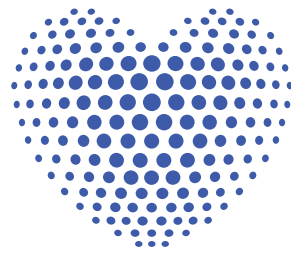




THE ERP TODAY AWARDS & FUNDRAISER

IN AID OF



NHS CHARITIES
TOGETHER





WINNER

TRANSFORMATION PROJECT OF THE YEAR NETWORK RAIL

NOMINATED BY EY



Network Rail is an enormous rail organisation in the UK, employing 45,000 people and supporting 200,000 contractors across the supply chain. But, since 2008, there have been 33 employee and contractor fatalities on NR's infrastructure. As recently as 2019, two track workers were killed after being tragically struck by a train on a live track.

Network Rail's response was to create a programme through its Safety Task Force to deliver better workplaces for everyone on the railway. Several causes were identified, ranging from how the safe work system was planned and authorised to a lack of effective challenges among colleagues when the system deteriorated on work sites.

Initially, employees were sceptical of the new vision to 'get everyone home safe, every day' because previous attempts had failed to enable any lasting change. However, it was essential for the project to succeed this time around.

Network Rail, **EY** and partners successfully launched a solution that radically transformed the way safety was managed on the network. The programme was called RailHub.

RailHub set out to analyse the core components of the systems underpinning the safety record in order to implement its mission, which was to get everyone home safe every day. The consultation involved getting the buy-in of local and national union representatives, a relationship that was historically fraught with difficulty and usually failed. Another significant challenge was convincing end users to change their operating procedures. This time, however, RailHub succeeded.

Two significant changes the project made were removing legacy systems that were difficult for operators

to use and integrating user data sets.

An example of an integrated data set was using cloud-based interfaces that allowed real-time checks on an employee's competency to complete work safely, directly addressing recommendations made to Network Rail in 2019 by the **Rail Accident Investigation Branch**.

RailHub managed to meet all of the goals of the project. There have been reductions in critical areas paramount to workplace safety: near misses and lost time, staff fatigue and operational risks.

The transformation project has been revolutionary for Network Rail, with results going beyond the objectives to create a safe environment for everyone working on the railway. There has been a significant change in the organisation's behaviour and culture by ensuring work is carried out systematically by following the correct safety procedures.

Planners no longer have to switch between systems and have access to clean, real-time source data pre-populated in RailHub, resulting in a 40 percent reduction in schedule slippages on planned work. With the elimination of printed safe packs, savings of £15m per annum have also been made for Network Rail.

Network Rail has also made RailHub's line blockage element accessible to the wider rail industry, significantly boosting Network Rail's reputation across the sector and enabling similar gains for the industry.

By putting forward a genuine, human-first approach to the programme's objectives, Network Rail and EY have successfully implemented a system of change, with complete buy-in from all partners for the very first time, paving the way for a safe working environment for all workers now and in the future.

HIGHLY COMMENDED

COMMENDED

FINALISTS

BRIGGS OF BURTON
NOMINATED BY SAPPHIRE



Briggs of Burton is a world-leading British engineering firm with a proud heritage in brewing innovation. They now have an ambitious goal to expand globally. Based for over 300 years in Burton upon Trent, their global innovation in hygiene technology for many of the world's biggest drinks, food, and pharmaceutical brands is accelerating the firm's growth.

Briggs of Burton employs around 190 people in the UK, but it has plans to extend its operations internationally, specifically into the Asia and South America markets, where demand is growing.

In 2021 they became the first UK company to adopt RISE with SAP business transformation as a service for S/4HC Public Cloud.

From a revenue of £16m in 2016, Briggs of Burton plans to increase this to £100m by 2024. To bring this growth home, they needed to upgrade their 1980s system to a cloud-based approach. The company decided to partner with **Sapphire** and set its sights on the SAP S/4HC Public Cloud backed by RISE.

Briggs of Burton and Sapphire fit perfectly when it comes to attitudes to people. They both believe in empowering teams to achieve their best and work smarter. So, using cutting-edge technology and automation means staff have extra time to do the things that matter, whether that is speeding ahead with growth or taking time to support each other.

After implementing the new system at the lightning speed of six months, it has already seen the benefits. The new platform allows them to obtain the best margins on bidding for work. With speed and data, they are also creating new expansive offerings to their customers and futureproofing their business with carbon capture modules for their distilleries. The customer is enjoying the Sapphire-led, mid-market growth benefits as a result.

The project is already experiencing improved accuracy, visibility, insight, and decision-making, as well as access to comprehensive reporting that is helping them see and run their business in real-time.

The company is also working on a new multi-million-pound Scottish distillery leading the way in sustainable production in the whiskey industry. The ambitious project for the Ardgowan Distillery, near Inverkip, west of Glasgow, has pledged to be carbon negative by 2024, which it can achieve by creating a modular distillery able to adapt as sustainable technology evolves.

Briggs of Burton is now not just live but through their first cloud enhancements and powering ahead in exploring and exploiting how S/4HC with RISE and Sapphire, the company can drive further transformation in their business.

NHS DIGITAL
NOMINATED BY COGNIZANT
AND SERVICENOW



NHS Digital is the national supplier of information, data and IT systems for commissioners, analysts and clinicians in health and social care. It provides services to 1.5m employees across the **NHS**, including NHSmail, Microsoft Teams, Spine (consists of the e-Prescription Service, Summary Care Records, e-Referrals and the Child Protection Information Sharing system), IT Operations, IT Security, and other related services.

NHS Digital needed a user-friendly management platform to help patients and employees access their required services by providing a frictionless experience. Previously, NHS Digital selected an IT Service Management platform, but the implementation did not go ahead due to difficulty in scaling.

After a tumultuous process of re-tendering and assigning implementation partners, NHS Digital finally selected **Cognizant** as their partner for a **ServiceNow** platform.

Cognizant created an 'out of the box' core solution to fit the NHS Digital needs. The results so far include a streamlined process for all critical areas of business, strategic management of information, data-driven approaches and frictionless user experiences.

The product vision for the platform was to build and deliver a first-class digital service for the NHS and beyond and to reduce time spent on non-patient work for clinicians.

The technology-driven automation built into the platform has increased self-service usage by 20 percent, resulting in a reduction in cost/time per transaction of 14 percent and a seven percent reduction in the spend.

NHS Digital now provides a 21st century experience for clinicians, nurses, and all the support staff. For example, in the past, when a carer needed to access a patient's records, they would have raised a request manually, spending a lot of time waiting for the request to work its way through a process with little traceability or visibility. With the new platform and experience, they can use their ServiceNow portal or mobile phone to log, track and be updated as soon as the case receives information while they continue to care for other patients.

By providing a frictionless and automated platform for all staff, NHS Digital is giving time back to health professionals and patients because every 20 minutes saved by NHS Digital allows one more patient to be seen by a health professional.

ALTER DOMUS
NOMINATED BY DELOITTE



Alter Domus is a fully integrated fund and corporate services provider with almost \$2tn in global assets and over 4,000 employees. In 2020, after significant growth, Alter Domus embarked on a large-scale ERP transformation project to move its entire global business operations across 21 countries to one **SAP** Cloud.

Alter Domus chose SAP software and **Deloitte** as their implementation partner to deliver the vision, and together they created a team of over one hundred individuals. The two brands worked together to find the right solutions across process, data and technology challenges.

A range of SAP technology was selected to cover over 100 level-two processes across R2R, P2P, O2C, HR, client delivery and analytics globally across 85 business entities in 21 countries, delivered in regional waves between 2021 and 2022.

All countries are now live. User uptake and experience have been outstanding, with over 4,000 users now live. Furthermore, the project has had a significant positive impact on the whole business. It has provided a unifying platform and a shared success story for the entire organisation. Acquired businesses have been assimilated and a 15 percent IT cost reduction has followed the single cloud platform.

The project has genuinely transformed the Alter Domus business and delivered on the vision of providing the platform for the future.

Delivering this amount of change and benefit without causing significant business disruption over a two-year timescale is a rapid and remarkable achievement.

HOWDEN
NOMINATED BY LTI



Howden is a leading global provider of mission-critical air and gas handling products, established in 1854 in Glasgow servicing the local marine industry. Following the acquisition of six new companies, Howden acquired six different ERP systems bringing its total number of ERP systems to 15, half of which were out of mainstream support. This acquisition left them in the midst of an ocean of different complexities and approaches. As a result, Howden knew it was time to think about a single platform to tackle the major inefficiencies it was experiencing.

The company appointed **LTI** to implement **Microsoft** Dynamics 365 ERP across their business, creating a single, holistic view of the organisation's key business processes and data.

The results were immediate and impressive; improvements in the customer experience came via the improved ordering process and access to the correct customer data. Internally, Howden made considerable gains in efficiency, productivity, employee satisfaction and cost control information. User-friendly employee dashboards and role-specific workspaces were created on the platform and optimised for employee use. The usability of the platform was shared across the company and not just for senior leadership. Reporting capabilities extended to the entire employee base.

As LTI provided key inputs into their ERP strategy definition and in Howden's execution, the project was a great success. As a result, Howden is now gearing up for accelerated deployment of the right ERP solutions globally.

INNOVATE UK
NOMINATED BY WORKDAY



Innovate UK is a government body that provides essential development support to a cross-section of businesses and is a driving force behind the government's ambitious vision to make the UK a global hub of innovation by 2035.

Innovate UK's mission was to increase its support reach by working with and funding more businesses.

Although Innovate UK was already live with **Workday** Human Capital, the collaboration between HR and finance was limited. The teams were still using spreadsheets and manual processes to supplement Workday alongside old systems. Then the pandemic struck, and internal complexities coincided with a sharp rise in customer demand for funding.

Using Workday UK Payroll presented Innovate UK with an opportunity to realise the full potential of its existing investment. Payroll was the ideal bridge between the HR and finance functions, and the team was tasked with championing an agile approach to implementation.

A project team was created, and a dedicated payroll manager helped coordinate Workday alignment. Workday UK Payroll rapidly demonstrated value in improved agility and a radically accelerated ability to make changes and generate data for strategic decision-making.

The transformation project between Innovate UK and Workday has revolutionised the decision-making capabilities required to meet post-COVID demands, facilitated agility for streamlined innovation and allowed the team to meet the growing demand for live data.



FINALISTS

FINALISTS

JACKSONS BAKERY

NOMINATED BY COLUMBUS



Family business **Jacksons Bakery** has been baking bread with superior quality, taste and texture for over 100 years. In 2021, it was presented with a business opportunity that could only be met by undertaking a transformation project to overhaul its technology and supply chain. The move provided the springboard for Jacksons to transition from regional to nationwide supplier, introducing 14 own-brand product lines.

The new deal meant an uplift of 30 percent in Jacksons' production and distribution. However, it was clear that the company's disparate legacy IT systems would be unable to cope with the new level of growth.

Working in partnership with **Columbus UK**, Jacksons selected a new integrated Dynamics 365 Finance and Operations (D365 F&O) ERP solution. D365 F&O would be essential to modernise core processes from order to invoice, including procurement, EDI automation, advanced forecasting, production planning, material consumption and despatch.

The ERP platform implementation needed to be deployed and go-live in parallel with the new Distribution and Fulfilment Centre, an extensive programme of factory refurbishments, whole-scale capacity ramp-up and significant new product development and product launches.

The project went live at the start of March 2021 and was completed on time and on budget. The success and immediate stability of the ERP implementation provided the backbone on which Jacksons could launch its new business and continuous development with system enhancements in partnership with Columbus UK.

MERSEYSIDE POLICE

NOMINATED BY EVOSYS



Merseyside Police serves a population of around 1.5 million people across Merseyside and Northwest England. After recent spending limits and austerity measures, the force decided to look for ways to improve services and value by redirecting cost savings to front-line services.

In this pursuit, and working closely with the internal team, **Evosys** was instrumental in the force's successful business transformation. Taking them from disparate on-site systems to an **Oracle** Cloud ERP solution as its primary system for human capital management, finance and procurement fully integrated with the force's new duty management system.

Merseyside Police chose a multi-faceted Oracle Cloud system as part of its digital transformation strategy. This solution helped the force to connect all its critical data across functional business areas, making it accurate and accessible. A subsequent reduction in administrative time and error has been a significant outcome.

The force transformed its procurement model by moving away from an email-based system to a digital supplier portal. As a result, suppliers are consolidated in one place, and a streamlined approval process allows the efficient delivery of critical operational equipment.

