor would like to focus on three activities.

Women at Infor (WIN) is a global Infor initiative. WIN UK supports charities and less fortunate women with charitable projects such as donations and providing clothes, etc.

St John's Ambulance: Infor encouraged all UK employees to volunteer in NHS projects. Some employees volunteered as vaccinators, carers and advocates across the country.

The Prince's Trust: In its biggest initiative, Infor is joining the effort to support disadvantaged young people in the UK through a new strategic partnership with The Prince's Trust. Infor is committing £100,000 over four years, along with C-level committee involvement and employee volunteers.

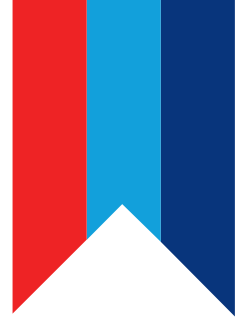
"We have long admired the Trust's effectiveness in combatting youth unemployment by addressing each person's needs individually. We are eager to actively support," said Anwen Robinson, Infor general manager & SVP of UK & Ireland, in announcing the partnership. "Youth may need us, but we also need them. There is a STEM and digital skills shortage in the UK. We need to inspire and equip the next generation – from all diverse backgrounds and circumstances – so they can join us in the technology industry, or wherever their passion may be."

Employees will have plenty of opportunities to come together for volunteering that may include employability and money management sessions, CV reviews, technology skills workshops and fundraising events: including walks, marathons, Palace to Palace bike rides, and even skydiving.

Infor constantly encourages its employees to be involved with communities and positively impact social and challenging events. It says it is genuinely committed to helping those less fortunate with its technology and sharing know-how so that many lives can improve and can create sustainable opportunities.

Last year, of the young people engaging with a Prince's Trust programme: 40 percent identified as female; 20 percent were from a Black, Asian, or minority ethnic (BAME) background; 36.54 percent had a disability; 36.67 percent faced issues with their mental health and 17 percent identified as LGBTQ+. Infor says it is here for them.

WE'RE ALREADY PLANNING FOR 2022...



The inaugural **ERP Today Awards & Fundraiser** was held at Ascot Racecourse on 23rd September, 2021. More than 1,000 tech executives and 150 NHS staff and leadership shared the day to recognise excellence across our industry and raise money to support the NHS.

We had to write this copy 'before' the event so assuming there hasn't been any disasters, we hope everyone who attended enjoyed a fun-packed and entertaining day. The event has already raised £100,000 for the NHS and hopefully by the time the final total is tallied up we will have raised even more.

Our Awards event in 2022 will follow the same format as this year's with a few tweaks and improvements:

Following on from our work with NHS Charities Together for this year's event, ERP Today is delighted to announce the start of a multiyear partnership to retain NHSCT as the patron charity for the ERP Today Awards & Fundraiser.

We are already planning how to make the event bigger and better in 2022. Here are a few things that you can expect.

- ✓ Double the space and capacity for up to 2,500 attendees
- ✓ Healthcare tech exhibition zone for sponsors to showcase their latest healthcare innovations
- ✓ More NHS Trusts in attendance with 20 being invited to attend the day
- ✓ NHS procurement tepee where buyers from across the NHS will welcome your advances
- ✓ Additional award categories that will create a more level playing field for all
- ✓ More hospitality options with increased number of tepees

To help us improve next year's event we want to hear from as many attendees as possible to share your views on what you liked and what you think we can improve.

You can leave anonymous feedback on the event website at www.erptodayawards.com/feedback or if you'd prefer to speak to us directly please send an email to awards@erp.today



ERP TODAY AWARDS & FUNDRAISER 2022

ASCOT RACECOURSE, THURSDAY 22ND SEPTEMBER.

Tickets, hospitality, exhibition space and sponsorship details will be released in early 2022.

Award nominations will open in April 2022.