Despite pandemic restrictions, **Evosys'** team of cloud experts managed a remote delivery of the cloud solution. Implementing a new ERP solution on a budget is challenging at any time, but with **Evosys'** proven implementation methodology and innovative tools, they managed a successful transformation.

MICROSOFT CIRCULAR CENTERS

NOMINATED BY MICROSOFT



Microsoft Circular Centers are leading the way in zero-waste sustainability efforts in the tech industry. To successfully prove the concept viability, Circular Centers needed a robust and flexible supply chain management platform to support an optimised warehouse routing and management system to process decommissioned servers from Microsoft data centres.

Kesava Viswanathan, Circular Centers programme director, collaborated closely with **Microsoft** Cloud Supply Chain Engineering to design and implement new capabilities needed to stand up the Circular Center programme. Decision makers were looking for a quick ramp-up and implementation to align with their tight timeline for the pilot launch and a cost-effective ERP system for warehouse and supply chain management. Equally important was a system that would meet Microsoft's internal security parameters and integration capabilities with other supply chains.

Microsoft Dynamics 365 Supply Chain Management emerged as the winner. This platform was not only on budget with a responsive MCS team, but the lack of required security validation meant they could achieve rapid implementation and deployment.

This model has achieved 83 percent reuse and 17 percent recycle of critical parts while delivering a reduction in carbon emissions of 145,000 metric tons CO2 equivalent.

Microsoft is looking forward to extending this model to all cloud-computing assets and achieving 90 percent reuse by 2025, with projected savings of approximately \$100m each year.

NORFOLK COUNTY COUNCIL

NOMINATED BY SOCITM ADVISORY



Norfolk County Council is the top-tier local authority for the rural, non-metropolitan county of Norfolk in East Anglia, England, serving a population of around 900,000 citizens and employing over 9,000 people. Like all UK local authorities, it is faced with the dual challenges of increased demand for front-line services and citizen expectations against a declining government grant.

With a strategic objective to become more financially self-sufficient and accelerate digital transformation, the council identified its ageing **Oracle** E-Business Suite (EBS) 12.1 ERP system as a significant constraint. The 2004 system had a limited flow of data and analytics, and many processes were still paper based.

Following a partnership with **Socitm Advisory**, the council selected Oracle Fusion as the best cloud-based ERP solution to help their transformation.

The new system was launched to 9,191 users in April 2022. Oracle Enterprise Performance Management was implemented to streamline planning, forecasting and reporting processes and support a cultural shift. Eight hundred managers were empowered to take ownership of budgeting through self-service.

A focus on end-user experience was paramount to the process and collaboration between the council, Oracle and Socitm Advisory led the change programme and empowered employees and managers along the way.

The transformation of Norfolk County Council has been a trailblazing success, driving a culture of change that will benefit all users across the system.



FINALISTS

OXFORD UNIVERSITY PRESS
NOMINATED BY COGNIZANT

Oxford University Press (OUP) is the largest university press in the world. OUP's mission is to create world-class academic and educational resources and make them available as widely as possible.

Like many other organisations during the pandemic, OUP saw a significant increase in traffic. To service this new demand, it was imperative to optimise the customer-facing applications, get a unified view of the observability and availability of digital products, and optimise multi-cloud spending as part of digital transformation.

The initial objective of the transformation programme was to self-fund the project with an expectation of being cost-neutral. But **Cognizant** has so far delivered savings of £1.7m and supported a cultural change within the organisation where individuals and business units are empowered to take control of their own cloud spend.

As Darrel Douglass, head of product operations in Oxford University Press, sums up:

"(The pandemic) has accelerated digital transformation programmes already in place across the organisation to ensure we can deliver what our global customers need, and when and how they need it.

"A key pillar of our strategic partnership with Cognizant has been the work the PACE team have delivered in baselining existing product performance and optimising technical configurations and holistic cloud spend across product portfolios. The significant savings enable the Press to invest in our mission to create (our) resources and make them available as widely as possible."

ROLLS-ROYCE
NOMINATED BY CAPGEMINI

The 'Pioneers of Power', **Rolls-Royce** is a famous British institution established in 1884. It creates cutting-edge technologies that deliver clean solutions, and boast a workforce of 11,800 civil engineers and 16,000 defence engineers globally.

The Direct Procurement Excellence Programme (DPEX) delivered a much needed update to the procurement systems at Rolls-Royce. Moving on from siloed operations, spreadsheets and emails, Rolls-Royce selected a highly customised Ivalua software package to transform the entire direct procurement process. The new Ivalua system impacts over 700 global users, 3000 suppliers and billions of supplier parts contracts.

With **Capgemini** as their implementation partner, Rolls-Royce has built a strong programme of transformation that has benefitted many parts of the business and set the stage for growth. The DPEX team delivered a globally sustainable procurement process driven by the embedded process within the Ivalua workflows, connecting suppliers directly to Rolls-Royce. Buyers are no longer chasing RFQ emails with suppliers but instead using the Ivalua workflows resulting in savings of 170 percent above budgeted targets.

The Ivalua platform has enabled progress in environmental goals, from the paperless system, a decrease in air-conditioned storage and a fully optimised working from home set-up for buyers, all contributing to a significant reduction in carbon emissions. The delivery of the DPEX project has also driven value results for both employees and suppliers.

TECHNIP
NOMINATED BY INOAPPS

Technip Energies was founded as a brand-new company, spun out from the parent organisation in 2021 with the specific objective to pioneer global renewable energy projects.

Fundamental to the success of this strategy would be a 'One ERP' programme rationalising four global ERP systems to a single platform of **Oracle** Cloud ERP by 2025, in addition to deploying Oracle Cloud HCM globally in 2022.

In partnership with **Inoapps**, it has already realised value in three core areas: common employee experience, analytics accuracy and process simplification.

For the common employee experience, Technip Energies brought together stakeholders from all over the world to go-live with Cloud HCM, which will deliver a common employee experience and increase personal development opportunities for a more flexible workforce.

Increasing analytics accuracy to help optimise decision-making required a migration of more than 19,000 users from local and legacy HR systems to Oracle Cloud HCM with upstream and downstream integrations, data migration and other local source systems. There was a positive response from all regions with change workshops and local market insight sessions to ensure an inclusive process. The project spanned more than 30 countries, and Inoapps, Oracle and Technip worked together to achieve a single, globally coordinated go-live in February 2022.

Inoapps ensured successful implementation and deployment globally, as well as setting the client up for future successful adoption of Oracle Cloud.



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**WINNER**

ERP VENDOR OF THE YEAR IFS



IFS delivers the next generation of cloud-based enterprise software to companies across the world. The Swedish giant's vision for the intelligent, autonomous enterprise focusses on evolving and transforming its customer's business, allowing them to challenge expectations and grow exciting new offerings, radically efficient processes and new ways of thinking.

Significant advances have been made by IFS towards driving innovative solutions to help provide the best customer experience today; including Demand Forecasting: Demand Planning, a forecasting tool that uses AI and ML to collect historical product data, using weather, consumer confidence index, interest rates, showroom traffic, load balancing and more to automate forecast demand.

The vendor has also pushed machine learning for predictive maintenance. In 2021-2022, they improved asset performance prediction and intelligent monitoring with IoT and streaming data, which means less downtime and better maintenance plans to realise value from a combination of sensor and IFS data.

The IFS expense reporting process allows employees to be reimbursed for business-related purchases. The user photographs the receipt and uploads it to the expense report, where ML capability adds the amount, descriptions, and date directly to the expense report. It also classifies the receipt with the customer's own expense, putting an end to laborious expense practices.

Meanwhile, inside the IFS Labs, new ideas and innovations are being explored, resulting in new technologies being turned into solutions. For example, their IoT and IFS Remote Assistance solutions started in the IFS Labs. Subsequently, they have shipped over 900 new features,

helping drive improvements across a suite of products, all engineered for maximum customer value.

In April 2021, IFS launched its three-year sustainability strategy and published its goals, including ambitious sustainability KPIs and achieving carbon neutrality by 2025. They have made significant strides across many areas of ESG, including increasing female managers to 28.1 percent in 2021, building an IFS Education Program and making multiple data privacy commitments.

IFS launched the Change for Good Awards in 2021 to recognise how technology makes a difference by enabling customers to be more sustainable across their businesses. The awards showcase IFS customers' incredible work in customer sustainability. In addition, the awards drive visibility into the community, and engagement with customers helps IFS better understand their needs and goals, influencing how sustainability capabilities are built into products in the IFS Cloud.

In October 2021, the IFS Cloud Sustainability Hub was launched, allowing customers to calculate their scope emissions and gather 'E' (environmental) data for ESG reporting. The carbon footprint tool allows customers to track their emission reductions against their targets, giving greater insight into progress against commitments such as carbon net zero.

The roadmap for the Sustainability Hub expands on the carbon footprint tool, bringing in ESG metrics for automated reporting against ESG frameworks and standards.

The core values at IFS: trust, collaboration, and agility, continue to frame how they work with partners, customers, and colleagues to show how technology is essential in enabling a fairer, greener society.

HIGHLY COMMENDED

MICROSOFT



Microsoft empowers every person and organisation to achieve more by offering a comprehensive portfolio and supporting customers with their business needs. The connected data and applied intelligence at the core, Dynamics 365 and Power Platform create a complete set of integrated, intelligent business applications. An investment into Dynamics 365 is central to the security and compliance of Microsoft Azure and connects to tools millions of people use daily through 365 and Teams.

Business applications are becoming multiplayer, and collaborative applications leverage the Context IQ technology, a natively integrated set of cross-app experiences that bring people the information they need when and where it's needed.

The capabilities of Context IQ make information, people and conversations more accessible in the moment, reducing switching between apps. At the data layer, Microsoft can ingest, manage and unify data from all data sources, including on-prem applications, SaaS applications and third-party systems. Using Azure Machine Learning, Cognitive Services, and AI Builder, they synthesise larger quantities of data and turn these results into deliverable actions.

Microsoft UK takes pride in the impact they have made on the UK economy, environment, and society. Over the past year, £149.6m was given in grants and 718 UK charities, and 4,000 students reached. Thirty thousand young people have engaged in the Generation Cost programme, and 183 partners have signed the Microsoft Partner Pledge to meet standards across upskilling, diversity, responsible and ethical AI, and sustainability.

On the sustainability front, core UK Microsoft facilities are now powered by 100 percent wind energy, and their Circular Centers are making huge strides forward with supply chain management solutions. As a result, the centres have achieved 83 percent reuse, and 17 percent recycle of critical parts while reducing carbon emissions by 145,000 metric tons of CO2 equivalent.

Microsoft will extend this model to all its cloud-computing assets and is on track to achieve 90 percent reuse by 2025, with projected savings of approximately \$100m each year globally.

Microsoft's mission to help the world achieve more extends to empowering social purpose, which includes large upskilling and apprenticeship schemes and being a leading force for inclusivity.

COMMENDED

SAP



SAP is a world-leading software producer for managing businesses, processes and solutions.

Their purpose is to help companies of all sizes and industries run their businesses profitably and adapt continuously. As a market leader, their commitment has led to over 22,000 partnerships and employees in more than 140 countries. SAP customers generate 87 percent of global commerce and they have ranked as the #1 software company in the **Dow Jones** Sustainability Index for 15 years.

Customers have seen tremendous innovative benefits from the SAP S/4HANA Cloud solution and best practice use cases. For example, the Automated Data Capture delivers time and cost-saving scenarios using optical character recognition to collect and digitise large amounts of business documents.

AI and ML learn from customer-specific history and exceptions to predict, support or automate business user decisions. Robotic process automation detects problems and triggers workflows, and SAP CoPilot provides conversational UI with a digital enterprise assistant for various business roles.

SAP S/4HANA Cloud has enabled innovation for top, bottom and green-line growth and, together with their customers, they have spearheaded a future with zero emissions, zero waste and zero inequality. Enterprise solutions deliver company-wide functionality and industry-specific sustainability features to drive sustainability at scale by embedding operations, experience and financial insights into core processes.

Companies can use the SAP S/4HANA Cloud to move beyond economic measures to have complete visibility into the consequences of their actions – adding real-time environmental, social, and governance impacts into reporting. It is modular but pre-integrated so customers can start where they need and adapt proven business processes with intelligent robotic process automation, ML and embedded analytics.

SAP S/4HANA Cloud is an ERP solution for the digital era. The new RISE enhances this approach with SAP solutions, simplifying contracting and providing concierge services for transformation. Consequently, RISE has seen 15 to 40 percent improvement in customer satisfaction, a five to 15 percent improvement in customer spending, and a 15 to 20 percent reduction in their carbon footprint.

The numbers bear out SAP's purpose to help the world run better and improve peoples' lives with sustainability at the core.

GLOBAL SHOP SOLUTIONS



Global Shop Solutions create products that simplify manufacturing by automating critical functions, including shop management, scheduling, inventory, and more.

Their Fast Track ERP Implementation process is their newest offering, reducing manufacturers' time to go-live with their software, so they can achieve a faster ROI. Global Shop Solutions has been assisting new customers to achieve go-live in 90 to 120 days by focussing on their core functionality and using a detailed schedule.

Their product innovation and technology roadmap includes two critical elements for today's manufacturers: expanding ERP capabilities with software integrations and the ability to customise and display real-time production data on the shop floor.

Access to real-time shop floor data is essential for keeping up with today's short lead times and just-in-time delivery dates. The Dashboard Designer is one of the newest features and enables customers to design and build custom dashboards that convey essential information to the workforce across the shop floor.

Global Shop Solutions also drives several sustainability initiatives; training on reducing travel, carbon reduction software and championing a paperless workplace. Furthermore, Global Shop Solutions installed solar panels at its global headquarters last year, generating enough clean electricity to power the entire facility for 30 years.

Global Shop Solutions also has a long history of supporting charities, including healthcare, youth sports, assisting the homeless and special needs children.

FINALISTS

INFOR



Infor offers the latest cloud software products to drive enhanced performance and efficiency for the modern business, building solutions for every customer journey stage. They leverage user experience, latest technology, data science and market research in their work.

Designing expert solutions in the cloud, Infor has helped thousands of customers worldwide to stay on top of market disruptions and help companies implement sustainability programmes and encourage traceability. Go Green, for example, educates customers on how software can help them achieve their sustainability goals and improve asset utilisation, maintain compliance with government regulations and reduce costs.

Infor's comprehensive portfolio of ERP solutions supports companies from manufacturing to the public sector, retail and healthcare. Infor creates complete solutions that integrate with their customers' systems, delivering an unmatched user experience with ERP at its core.

Their customers report improved results and superior auditing and compliance achievements. With CloudSuite, companies gain an advantage in detailed industry compliance and improved business continuity in the face of the most challenging disaster scenarios. Furthermore, solutions can be distributed globally across AWS data centres.

Infor drives rapid redeployment of applications and data in response to nearly any imaginable service disruption around the globe, making for a formidable ERP vendor in today's market.

UNIT4



Unit4 is trailblazing the latest in enterprise transformation capabilities across the world's mid-market and people-centric players. ERPx is their cloud-based solution connecting human capital management, financial planning and analytics, and the latest in ERP onto one dynamic platform.

With real-time information and a powerful people-centric core, the platform creates viable benefits for organisations and employees, driving better insights, productivity, purpose and engagement.

Creating an individualised platform for customers, ERPx also allows for continual adaptability and improvement, ensuring the best tools are used in the most effective ways to bring the organisation and its people together. The solution provides customers with a platform and tools designed around the specific needs of their people. New technology and capabilities help customers become more efficient while making their teams more resilient and adaptable.

The Industry Mesh platform builds upon that value by using pre-built data flows between applications, data sources, and the industry ecosystem, reducing the cost, burden and time-to-value of integration and bringing organisations richer and more consistent data across the enterprise.

Unit4's social responsibility mission follows pillars linked to the UN Sustainable Development Goals on education and employability, health and wellbeing and environmental sustainability, which have earned them the Bronze Level on **EcoVadis**.



WINNER

TRANSFORMATION TEAM OF THE YEAR DELOITTE



Deloitte Consulting MCS helps organisations imagine, deliver and run their dreams using the latest technologies, from strategy development to implementation. The **SAP+** team, part of the wider Deloitte transformation unit, comprises 680 employees and is firmly established as number one in the UK marketplace for SAP Enabled Transformation.

It has grown by over 240 percent in the last two years and uses a proven, multi-disciplinary model focussing on multiple industries, including FSI, public and private sectors.

The Deloitte transformation team are problem solvers; from researchers to designers, ecosystem engineers and emerging stars, they are all masters of change. They look at balancing the right blend of industry, process and SAP technical skills to provide their clients with a comprehensive integration and transformation experience. The team holds a reputation as the best UK organisation for implementing finance, supply chain and human capital transformation programmes for some of the best-known global brands operating in the UK.

The '+' in SAP+ symbolises the team's added value for their customers when delivering SAP-based transformation projects. They fill in the gaps around technology, extending opportunities, solving problems and creating value on the road to S/4 transformation. They have a strong focus on data, analytics and the next generation of technologies, including machine learning and artificial intelligence.

SAP+ has an in-house team of experts across multiple industries who can participate and advise on programmes alongside the core transformation unit. This approach continues to be a massive differentiator in the marketplace.

SAP has recognised their work, with SAP+ playing a vital role in the Deloitte Global SAP practice. They have received four Pinnacle Awards this year for transformation, technology and sales excellence. Furthermore, one of their teams won the SAP Business Technology Prodigy Award at a hackathon earlier this year for building a metaverse-based drone command centre and interface to optimise the supply chain for transporting people, goods, and waste. The project used a sophisticated network of drones with adaptive route planning, spare capacity utilisation and automation with an interface to deliver the best solution to consumers.

Over the past 18 months, they have enjoyed the ongoing success of integrating independent SAP consultancy **Keytree**, adding a deeper layer of skills, knowledge and expertise to the team.

The shift to the cloud remains a huge industry-wide progression, and the team continues to support SAP in its RISE initiative. They will soon be named a full stack SAP RISE partner, where their managed service capability will be a crucial component of their offering.

While some customers still use classic application management services, more and more are DevOps-focussed; the priorities of the SAP+ team remain the same; to provide continuous delivery. Helping customers evolve and respond to new and unexpected challenges remains part of their core offering.

Prioritising in-depth conversations and establishing long-lasting relationships with customers continues to feed their ethos as a transformation team. SAP+ understands that the closer they are to their customers, the more value they will deliver. This approach lets Deloitte shine as a transformational leader in the digital and technology space.

HIGHLY COMMENDED

CAPGEMINI



Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The consultancy is guided daily by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a reputable and diverse organisation of 290,000 team members from nearly 50 countries.

Over the last few years, Capgemini has seen more clients focus on enterprise management transformation programmes, driven by the need to adapt their business models after significant global supply chain disruptions, access to new technology options and a constantly evolving marketplace.

Often the ambition is high in transformation projects, but customers are left with something little better than what they already had: more tech replacement than any meaningful change. It's essential now to bring expertise and rigour to business processes, excite users with demonstrator applications, and develop for them a clear articulation of the business change.

The ERP Advisory Service at Capgemini aims to help clients shape their ERP programmes to maximise business benefits, realise their corporate ambitions, and provide the best transition for programme delivery.

At the core of the team's success is the Capgemini Reference Model, which is the approach they take to executing complex ERP-enabled enterprise management transformation programmes.

The model has three key components: digitised business change, end-to-end user experience and 'seeing is believing' working applications, and it is tailored to specific industry drivers, processes, and application architectures. The model enables the best architecture and covers an integrated and holistic approach to people, processes, data and technology. The critical top two layers, business strategy and business outcomes, are completely aligned within the model. In other words, the team focusses on delivering meaningful transformation and change, not just random bits of tech.

Valuable relationships are nurtured and maintained among the core team of consultants, employees, partners and clients. In the work that Capgemini does, collaboration and testing business-buy is key to success and producing quality output, whilst essential, is nothing without delivering lasting and critical outcomes.

COMMENDED

EY



EY, a leading global expert in professional services, offers insights and quality services to help build trust and confidence in the capital markets and economies worldwide. In addition, EY develops outstanding leaders whose teams deliver on their promises to all stakeholders and the higher corporate mission to build a better world.

The EY EPM team uses the latest generation of **SAP** technology to shape and deliver digital business transformations. They support clients initiating or undergoing major business transformations - their capabilities span end-to-end solution implementation services, from strategy and architecture to production deployment and continuous improvement.

The EY EPM team and EY Digital Finance team helped formulate an Integrated Business Planning (IBP) solution for a major oil and gas organisation. The team focussed on following the fundamental principles of transformation: standardisation, simplification and efficiency and ensured the focus was always on the value provided to the customer.

Combining industry expertise, technical know-how and finance process, experts helped develop a fully functioning and integrated business planning solution using the SAP Analytics Cloud for Planning platform. This was done within an extremely tight timeframe.

The IBP solution is a significant shift from traditional bottom-up financial planning to driver-based planning, allowing for increased visibility into the causes of variances, disruptions and cause-effect analysis.

The target outcomes of the IBP project included improved effectiveness and action-orientated insights, the adoption of a live plan concept, standardisation of all processes, increased data quality, visibility and integration between all users, and a simplified system landscape for easy and accessible use.

The EY team drove a consistent approach throughout the project, from the planning schedule via a people perspective, supported by a solid change management process. An agile framework was adopted to enable the client to have an early vision of the solution and enter a feedback loop during the design process.

The success of this engagement has led to the solution being adopted as a global planning template that will be used to formulate the scheduling process for the entire organisation and their projects in the future.

COGNIZANT



Cognizant is a leading business transformation consultant and the preferred partner of **Amref Health Africa**. Together they are building a digital health service for Amref, the largest international non-governmental organisation in Africa.

The Cognizant and Amref Health Africa partnership created a new, user-friendly digital system to integrate three separate reporting tools and their functionalities into one platform. The new platform will enable better planning, resource allocation, identification of training needs, and, ultimately, patient outcomes by aggregating data from the existing tools and helping users generate valuable insights.

There is an estimated six million shortfall in the number of health workers needed in Africa by 2030, which, alongside the rise in population, is exponentially increasing the challenges facing health services on the continent.

The new platform will enhance health worker training programmes, produce meaningful and correlated reporting functions, improve patient outcomes, particularly for women, and drive a system of self-support where people can better address their own healthcare needs.

The Cognizant-Amref transformation project is working closely together to use technology to realise the Amref vision of increasing sustainable healthcare in sub-Saharan Africa.

FINALISTS

EMBRIDGE CONSULTING



Embridge Consulting is an independent boutique digital transformation agency renowned for its ERP, business change and digital expertise. They enable successful and impactful digital results and promote a strong culture of purpose throughout their projects.

For example, Embridge recently implemented the **Unit4** Talent Management Platform for a nuclear-decommissioning organisation requiring smart integrations between the ERP and their ATS application.

The team utilised the Embridge Change Management expertise to increase engagement and performance management, removing inefficiencies and driving development and wellbeing.

Embridge helped the project team formulate, communicate and share their ideas, enabling a fruitful consultation with the broader HR team, unions, programme board and managers.

The vendor used a transparent and collaborative approach to achieve its strategic goals, reaching go-live integrations a month before the schedule. Furthermore, the project proved its ability to deal with larger applicant volumes, reduced manual working and administration time, and implemented GDPR compliance enhancements.

The project delivered positive cultural change in ways of working, upskilling employees and introducing improved working habits.

SAPPHIRE



Sapphire Systems is the leading digital operations platforms provider to the mid-market industry. Its partners include **SAP**, **Infor** SunSystems, **HxGN EAM** (formerly Infor EAM), **ServiceNow** and **Automation Anywhere**.

The **Briggs of Burton** S/4 RISE project is an example of a transformation team driving a cloud mindset to future-proof business growth through ERP. Together the brands achieved their go-live date in a phenomenal six months, helping Briggs of Burton experience improved accuracy, visibility, insight, decision-making and reporting.

The team were also responsible for the second RISE with SAP deal with global healthcare company **LetsGetChecked**, who needed to continue servicing demand against an overwhelmingly high take-up for COVID-19 tests.

The Sapphire Team went in to deliver a new system once again with flying colours. Gary Fitzgerald, group financial controller for LetsGetChecked, says: "Sapphire Systems understands all our complexities and specific needs. Their team worked closely with us to scope the right project methodology and expedite performance."

In addition, the Sapphire team has introduced SAP Business ByDesign to some fantastic fast-growth companies, pioneering sustainable products and services and paving the way for SAP's newest initiative, Grow by SAP.

The Sapphire transformation team continues to go above and beyond for their customers daily in pursuit of driving business growth through technology.



WINNER

OUTSTANDING LEADERSHIP AWARD (NOT CEO)



STEWART MONK

general manager international,
FinancialForce

Stewart Monk is general international manager at FinancialForce and provider of customer-centric ERP, professional services automation and customer success solutions built on the Salesforce platform.

Stewart is a leader in the field of diversity and inclusion, where he leverages his experience as a gay man in business for over 30 years to focus on work cultures. He knows that integrity, the authenticity of voice and respect for individuality fosters an environment of collaboration and respect.

He has always called out bad practices in his teams and has a low tolerance for language perpetuating sexist or racist assumptions. As a result, he is extremely proud to have been selected to join the Salesforce Ecosystem Equality Partner Advisory Board.

Stewart managed the EMEA team for over two years with care and compassion and ensured that there were no reactive team changes or redundancies in response to prevailing market uncertainties. Instead, he helped transform and grow the business by 60 percent, opened new offices in The Netherlands and secured further headcount expansion. His attention and direct outreach to each FinancialForce customer kept confidence high while he invested effort and determination to reshape the business.

In just two years, Stewart has transformed FinancialForce EMEA in every respect, with positive change and new energy now visible in every cornerstone of the business. He drove change at a time when other companies were being cautious. For example, establishing a new EMEA office based in Utrecht showed customers and colleagues that FinancialForce was on a growth curve despite the market challenges.

By reaching out to reinforce relationships across the

FinancialForce ecosystem, he helped encourage new channel partner propositions to develop. He generated word-of-mouth attraction that brought in new partners in France and the Nordics – such as **Fluidio**, who were excited to create new financial capabilities with their Salesforce solution.

Through building new bridges with senior Salesforce executives, he highlighted the shared benefits of supporting FinancialForce. Now go-to-market programmes have been jointly developed for several industries, and as a result, the line of Salesforce-referenced business is multiplying.

Drawing only from existing employees, he overhauled roles and promoted from within to reshape the sales team, customer success teams and presale job function. He flattened the organisational hierarchy in the process and injected new autonomy into many roles. Stewart reoriented every business development manager to sit at the centre of sales activity, never on the sidelines. As a result, continuous improvement and creative thinking have become part of the EMEA culture.

The energy in the EMEA team is palpable, and international sales campaigns are developed at a rapid pace; new go-to-market campaigns have reached companies in 17 countries across the region over the past two years, supported by a new multi-lingual EMEA website.

The proof of the value of this wholesale change is evident in the transformed sales results, and growth trajectory of the organisation and the outstanding leadership of Stewart Monk was undoubtedly the major driver.

Somehow, he even manages to have a real life outside work, with time for family, cooking, long dog walks and even (or so it is rumoured) a little disco dancing.

HIGHLY COMMENDED



ANWEN ROBINSON
senior vice president and general manager of Infor UK&I

Anwen Robinson, a cloud ERP veteran, joined Infor in March 2021 and is a significant stakeholder in all regional business units.

When Anwen took the role of GM, she had to ensure that the UK&I was aligned to the new global strategy. When joining the business, it was against the backdrop of several UK&I predecessors over a relatively short period.

Plus, a major cross-regional shift in Infor's global focus was being rolled out, and Infor was purchased by **Koch Industries**. The UK&I needed to quickly realign to the new global direction and ensure that the team structure could achieve the core objectives.

The first step she took was to assess the UK&I structure, focus, and communications approach and determine where the UK&I would make a real difference. To understand the key operational processes, she connected with all key customers and employees. She also listened to her workforce to understand the areas that UK&I could rapidly improve.

Aligning everybody within the UK&I organisation to the new strategy was essential. She took that alignment down to core levels to ensure that everyone understood the internal and external challenges and what was likely to be coming in the future.

Looking beyond the immediate team, Anwen was also conscious of building on Infor's brand awareness and ensuring that relationships were built with trusted advisors. Her plan needed to ensure that the company's reputation remained strong and trustworthy. Anwen also saw the need to rapidly build a strong positive culture inside and out of the business, ensuring that the company gave something back to the community.

The results of Anwen's leadership initiatives are felt every day in the culture, meetings, collaboration, and engagement of the UK&I team. In the one year that she has been at the helm, UK&I feels united and operates like one team. Furthermore, the team knows exactly what the business strategy is. But, most importantly, the team understands exactly what part each of them plays in achieving that strategy.

Beyond that, the UK&I team has been making a solid impact in the marketplace and becoming more recognised as a leader in the field. This is all down to Anwen.

COMMENDED



CHRIS RICHARDS
regional vice president, Unit4

Chris Richards joined **Unit4** in Nov 2019 after spending 25 years in the enterprise software industry, working at **Software AG, Workday, Morgan Stanley** and **Citrix**.

At Unit4, she delivers the regional strategy and drives sales across the UK&I. She also focusses the concept of 'people experience', creating success through the experiences of Unit4's people and everyone who touches its customers' ecosystem.

Over the past two and a half years, Chris Richards has made a tremendous impact as a leader. When she joined Unit4, the UK&I region required a new strategy to turn around the business. The challenges were centred in three areas: people, customers and growth.

Chris found when she arrived that people were generally demotivated, the sales and leadership team weren't at the level required to drive global growth, and the collaboration between teams was lacking. Moreover, these internal problems were impacting other focus areas.

She implemented a leadership plan to refocus the business units to drive an ethos of 'doing the basics brilliantly'.

At Unit4, she has created a loyal, talented and motivated team and a place where people enjoy coming to work. In addition, an open feedback culture and safe space have built a positive working environment where employees are empowered to make decisions.

Chris also identified and responded to customer complaints, building a team of customer experience specialists to help improve and expand their customer base.

Focussing on business growth, Chris saw double-digit bookings increase up to the financial year 2021. In addition, she pioneered a new sales solution architect role in the company, hired top talent and kicked off regular reviews with the business development, marketing and sales directors.

When many go-to-market teams faced significant challenges during the pandemic, Chris' focus was to lean in, build, and use it as an opportunity to create tighter bonds with her employees, customers and partners.

By identifying the core drivers of the business' growth, Chris created a roadmap to drive a transformed business towards its objectives.

FINALISTS



DAVID LAWSON
centre of excellence (COE) leader, Capgemini

David Lawson has been Europe's COE leader at **Capgemini** since 2018. His role is to grow the S/4 business and provide a unified cross-continent approach.

In 2017, the **SAP S4** business at Capgemini was considered a niche player by **Gartner** and ranked number five by SAP in Europe. However, separate SAP businesses in Europe were not well coordinated outside The Netherlands, France, Italy and Scandinavia. There was a small Centre of Excellence team, but they did not use all available capabilities.

Upon taking the role, David expanded the scope of the COE to cover 17 countries while encouraging a greater team spirit and culture.

In the past four years, the headcount has grown by 1800 certified S4 consultants in Europe, nearly 10,000 in India, and he has opened new practices in Romania and Denmark. He certifies as many as possible in the latest technologies, and Capgemini has more certified SAP S4 consultants than any other European partner. Today David operates with a small core European team and COE in each country.

The success of the S/4 business has allowed many to accelerate their careers. David selects from a diverse mix of people and has recruited over 20 students from his local comprehensive school.

In addition, he has placed women into senior roles throughout Europe and strives for a better team balance in his male-dominated industry.



ALLY RULE
chief financial officer, Inoapps

Ally Rule is driven by a desire to become part of an entrepreneurially driven, high-growth organisation, Ally joined **Inoapps** in 2017. From his base in Aberdeen, Scotland, Ally is responsible for shaping strategy and managing the challenges of the impressive global growth of Inoapps.

In April 2022, Inoapps signed an agreement with Boston-based **Abry Partners**, a leading private equity firm, which took a substantial stake in Inoapps. Ally recognised that it was vital for Inoapps to use industry-leading technology and create this opportunity to empower the analysts at the chosen partner to understand the business. This mission drove Ally to implement Oracle Planning and Budgeting Cloud Service (PBCS).

With this software, Ally and the joint investment partner working team could run every scenario requested, drilling into incredible financial detail.

Ally ran a series of what-if scenarios and demonstrated the impact of decisions in terms of salary spent, recruitment demands and onshore/offshore delivery mix.

Under Ally's guidance, the tool accelerated the recapitalisation project to under ten months, with data scrutinised by over 100 external figures across the UK, US and global territories.

In the future, all further acquisitions will be plugged into PBCS, and Ally will retain complete control over scenario planning so that he can continue to drive and direct this phenomenal growth.



VICKI O'NEILL-KING
chief operating officer, Sapphire

Vicki O'Neill-King has been leading **Sapphire** to become one of the only organisations in the UK to be partners of **SAP, ServiceNow** and **Automation Anywhere**.

With relentless energy, she leads over 350 service and support professionals over four continents and is responsible for IT, risk and governance functions.

When COVID-19 hit the world, Vicki flipped the business from on-site to remote delivery, with teams servicing as many projects as they did the year before, ensuring customers could hold their operational line.

After the first year of global chaos, amid major market disruptions and while still in lockdown, Vicki onboarded four acquisitions in six months, meaning she had the enormous task of integrating their people, processes, systems and customers into Sapphire. Because of this, Sapphire became one of the sector's fastest-growing digital operating platform providers.

Without her energy and leadership, Sapphire could not have navigated the challenges that have driven the tremendous growth; as a result, they are a ServiceNow Partner of The Year award winner.

Vicki also sponsored and launched the global female mentoring programme Ceiling Smash, creating a 360-degree culture of empowerment for existing and future female talent at Sapphire.

She is an outstanding leader, an exceptional role model, and an extraordinary personality who wakes up every day and does great things for Sapphire and the transformation industry.




WINNER

SUSTAINABILITY EXCELLENCE AWARD

HPE

Sustainability has long been an imperative business strategy within **HPE**, which was the first to set science-based emission targets across the value chain. Its annual report Living Progress outlines the commitment of the organisation across the ESG spectrum and is an increasingly powerful component of relationships with customers and investors.

Sustainability principles are embedded throughout the organisation, from ethical sourcing of assets to design for longevity, energy efficiency and optimisation of use, to sustainable end-of-use asset strategies.

Platforms such as HPE GreenLake's intuitive software platform help reduce energy consumption by 30 percent compared to traditional models. In addition, GreenLake provides intelligent workload and power management systems and drives sustainability wins for customers who can manage their entire IT estate and drive efficiency through the platform.

HPE is also solving environmental problems with electronic waste, representing the fastest-growing global waste stream. HPE financial services own and operate the largest IT equipment manufacturer refurbishing facility enabling tech to be reused. Now, close to 90 percent of technology returned gets repurposed.

HPE has created a new protocol for handling decommissioned tech equipment that supports their shared sustainability goals. The Technology Renewal Centre was the perfect solution from a security and sustainability perspective.

In its annual report, HPE announced an acceleration of their net zero greenhouse gas emissions to 2040 from 2050, and significant reductions are outlined in Scopes 1, 2, and 3. This represents an ambitious goal as HPE continues to drive the principle of sustainability through their business.

In addition to helping customers such as **Barclays** and **Nationwide** meet ESG goals, HPE helps them leverage technologies to tackle complex societal challenges, for example, fighting pandemics or accelerating clean energy solutions.

HPE focusses heavily on R&D to reduce the carbon impacts of their solutions. However, they recognise that many patents, such as those related to thermal management or enablement of zero-carbon energy sources, could benefit researchers working in entirely different fields.

To help reduce unintended roadblocks and encourage the acceleration of breakthroughs for low-carbon technologies, HPE co-launched with **Meta** and **Microsoft** the Low-Carbon Patent Pledge in 2021. As a result, more than 400 patents that could support low-carbon solutions for generating, storing and distributing low-carbon energy are available royalty-free.

HPE supports their manufacturers and suppliers with the data, digital tools and engagement they need to set goals and track progress around climate, water, waste, human rights, ethical sourcing and other ESG issues. For example, HPE has hosted engagements and provided supplier training during 2021 and intends to continue this into the future. Also, during World Ocean Day this year, HPE established a group of sustainability leaders from across companies in the UK to co-operate and lead together to enhance sustainability initiatives.

HPE is also working on sustainable innovation projects with customers, including creating clean energy from the ocean, global food security, low-carbon economy and a reduced environmental footprint of supercomputing.

A strong purpose inspires HPE to advance how people live and work, and its culture is increasingly focussed on sustainability.

HIGHLY COMMENDED

COMMENDED

FINALISTS

SAP



SAP believes in a world where sustainable business practices can drive performance and profit. Their solutions help businesses bring people, profit and the planet together and accelerate progress towards a world of zero emissions, zero waste and zero inequality.

As an enabler and exemplar of the sustainable, intelligent enterprise, their objective is to create a positive economic, environmental and social impact worldwide. They provide products and services that meet their customers' sustainability challenges and opportunities.

The launch of SAP's comprehensive portfolio of software applications addresses four dimensions of sustainable transformation: climate action, circular economy, holistic steering and reporting and socially responsible value networks.

Underneath these dimensions, SAP has brought three products to market to help companies drive lasting change: SAP Footprint Management, SAP Responsible Design and Production and the SAP Sustainability Control Tower.

SAP and **Unilever** announced a pilot of the blockchain solution to further increase traceability and transparency in Unilever's global palm oil supply chain. In a successful proof of concept in Indonesia, Unilever applied GreenToken to source more than 188,000 tons of oil palm fruit. The solution enabled **Golden Agri-Resources** and other suppliers from whom Unilever sources to create tokens that mirror the material flow of the palm oil throughout the supply chain and capture the unique attributes linked to the oil's origin.

Another exciting partnership SAP has made is with **Anglian Water**, one of the UK's largest water recycling companies, under a shared vision to drive positive business transformation through environmental, social and economic prosperity. Together, SAP and Anglian Water are trailblazing a 'life-centred design' approach to business strategy and development, considering ecological and socio-economic impacts across production, distribution, and disposal.

The partnership model will build on Anglian Water's long-standing commitment to maximising community value while minimising environmental impact. Joint working will minimise harm to the planet and all parties involved across the entire business cycle. They will primarily focus on challenges within social procurement, climate change and decarbonisation, diversity, inclusion and skills development.

CAPGEMINI



Aiman Ezzat, chief executive officer at **Capgemini**, has prioritised sustainability, with an ambitious target to help its clients save 10 million tons of CO2 equivalent by 2030.

In the UK, the vendor aims to integrate sustainability into all business operations, transforming Capgemini into a thriving net zero business well ahead of the national target of 2050.

Capgemini has established a 10-point sustainability transformation roadmap. The actions in the plan focus on empowering their people, transforming mobility into a low-carbon activity, and investing in low-carbon operations.

Globally, Capgemini has committed to being carbon neutral for its own operations by no later than 2025 and across the supply chain by 2030.

The Sustainability Solutions team, the first of its kind, is a growing, dedicated community of 18 expert practitioners and specialists. The eventual goal is to coordinate and leverage Capgemini's vast resources to accelerate the 'sustainable by default' mindset.

To live their sustainable vision, they have committed to educating colleagues from across all sectors, giving them knowledge on critical topics, membership to the Sustainability Champions Network and ongoing support. They will be set up to work side by side with sustainability specialists so that they can learn by doing. Alongside their Sustainability Solutions team, Capgemini's wider Invent UK sustainability community is now 70 strong.

In 2021, Capgemini partnered with the **University of Exeter** and its internationally renowned climate scientists and sustainability experts to create a bespoke programme for their consulting organisation, the Capgemini Invent Sustainability Solutions Leadership Development Programme.

The programme aims to provide education that instils confidence and creates a foundation to build on that will bring value to their customers and solutions. The first cohort of 50 participants saw colleagues from all grades and business practices, including Capgemini Invent UK CEO, Christian Kroll, benefit from an intense eight-week programme. The course consists of in-person lectures and applied workshops led by the teaching faculty from the University of Exeter.

They are also preparing to scale the programme to educate an additional 500 colleagues in their Northern European countries.

DELOITTE



Jagruti Shah, finance transformation manager at **Deloitte Consulting**, has created a sustainable change programme that empowers individuals to own their role in reducing climate change. She recently convinced 20 leading members of the ET&P **Oracle** Leadership team to participate in her sustainability initiatives.

The first one was **GIKI**, a platform that provides organisations with the knowledge and tools needed to engage and educate their staff to help them cut carbon. Jagruti championed a team named The Oracle Eco Warriors on GIKI. In addition, she led fortnightly discussion groups with action planning gamification elements where league tables were used to keep score of pledges.

She also implemented a four-pillar Sustainability Development Framework to allow the teams to think more sustainably when delivering projects.

To promote sustainability values among their clients, she always elects a project sustainability champion on client projects to ensure that the sustainable development framework is adhered to.

Jagruti has embraced this way of life personally and led her team to support the UK in its race to net zero. She chooses not to go on this journey alone and brings her colleagues and organisation along with her.

She understands that everyone must play a part in saving the planet, and Jagruti is very much one of the shepherds leading the way.

IFS



IFS has placed sustainability at the core of its values since its inception in 1983; it believes it has a central role to play in the sustainability movement and aims to lead from the front.

They create and develop business initiatives committed to CSR and ESG innovation and focus on how they can support their customers' ambitious ESG ambitions.

In April 2021, IFS launched its three-year sustainability strategy and published its goals, including ambitious sustainability KPIs, documented in its annual Sustainability Report.

The IFS Change For Good awards were launched in 2021 to recognise how technology is helping to make a difference. The awards showcase IFS customers' incredible work to make their businesses more sustainable, empowering other customers to do the same.

The IFS Cloud Sustainability Hub, which allows customers to calculate their Scope 1-3 carbon emissions, is an initial step in gathering 'E' (Environmental) data for ESG reporting. Customers can track their carbon emission reductions against their targets, giving greater insight into progress against environmental goals.

As a business committed to ESG, the greatest impact they can have is supporting their customers to achieve their own sustainability goals. Furthermore, they are committed to showing how technology will be essential to enable a fairer, greener society.

SOCITM ADVISORY



Although only a six-year-old business, **Socitm Advisory** has huge sustainability ambitions far exceeding its size. Socitm Advisory's business model is unique, and so far, they've re-invested £1.3m into their membership organisation, providing local government initiatives, training, development, new products and services.

They remain sustainability focussed in a competitive environment by reducing the travel needs of their employees to almost zero and rewriting the rules on their contracts with customers about carbon capture.

Socitm Advisory champions sustainability within their organisation and encourages the local public sector to support the establishment of economically sustainable, socially just and ecologically safe places for people and communities to thrive. Contractually they are now a 'remote first' consultancy. They believe this switch is vital because their employees spend less time travelling, achieving a better work-life balance.

Socitm Advisory supports a range of charities. For example, with the **Heart of England Forest**, they have planted 589 trees since Spring 2021 for the Socitm Woodland, a designated plot of land for their organisation that will allow them to plant trees yearly. By 2025 they will be planting over 500 trees per year.

Socitm Advisory also helps to develop a sustainable supply of digital skills into public services through their 'Empowering Women' programme and apprenticeship scheme.



WINNER

YOUNG PROFESSIONAL OF THE YEAR



ADAM STEWART

product lead, Dynamics 365
finance and supply chain
management, Microsoft

Adam is widely recognised as a thought leader in the ERP space despite only working with **Microsoft** for three years. In that time he has already led on Microsoft UK's first unicorn win for Dynamics 365. Adam was also part of the Microsoft UK Champion Award winning team, supporting **Dobbies Garden Centres** through a complete retail transformation amidst COVID-19.

Presenting the award, CEO Clare Barclay said, "Your work with Dobbies Garden Centres is a great example of customer obsession. Your alignment and engagement, understanding of the business needs and requirements, and in-depth ecommerce expertise meant you could successfully tailor a holistic and compelling proposal for Dobbies in the face of fierce competition."

Under Adam's leadership, Microsoft UK's Dynamics Finance and Operations business is growing above 50 percent year-on-year and Business Central is growing above 100 percent year-on-year.

The young professional has also been committed to helping create a platform for early career professionals to navigate a career path inside a large organisation like Microsoft. In addition, he runs an internal podcast series called Career Talks that provides short interviews explaining roles across the company. Adam is co-leading internal initiatives to help recruit external talent to Microsoft and improve internal awareness of roles in Microsoft's Business Groups. He supports school and university career Discovery Days and is an active member of Microsoft's graduate onboarding programmes.

Currently, Adam is co-leading on internal initiatives to help recruit external talent into Microsoft and improve internal awareness of roles in Microsoft's Business Groups.

With his clear leadership qualities, Adam has also mentored a number of Microsoft interns, with many relationships extending into support finding graduate roles and building career plans at the early stages of a career.

Adam has also stepped into the role as the face of Microsoft UK for ERP products to analysts, media and the broader market. At Envision UK 2022, Adam was featured in numerous sessions, including leading the Delivering a Sustainable Supply Chain discussion. Furthermore, he has featured in trade publications such as **The Manufacturer**.

One of Adam's advantages is his understanding of the importance of the Microsoft partner channel. Microsoft's success comes from the incredible work its ecosystem provides to its customers. Adam is extremely involved with the key ERP partner's leadership teams to support planning, reviews, programme execution and key deal sponsorship.

One such partner is **Bam Boom Cloud**, a four-time winner of Microsoft's Partner of the Year for Dynamics 365 Business Central. Upon receiving the award, Robert Pope, chief commercial officer, said to Adam, "Thank you so much for your support over the year, you are a key factor in our success."

Outside of work, Adam remains active on the European Badminton Circuit, being currently ranked in the top 250 worldwide. He has represented his national team, Wales, at numerous events, including European Team and Individual Championships.

Every step of his career to date, Adam has paused, reflected and acted to make changes for those that follow so they can have a better experience. He epitomises the Microsoft leadership principles of creating clarity, generating energy and delivering success.

HIGHLY COMMENDED



POLINA ZOTOVA
consultant,
Deloitte

Polina is a consultant within the Business Finance Technology department at **Deloitte**. She is responsible for implementing **Oracle** Cloud planning and budgeting solutions. Polina graduated with a first-class BA (Hons) History from the **University of York**, and achieved a distinction in MSc Business Management from UCL to develop her business acumen.

She organised events like Accelerating Data to Intelligence for **IBM** and Rethinking Scale for **NTT**. She wrote an article in **Chief Disruptor Magazine** titled 'If You Can't Beat Them, Join Them: Greenfield Challenger Banks', about the symbiotic relationship between incumbent and challenger banks.

As an **Amazon** account manager, Polina understood the back-end challenges clients face within the application. She learned SQL and Python to help easier data access to support clients in an informed manner. Following her time at Amazon, Polina decided to become a consultant to help resolve clients' pain points and deliver high-quality solutions. Polina joined Deloitte to make a difference, not only to the clients but to the wider community. During her time on a finance transformation project, Polina developed strong relationships with the client and helped create a design to resolve blockers within their planning processes. She is willing to learn new strategies, dive deep into the client's models and design solutions.

At Deloitte, she focusses on diversity and inclusion. As a member of the Women in Consulting team, Polina is surrounded by inspirational women, and aims to bring that network to the rest of the community for knowledge sharing and development. She has spearheaded curating events on Breaking the Bias, hybrid working and #QueerAllYear at Deloitte, giving influential voices a platform to be heard.

Outside of work, Polina recently started a non-profit organisation with the aim to bring African-American dances to London. The organisation focusses on community and ESG, specifically ensuring that the black culture of the dance is reflected through the governance of the company.

By running events locally, Polina aims to emphasise a sustainable approach to running the business, and positively impacting the local communities. She focusses on the development of others. Polina is an active colleague, supporting new joiners and taking on mentoring roles that have resulted in double the rate of output of the client-ready materials.

COMMENDED



GEORGIE ADKIN
solution consultant,
SAP SuccessFactors

Georgie joined **SAP** in September 2019, making the career move from the customer environment to the technology vendor space as a solution consultant in the human experience management suite (HXM). In this new role, Georgie works closely with SAP customers and partners to identify how SAP HXM can be implemented to help drive improved employee experiences and allow customers to streamline end-to-end people management processes.

After graduating from the **University of Leeds** with a bachelor's degree in Law, Georgie joined **2 Sisters Food Group** focussing on HR administration before supporting the business in its HR transformation to SAP HXM. This role allowed Georgie to work closely with internal stakeholders on process improvement and system development.

Georgie honed her skills of stakeholder and project management, and delivering technical solutions, whilst also discovering a passion for presenting HXM demonstrations and training sessions.

The rising star then moved to SAP as a solution consultant, where she now provides tailored solution overviews for companies undertaking their own HR transformation projects. Her unique blend of customer and vendor experience has allowed Georgie to take on additional projects within SAP, supporting global events, working closely with SAP product management, coaching new employees and reverse-mentoring within SAP.

This exceptional talent is part of the SAP UK&I Transformation programme, specifically supporting SAP's growth and leads several workshops focussing on thought leadership and process excellence. Georgie was recently selected from over 300 peers globally to lead the SAP HXM presence at SAP's global annual sales event, travelling to several worldwide locations to help customers explore how SAP can support their HR journey. This included presenting the industry keynote demonstration on sustainability.

Georgie is a coach, mentor and buddy to new employees, helping to support others as they join SAP. Georgie brings her creativity to work, remodelling several long-standing ways of approaching customer interactions which have since been shared and adopted by the wider HXM team. She always goes above and beyond to bring a customer's HXM experience to life by tailoring all interactions based on their individual needs, challenges and goals.

FINALISTS



ANEESHA SETHI
senior cyber security consultant,
ServiceNow

Within weeks of joining **ServiceNow**, **Aneesha** became a key member of the EMEA team with her commitment, work ethic and cyber security prowess. Aneesha is an enthusiastic team member who always takes the initiative to organise events/activities/workshops that benefit colleagues within the organisation.

Aneesha holds a Computer Science PhD from the **University of Southampton**, specialising in Cyber Security Visualisation. She is also a Professional Member of BCS and holds SN SecOps certifications and ITIL certifications.

Upon starting with the company, Aneesha immediately joined the ServiceNow diversity and inclusion programme and volunteered to run a new initiative of 'IamRemarkable' workshops for EMEA.

Aneesha's list of extra-curricular activities is impressive: founding president of ECS PG Women, founding president of Cyber Security Reading Group, and bringing IEEE Women-in-Engineering International Leadership Summit to the UK for the first time in 2018.

Aneesha is inspirational in her work on ethics, work-life balance and personal growth. She is passionate about real-world change with technology and in making SecOps better for customers through advising them and supporting the development and enhancement of products to deliver working solutions to customers. She goes above and beyond to support colleagues and believes in the 'win as a team' attitude, working towards making the workplace better for women and everyone. She loves problem-solving, and where there is a problem or a better solution, Aneesha will find it.



CHLOE EVANS
consultant,
Deloitte

Chloe joined **Deloitte** in September 2019 through the Analyst Graduate programme and has created a strong reputation for being motivated, proactive and positive in all of her tasks.

This young professional is ambitious and always engaged to learn and develop her skills. She has shown this numerous times with the project roles and practice development she delivers. Chloe understands where she can add value and is passionate; this has driven her to complete her PRINCE2 certification.

Chloe has worked on a commercially sensitive client since January 2021. The programme is the highest profile project in the sector at more than £40m. The programme has had challenges due to the clearance required and size of engagement, but Chloe has constantly received positive feedback from the client about her positivity, delivery and how she manages the project. More recently she has taken on a project management role, sweeping up the new responsibilities in her stride.

Alongside her project work, Chloe is actively involved in many areas of **Oracle's** practice, often the go-to person if you need to know something about the practice. Having prior experience with the analyst programme, Chloe took on a role within the Oracle Junior Talent, and has led the analyst training and onboarding since September 2021. She manages all 15 Oracle analysts and is the go-to person for all their challenges and queries.

Everyone in the practice knows who Chloe is and the impact she has already made and will continue making at Deloitte.



DIANA LIASUK
solutions consultant,
Sapphire

Diana came to **Sapphire** as a **UCL** graduate with a first-class master's degree in Applied Medical Science. As a graduate with no technology background, and still under the age of 30, Diana has rapidly risen to become a leading woman in technology at Sapphire. Her natural intelligence and enthusiasm make her the ideal presales guide to Sapphire's pioneering analytics software templates for mid-market businesses.

In 2018, she won the Inspiration Award from **Goldman Sachs** for achieving a significant milestone while overcoming substantial personal and professional challenges. Diana is an innovative thinker and creative problem solver, winning the UCL Medical Science Invention Competition in 2016.

She also enjoys a rich hinterland of interests, from dance to charity work. Diana shared her passion for Zumba with colleagues when she led a workplace workshop, raising £100 for charity. As she says of herself, "I am a consultant by day and dancer by dusk."

She started out as a functional consultant, empowering organisations with better and faster decision-making capabilities with **SAP** software and cloud analytics. She now works as a solutions consultant as part of the Specialist Analytics Division supporting the entire sales organisation at Sapphire with the provision of evidence-based customer requirements.

She is extremely well liked by colleagues and clients alike and has impressed everyone with the way she has flourished and developed.

FINALISTS



HELEN COLLINSON
programme manager,
Resulting

Helen joined **Resulting** as a PMO analyst in 2017. She established many operational processes during Resulting's growth period.

In parallel with her internal role, Helen was seconded on a part-time basis to one of the company's large retail clients who were part way through a challenging SAP implementation. Helen worked with the procurement team to establish supplier governance and manage contract scope and licence negotiations.

Following her remarkable performance, Helen was promoted to head of operations and offered a place on the board, a position which she took to with great maturity, not afraid to speak her mind and challenge senior owners and managers.

She managed the implementation of the internal finance and operations systems and processes. She was pivotal in Resulting securing one of only 50 vendor spaces on the Digital Specialists and Programmes UK Government Framework.

In 2021, Helen was part of a team who secured another large UK retail client and, following an independent delivery review, took on a delivery management role to establish programme structure and governance. In early 2022, Helen was asked by this client to programme manage an SAP release and has since been promoted to Programme Management grade.

Despite this step up, she has performed an immaculate handover of her internal operations remit, including career development and the management of a number of sensitive issues.



JACK LOCKETT
account manager,
Infor

Jack joined **Infor** in April 2021. He started in the Digital Sales Team as an associate enterprise sales representative. Before that, he came from **NetSuite** where he began as a business development representative and was then promoted to account executive after one year. Prior to that he worked at **BP** and **Tech Data UK**, having achieved a first-class honours degree at **Nottingham Trent University**.

His career path has reflected that direction, as has his enthusiasm. The Infor team was new, and the organisation had undergone a lot of change when Jack joined. In turn, an environment that would have been challenging for many instead saw Jack thrive; he quickly gathered a strong understanding of his industry and product set. Jack took it upon himself to seek the guidance of more experienced sales reps within the team, and along with his own initiative, he proactively built, scaled and adapted a list of target accounts.

Jack developed a transparent and rigorous process for tracking and understanding which organisations were present within his sector.

Ten months into his role as an enterprise sales rep, his progress and success were such that he was promoted into the accounts team as accounts manager. Jack became one of the first representatives to close a new business ERP deal in his first quarter. This was a great achievement and testament to Jack's work to learn the product and sales process and build relationships with the prospect and his sales team.



LARA WIGGINS
SAP technology project consultant
at Capgemini

Lara has only been with **Capgemini** since September 2021 and has been a part of the **Rolls-Royce** account for most of that time.

Her first role was as part of the delivery Programme Management Office (PMO) for the DPEX project, at the time the largest engagement within the portfolio projects space in the account. Very quickly, Lara was delivering value to the project, earning the respect and trust of senior resources on the project, completing administrative, financial management and resourcing tasks as well as interpreting what she was doing, why she was doing it and what the stakeholders needed to know.

After four to five months on the DPEX project, the EM recommended and offered Lara the PMO team. The lead of the PMO had struggled with resourcing, and had experienced difficulty with poor quality resources of a much higher grade. In contrast, Lara was a breath of fresh air. She immediately stepped up to the role.

Lara's adaptability was so rare to find in graduate resources, yet she could absorb information, learn new skills and, most importantly, apply them in practice. Lara has since been given a number of considered leaps of faith and she has consistently delivered beyond expectations.

In her current position, Lara has a strong financial management element to her work, contributing to resourcing and other project delivery elements. Despite not having a background in finance, she picked things up very quickly, providing accurate work and valuable analysis and explanations.



MILES MACINNES
technology consultant,
HPE

Miles joined **HPE** in September 2018 when the company had an intake of 20 apprentices into the Pointnext Services delivery team. Miles was successfully placed into a live technology delivery project for a large scale modern workplace transition, working from and staying near to the client site.

The project team quickly started to rely on the work Miles was doing. He was adding value within a matter of weeks, rather than simply shadowing and learning on the job. In addition, Miles was set an apprentice roadmap of vendor certifications for the four year duration of his degree, all related to subjects that HPE technology consultants would typically have to know. Miles was the first apprentice to achieve certification from the roadmap, whilst supporting HPE's client projects.

In mid 2020, Miles diversified from performing an apprentice technology consulting role into an apprentice project manager - and he has been an integral part of the project management team since. He supported a programme for a large telecommunications provider client of HPE for the past two years, performing change management, stakeholder management and contributing to contract renewals.

Miles has been so busy contributing to the delivery of professional services for HPE's valued clients that his chargeable client utilisation percentage has been higher than many seasoned technology consultants year-to-year. This is an amazing achievement and contribution, given he's had to manage a four year degree programme for 20 percent 'off-the-job' working!



FINALISTS



POOJA GOLANI
senior consultant,
Namos Solutions

Pooja joined **Namos** as a graduate consultant in August 2019 and has since taken advantage of every chance to learn and improve.

In less than a year, Pooja was promoted to a functional HCM consultant. She has led various projects for Namos and is particularly proud of the **University of Greenwich** project, which marked Pooja's first delivery of talent management.

She single-handedly drove the project from conception to completion, finishing it in just four months from discovery to go-live. Since then, Pooja has continued to go above and beyond the HR and talent space by owning and delivering the technical/functional specification for a multi-pillar implementation of HR and finance for all integrations between **Oracle** and third-party systems.

Pooja was also the single implementer of the company's own Talent Management system, confidently presenting and explaining the system to line managers, peers and co-workers. Pooja has consistently been nominated for multiple employee awards, recognising her relentless hard work and commitment to the company's values.

In addition, Pooja is passionate about participating in meaningful activities outside of work, including volunteering at a medical health camp in India. She was essential in setting up the camp and turning around 200 to 300 patients daily.

She is heavily involved in marketing projects and has a strong desire to demonstrate thought leadership by engaging in webinars and spreading the word about Namos and what it does for customers.



STUART NIXON
communications lead,
HPE

Stuart started his career with **HPE** as an intern in 2017 and returned after studying in 2019 as a UK&I Internal Communications Graduate. In 2022 he celebrated his third year at HPE, where he has worked his way up to communications lead for the UK, Ireland, Middle East, and South Africa (UKIMESA) geography. His remit covers UKIMESA but 60 percent is UK/Ireland focussed.

During his time as an intern, he received a Top Intern Talent award at HPE for his critical role in projects and outstanding performance throughout the intern years. Whilst in the HPE early careers programme, Stuart bagged several internal awards. For example, his Outstanding Leadership Award recognised his work ethic, insights, ideas and leadership qualities.

While completing his first year in the HPE graduate programme, he was awarded a UK&I Early Career award for the critical role he played in helping the UKIMESA organisation transition to working from home during COVID-19. His work focussed on providing moral support, creating useful content and supporting employee day-to-day wellbeing and success.

In his day-to-day role at HPE, he works with the executive teams in his geography on their internal and external communications, leads internal communications for UKIMESA, and coordinates communications plans while collaborating as part of a wider team.

He has recently been instrumental in driving comms, hackathons for Data Academy and being a 'Force for Good' with various community days across UK and Ireland.



ZOE LEACH-LEESON
communications, change and
enablement advisor, IFS

Zoe has worked for **IFS** the past three years. She has excelled in transformation-focussed roles at **SAP** and now she continues to do the same at IFS. She is incredibly knowledgeable about the industry and balances customer needs with those of organisational change and personal development.

She has the uncanny ability to engage people across the generational spectrum, dealing with early talent as efficiently and effectively as she does with multi-decade veterans. Whilst at IFS, Zoe partnered with its global leadership team, including the CEO, CDIO and CCO on various initiatives. She is now managing a critical part of business in Global Customer Services, focussing on the transformation and working across the entire customer base. Zoe is naturally industrious and builds solid relationships across stakeholder groups, mobilising and motivating others to drive change effectively.

Between August 2019 and December 2019, Zoe coordinated the creation of the GCS Transformation Charter, its launch event in January 2021 and the operationalisation of the plan during the course of last year. Now moving into 2022, she is leading the optimisation through organisational mandates and individual OKRs.

Zoe is a creative, empathetic leader who is already delivering beyond expectations. She is known as a multiplier; that is, if Zoe is involved, either owning or contributing to an initiative or programme, you know the project will get multiplied value back from all of the individuals involved.

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WINNER

EMPLOYEE HERO AWARD FINANCIALFORCE



FinancialForce is the leading provider of customer-centric business applications across finance, services and customer success teams. Run on the leading cloud platform, **Salesforce**, FinancialForce enables organisations to unlock customer insights, deliver innovative experiences, run a digital business and achieve real operational agility.

Irrespective of their location, age, gender, or background, the business provides employees with an environment where they can grow. Through the FinancialForce4Good (FF4Good) initiative, employees have four hours a quarter to allocate toward a service opportunity of their choosing. In addition, FinancialForce has pledged at least one percent of employee time to the community, with the commitment formalised via Pledge1Percent.org.

Each year, employees can also donate 24 hours of their time to a cause that is important or meaningful to them. Globally, the FinancialForce team has completed 1,554 volunteer hours from February 2021 to January 2022 as part of the initiative.

Focussing on raising awareness, educating, building an inclusive culture, and understanding the impacts of D&I in the workplace, the FinancialForce4Inclusion programme has grown from a grassroots effort into a broad, rich, company-wide diversity and inclusion programme with executive-level commitment.

The business values employees' diverse perspectives and voices in helping shape the company and better build a more equitable future with the internal community, customers and partners. There is an active LGBTQ+ community with regular workshops and external speakers to stimulate conversation, education and involvement. ##EbonyFF and #FF4her have been recent additions to the programme.

FinancialForce actively encourages managers to check unconscious biases during hiring, employee reviews and promotions, ensuring a diverse slate of candidates for board-level positions. They use surveys to understand the needs of their employees, allowing them to tailor their development programmes and other initiatives to fit each individual's requirements. According to **Glassdoor**, past and present employees rave about the company's culture, working environment and their colleagues.

Employees note that they're provided with the trust and freedom to work on passion projects and are invited to participate in lots of learning and training opportunities. They also mention how, thanks to the strong executive leadership team, FinancialForce has fostered an environment focussed on innovation and growth across the company.

One FinancialForce mission is to implement training to drive building and maintaining high-performing teams. In the first year of training, staff members are taught how to act and own by taking accountability, while in the second year, employees learn how to champion one another.

Each year, every office receives a paid day off to focus on education, community action, and a historically or culturally significant day for minorities, such as Juneteenth. FinancialForce encourages employees to use these days as an opportunity to act in their local communities. They have built strategic, paid days off into their schedule; this includes a day off to celebrate and prioritise family and friends, and a day for recharge to focus on health and wellbeing.

A company which prioritises employees' wellbeing, Financial Force knows that investment in a positive work-life balance translates into more creativity, higher productivity and job satisfaction.

HIGHLY COMMENDED

IFS



Team **IFS** has over 4,500 employees in over 50 countries and are trusted by over 500 partners worldwide. Together, they are growing at three times the market average. IFS' core values of trust, collaboration and agility frame how they work with partners, customers, and colleagues. This remains one of the key reasons people work with the brand and it is crucial to IFS' recruitment, onboarding and retention process.

To ensure the right message for applicants, all vacancy language is reviewed for neutrality and diversity. Particularly, the Make Your Moment campaign launch has highlighted employees' control over how they support customers and stakeholders too.

To hire people with the right qualities and attitudes, IFS believes they must be enticed towards the company. The business boldly seeks applicants that want to challenge the status quo, achieve real change and make a world-wide impact.

IFS wants every colleague to thrive. Their global benefit programmes are under constant review to ensure they are inclusive and accessible to all. During Pride Month, they launched their policy on transitioning, available globally to support any colleagues changing their gender presentation. This was accompanied by short, direct training sessions to help colleagues understand pronouns, the difference between gender identity and sexual orientation, and other LGBTQ+ topics.

The 2022 Global Get Fit Challenge saw colleagues around the globe setting themselves a physical challenge, preparing for it, and then achieving their goal. Participants raised funds for The IFS Foundation, a group of independent charities working to alleviate poverty in rural Sri Lanka, where approximately one-third of IFS colleagues are based.

Employees that are proud to work in an innovative, inclusive team are instantly set apart from the crowd. As such, IFS currently has a 4.3 star rating on **Glassdoor** and the CEO has a 92 percent approval rating.

Additionally, IFS has launched health and wellbeing curricula through the IFS Academy, including topics like nutrition, exercise and mindfulness, with manager content focussing on ways to support teams and identify struggling members.

COMMENDED

FRONTERA CONSULTING



Frontera Consulting puts people at the forefront of every decision it makes. By ensuring that each team member is thriving, Frontera is strengthening the organisation as a whole.

Frontera trusts employees to make the best decision, whether presenting a solution to a client or choosing how to structure their workday. Staff are offered the flexibility they need for their families, to progress in their careers, or to choose a different path altogether.

Trust, value, delivery, family, expertise and collaboration are the principles that guide Frontera and help to achieve and maintain a high-quality level in delivering their work. The enterprise is proud to say that its team shares the same corporate values and integrates them into everyday work. To achieve the goal of nurturing a healthy, safe and fair environment for all employees, the enterprise has also started implementing initiatives that help measure and optimise employee wellbeing.

As part of everyday company culture, Frontera includes a system of recognition and praise, as they want to acknowledge everyone's efforts and achievements. There is a constant focus on training and upskilling employees, based on their specific needs and interests, as well as recommendations from their line managers.

With monthly 1-on-1s and company-wide meetings, Frontera offers clarity and transparency to all employees who have access to extensive private healthcare, including mental health support, to help them maintain a healthy, balanced lifestyle. Unlimited time off has been implemented for all Frontera employees to help them achieve the perfect work/life balance.

There is great importance on maintaining and growing the Frontera culture through a variety of activities. The company has heavily invested in their employees' work-from-home setups to help them work more comfortably and productively whilst remote. Furthermore, they have also set up a corporate social responsibility programme to support employees who give their time to their communities via volunteering activities.

Through their supportive and collaborative culture, and by implementing each of the above programmes, Frontera is proud to report very high retention rates here in the UK.

FINALISTS

CAPGEMINI



Building supportive communities is at the heart of **Capgemini's** ethos.

Naming some Capgemini initiatives, the Armed Forces Network helps army veterans starting their careers at Capgemini, while CAPability raises awareness on disability-aware and caring-inclusive methods.

Capgemini's LGBTQ+ employees and allies network runs courses on LGBTQ+ terminology topics and issues affecting the community. The **Race Equality Network** guides Capgemini UK's actions to strengthen anti-racism, hosting workshops on bystander intervention. Moreover, to help career development, race and LGBTQ+ reverse mentoring connected senior leaders with 160 more junior employees last year.

Boosting female representation in UK tech, the **Accelerate Gender Equality Network** supports women at all stages. Annual awards nominate 130 inspiring women across Capgemini UK. 2021 also saw the Peppy app launched for guidance on menopause, fertility, and baby loss, with one-to-one medical professional support. In March 2022, this expanded to male health and wellbeing with Peppy Men.

Capgemini supported 160 female team members with leadership training from **Women on Boards**. The partner assists career progression, equipping women to take on non-executive board and trustee roles, and in the first three months, four women gained external non-executive director roles.

With the Relaunch Capgemini programme, **WM People's** Top Employer Awards even shortlisted Capgemini in 2022 as one of the Best for Returners.

HPE



HPE is a global, edge-to-cloud company built to transform their customer's business by helping them connect, protect, analyse and act on all their data and applications wherever they live.

Locally in UK&I, across the Middle East, and collaborating with leaders in worldwide communities, HPE has put in place critical players from across the business. Investing time in sharing experiences and expertise provides confidence across the business and helps teams' fluency in positioning **SAP**.

David Roden, lead solution consultant at HPE, is an exceptional team player who brings a creative approach to all key services roles and provides the best possible customer outcomes. As key customers have recognised, this goes hand-in-hand with great leadership, developing and demonstrating a unique approach, doing the right thing for the customer, and always aligning to their business objectives.

David has really stepped up, humbly taking the lead and focussing on getting things done. With real technical strength, he brings ideas and innovation to the table, exposing his customer to the real capability of products and services.

A measured communicator, David builds great customer relationships and insight, and gives thoughtful feedback to their teams, helping them with ongoing learning and development. A true silent hero, where nothing is too much trouble, David is fearless, tackles challenges with spirit and respect, and is always patient in driving the best possible outcome for the customer.

WORKDAY



At **Workday**, the business holistically supports employees, or 'work-mates' - and their loved ones - from wellbeing and physical health support to financial aid, training and recruiting policies that ensure a diverse and fair workforce.

On top of expansive health and wellbeing initiatives, Workday has implemented global parental leave (guaranteeing at least 12 weeks full pay) and medical benefits such as fertility support, behavioural health, addiction support and stress plus pathways for personal health (male, female and transgender).

A fertility benefit offers the equivalent of \$25,000 for IVF, egg-freezing, counselling, support, advice and adoption assistance. Meanwhile, a menopause policy supports female and trans employees.

The London employee wellbeing team organises activities such as Zumba classes, group cycle sessions, webinars on healthy eating and a mood room.

Last year, Workday's EMEA VIBE (Value, Inclusion, Belonging and Equity) council identified key follow-up activities from employee feedback, with courses like Inclusive Language for all employees, and training for leaders and hiring managers. An employee-led VIBE conference was launched, along with reverse mentoring schemes that enable female staff to mentor a senior leader and promote empathy, awareness, and trust to increase belonging. Lastly, a pilot six-month programme, Thrive, also proved successful to identify potential future female leaders and support them with growth opportunities.





WINNER

CUSTOMER HERO AWARD INFOR



On Friday, 1 October 2021, **DBK** (an **Infor** customer and a 'just in time' automobile supplier) came under a cyberattack which took out all their systems worldwide: all company networks, data backups, systems, phone and email. It was a catastrophic situation. If it wasn't resolved within five weeks, it would result in a 75-year-old business collapsing into dust. This was the situation Infor received at 8am Saturday, 2 October 2021, from the personal phone of the CEO.

Trust is often cited as a necessary factor between an ERP vendor and customer, but in this case, trust was pushed to levels neither Infor nor DBK had ever experienced before.

On that call, a cloud strategy was presented to DBK, agreed upon, and an instance of a multi-tenant cloud environment was provisioned by Monday evening, a mere two days later.

For the next three weeks, the Infor team, using the Implementation Accelerator for LN Automotive to complete set-up 'out of the box', worked days, nights, and weekends to bring DBK back online. In addition, twice-daily meetings were set up on-site with the customer in the newly created 'war room'. Here relevant team members from UK&I, the Nordic and DACH regions gathered to make relevant recommendations to the CEO.

He, in turn, would make decisions on those recommendations hourly, both day and night. Given the cyberattack, communications could only happen through personal DBK channels, emails and phone calls. Hardware was strictly isolated from the internet and networks, and the cloud environment had to adhere to strict security offline protocols to ensure data integrity while restoring uncorrupted data. Between four to five

weeks was the critical deadline for DBK to be back online, providing automotive parts to OEMs.

With expertise, support, and collaboration with Infor, DBK achieved it on 25 October, three weeks after the attack occurred. DBK's initial disruption was catastrophic, but working with Infor, it turned into disruption that could be managed.

Infor demonstrated true heroic qualities throughout this process putting their customer's needs first and engaging in an open, transparent and collaborative course of action to meet and exceed the customer's needs.

Whilst Infor had the expertise to rapidly provide DBK with a secure, fit-for-purpose solution, it would not have worked without the close collaboration and transparency that DBK brought to the table.

Even more surprising was the level of camaraderie and teamwork that developed between Infor and DBK. "This makes collaboration fun" was one of the quotes captured between the teams during the work entailed.

"Infor's structured approach has significantly contributed to the fact that we were spared serious economic losses," says Dr Andreas Stratmann, CEO of DBK. "To completely rebuild the IT and go-live in just a few weeks is an extraordinary achievement, which is mainly due to our excellent cooperation."

From Infor's perspective, it was their responsibility not only to provide our customers with advice and support in an emergency but also to counteract appropriate attacks by providing cloud technology with the highest security standards.

As far as outcomes are concerned, "We succeed only when our customers succeed" has never been a truer

HIGHLY COMMENDED

EMBRIDGE CONSULTING



The RSBG UK and Embridge Consulting collaboration is an excellent example of where joint exploration of potential is never wasted time, especially when that journey yields brilliant results.

RSBG UK is an organisation that invests in entrepreneurial companies, including SMEs, providing them with a unique platform for growth. Dealing in 100 percent equity investments, RSBG UK has 200 years of brand heritage, supporting 1,200 careers to date. The company's 'reason for being' is to enable its brands to keep doing what they do best in the most efficient way.

Even if it means looking beyond technical boundaries, RSBG UK wants to make the most out of its existing systems. Prompted by inefficiencies in their Unit4 ERP identified by their project managers, RSBG UK has been exploring ways to improve these and get the most out of the existing implementation without the need for heavy customisation and coding.

RSBG UK saw an opportunity with an intuitive way to guide project managers through risk assessments and project set-up. They examined 'the art of the possible' through collaborative discussions, but were reluctant to customise the Unit4 ERP, aware of the impacts on cost, time and future strategic migration options.

Together, RSBG UK and Embridge got inventive. They explored business processes through the innovative use of technology, focussing on delivering value and a superlative experience for users. They developed a power app that enabled exactly what was needed using Microsoft's Power Platform and Unit4's APIs. This emboldened the team to explore opportunities to apply these principles elsewhere, which resulted in an additional app supporting employee leave, purchase/sale requests and a blueprint for further use cases in the future. Embridge's Unit4 expertise was of significant value to RSBG UK, even though they weren't Microsoft Forms or Power Platform experts.

Working in partnership, they successfully used current technology to optimise processes and user experiences, and future-proofed their digital evolution for strategic migration to Unit4 Cloud/ERPx.

By creating an innovative and inventive proof of concept solution for RSBG UK's enhanced user experience, Embridge demonstrated a clear and practical progression of digital evolution at its best.

COMMENDED

SAP



ElectraMeccanica, a designer of electric vehicles, has been on an aggressive growth trajectory since being established in 2015, with a vision for digital-first operations. To achieve this, they turned to SAP to help define and implement a transformation.

The auto brand needed to create a digital foundation for its operations, including finance, supply chain, sales, distribution and services. As the company transitioned from selling its vision to delivering its highly innovative products, it needed to find ways to jumpstart its corporate maturity from an organisational and technology perspective.

The solution was to build a digital-first foundation by leveraging RISE with SAP. ElectraMeccanica opted for an innovative approach using a suite of SAP products, including SAP S/4HANA Cloud as its core ERP system and Commerce Cloud as its platform for customer and order intake.

Leveraging SAP's RISE business transformation-as-a-service, ElectraMeccanica completed its initial digitisation journey within eight short months. Now, its new digital core for finance, supply chain, sales, distribution and service operations is successfully deployed and is four times faster.

The intercompany accounting treatment of vehicles transported overseas is complex, and RISE with SAP, including SAP S/4HANA Cloud, provided a solution to easily transmit information across the company, and across the globe.

The company's go-to-market strategy then delivered environmentally efficient electric vehicles globally. ElectraMeccanica now has a user-friendly and real-time solution for an efficient supply chain, effective finance processes and integrated vehicle tracking. Manual tasks have been translated onto robust management and automation platforms with a full suite of S/4HANA Cloud products.

2021 was transformative for ElectraMeccanica, transitioning from a development stage start-up to a well-capitalised, fully operational, and digitally enabled, high-quality automotive OEM. Starting serial production, the company successfully commenced the first-ever commercial deliveries of its flagship, single-seat electric vehicle, the SOLO, to retail and fleet customers.

The partnership with ElectraMeccanica is more than just solving a big organisational problem; it also enabled a start-up to grow, accelerate, realise its vision and be a leader in its industry.

FINALISTS

ACUMATICA



Acumatica places customer satisfaction at its cultural core, delivering value to SMEs globally. From ERP implementation to going live and beyond, personalised support is guaranteed from local partners throughout the process.

The 40-person customer Acumatica service team aims to reduce anxiety around ERP system operations, acting as onboarding mentors. Its Customer Bill of Rights highlights customers' rights to a suite of conditions that ensure customer satisfaction, with a simple end-user licensing agreement and a transparent, sustainably priced platform.

For Acumatica, deployment flexibility relieves implementation stressors. Operations change with customer demands, compliance regulations, business processes and even productivity improvement pursuits. Every business needs flexible ERP deployment and Acumatica guarantees its customers get it.

xByte Technologies, a refurbished Dell server and network switch provider, had accessible and inexpensive hardware at its disposal but, needing the mobile capabilities of the cloud, opted for a hybrid ERP deployment.

"The key thing for us with Acumatica is that not only was it web-based, but it wasn't purely cloud," said xByte CEO Ryan Brown. "We liked that we could control it ourselves, so we bought the on-premises model."

With improved visibility, efficiency, and customer service from hybrid Acumatica cloud ERP, xByte is considering a full SaaS deployment. Should that decision be made, they know Acumatica can action it cost-free.

DYNAMO



Dynamo aims to jump higher, faster and better for its clients. The company's mission is to exceed customers' expectations in everything they do and be rapidly responsive and fully flexible at delivering transformative ERP solutions.

A client, END., needed help urgently. A global supplier was failing them on a key strategic project, placing a go-live requirement of 1 October in jeopardy.

It was already mid-May, and on the spot, Dynamo committed to help END. within budget and deadline. Dynamics365 ERP was offered with European third-party logistics integration.

Within six days, Dynamo flew five of their best consultants to the UK to work with END. Within six weeks 18 design documents were delivered, identifying an additional five integrations and 15 development requirements. To report to END.'s new US private equity owners that objectives could still be met was crucial for management and a big success story for Dynamo.

Another customer, Ricoh, needed to implement one cloud solution to replace 12 obsolete on-premise platforms across 14 countries, in a very aggressive timeline, or else face enormous renewal licence costs.

Dynamo rapidly hired, trained and equipped over 30 new employees in a lockdown to ensure an effective remote team. The solution was implemented on spec, on time, and within budget. Ricoh saved substantial costs and could manage its business with a unified cross-regional cloud solution during the remainder of the pandemic.

NAMOS SOLUTIONS



Ninety One is an independent, active, global asset manager delivering compelling outcomes for its clients. Back in 2020, the firm demerged from Investec Group to become Ninety One, joining forces with Namos Solutions for the transformation.

The demerger needed to complete within nine months and deliver a new technology platform to allow Ninety One to thrive as a separate entity. Namos' one-team collaboration approach has been critical to the project's success, as has their dedication to knowledge transfer and excellent governance during implementation.

With such fast-paced innovation, the company's users were initially apprehensive about adopting the new technology. Allowing the users to feel heard and putting themselves in their shoes, Namos earned their trust and delivered the answers promised. This was both in terms of incremental changes such as the automation of manual processes and transformative changes requiring a fundamental shift in the way people had been working.

Namos delivered a SaaS Oracle Financials solution enhanced using Oracle Enterprise Planning and Budgeting Cloud Service. It allowed Ninety One to access real-time business and financial information to manage its performance and enable operational efficiencies across the board.

Last year, without incident, Ninety One was able to grow, demerge and rebrand on time with employees working remotely in a pandemic. It demonstrates the strength of a robust, experienced and well-managed operations platform.


WINNER

ERP TECH INNOVATION AWARD

FUSION PRACTICES/ GRANTSNOW

Fusion Practices has developed a product named GrantsNow that seamlessly integrates with Oracle Cloud ERP. GrantsNow was built to help universities win grants, allowing them to research and innovate on projects such as cancer research, COVID-19, Alzheimer's, sustainable energy and climate change.

GrantsNow redefines and streamlines the pre-awards process institutions follow to secure grant funding for research projects. The projects run by UK universities are for the greater good of humanity, focussing on finding cures for diseases and making life sustainable for coming generations.

The solution's automation allows universities to identify research opportunities and cost them to government guidelines. The calculation of research grant costs is regulated; therefore, the platform has a built-in workflow. In addition, the platform bundles in chatbots and other collaborative options, enhancing the user experience and making grant applications easier.

Moreover, the product covers reporting via visualisations and ready-to-use templates with self-service business intelligence capabilities. Offered as a SaaS product, the solution integrates into any major ERP software with pre-built integrations for Oracle Cloud HCM & Financials ERP after the research funding is approved and secured.

The platform integrates awards with Oracle Cloud Grants, allowing universities to record and report on costs against the funding received. The customers' ability to complete processes quickly and efficiently is one of GrantsNow's key features and it ensures all information is available to create and complete complex calculations. Customers need faith that their submitted applications are correctly costed, resulting in no revenue loss. In addition, integrations

are completed for them, which saves money and time during implementation.

GrantsNow stands out as an innovative product for four main reasons. Firstly, it was built on Oracle Cloud Platform but offered as a SaaS. Secondly, all users can automatically identify research opportunities, helping universities access grants.

Thirdly, as a pre-integrated product with Oracle Grants and Oracle ERP, it saves universities a lot of time and money in building these integrations in-house. For customers not using Oracle Cloud ERP, Fusion Practices can build integrations with other ERPs such as **SAP**, **Workday** and **Unit4** etc.

Finally, self-service configuration with an admin dashboard enables specific configuration to suit the institution's own terminology and needs. Third parties are not needed to set it up. It is then easy for institutions to adapt to their needs, but also makes the product truly global with changeable setups to suit different markets and regions. Fusion is unaware of any other pre-awards system with this level of flexibility to configure the cost engine and ensure regulation alignment, thereby increasing the accuracy of grant fund requests.

Other huge benefits of using GrantsNow include self-configurable costing models to suit the customer. Templates are provided, but the customer can easily create their own. This gives them the flexibility to add costs as required by the funders they are seeking money from.

The platform's self-service BI and chatbot functions also contribute to a stronger user experience and ease of use.

Finally, innovation and features are always being added to meet the demands of modern universities seeking to raise income.

HIGHLY COMMENDED

NAMOS SOLUTIONS/ AUDDIS



Namos Solutions implemented the AUDDIS (Automated Direct Debit Instruction Service) solution to help **Knowsley Metropolitan Borough Council** in Merseyside prevent failed banking transactions. The digital banking solution has saved Knowsley Council a lot of effort and allowed the council to maximise paperless transactional processing and increase efficiencies.

Knowsley Council is working with local partners, residents, businesses and stakeholders. The organisation needed a fast, simple and cost-effective method of collecting direct debit payments, which was not available in **Oracle Fusion Cloud** apps. The Oracle fusion functionality provided no sort code validation for bank transactions, and with no guarantee that bank codes were correct, transactions could fail.

Namos developed AUDDIS and Direct Debit, a quick, easy, and cost-effective way to collect direct debit payments. The custom offering added value to Oracle Cloud customers in the market already. The solution is designed, developed and deployed within Fusion Applications to set up direct debit instructions (DDIs) with no delay, paperwork, or manual efforts. Embedded within the Fusion Applications screen, the solution gives instant access to validate/create the bank accounts before they are set up for customers using AUDDIS and Direct Debit functionality.

The Direct Debit offering allows organisations to collect regular payments from customers automatically. The ERP system sends customers an advance notice letter with all the collection details and is advised of future changes. This functionality automates the transfer of DDIs and collection files between the customer organisation and the bank. All entities (service users, consumers and the bank) using direct debit can benefit from this service.

Justtransform, a Namos partner, is an integration platform to facilitate direct debit and collection files with the customer bank. The solution uses Oracle DBaaS/Oracle Application Express to host the custom modulus checking screens. Once validated, the account is created in Oracle Receivables to configure direct debits on customer profiles and transactions.

Using Oracle BI Reports, outgoing reports like advance notice letters, DDI files, and collection files are generated. Finally, Justtransform was used to orchestrate the integration, kicking off report generation jobs and transferring them to the bank.

COMMENDED

INOAPPS/OUTTURN PLANNING



Skanska UK is part of Skanska Group, one of the world's largest development and construction companies, with 2021 revenue totalling around £12.5bn. Established in the UK in 2000, Skanska has over 3,300 local experts and is one of the UK's leading contractors, helping to construct, upgrade and maintain the country's buildings and infrastructure, delivering projects across sectors including real estate, defence, education, highways, rail and water. This work includes connecting communities with major highways improvement schemes, improving the rail network with a low-carbon, high-capacity railway, taking care of major organisation's critical facilities and providing sustainable homes.

Inoapps has been working for the last two years with Skanska UK on the delivery of a transformational cloud ERP programme. One of Skanska's key objectives for their transformation programme was to enable a 'single version of the truth' across its entire portfolio of project delivery to provide accurate and timely representations of the performance of its construction projects. Inoapps and Skanska evaluated many solutions, but there was no core **Oracle Cloud ERP** capability to meet the specific requirements. They decided to utilise Oracle Platform as a Service (PaaS) to develop an industry extension to Oracle Cloud ERP to deliver a solution for this complex industry requirement.

They named their solution Outturn Planning. An agile methodology was used to deliver the solution, and Inoapps and Skanska then embarked on a six-month workstream to deliver the product. Starting with existing Excel-based workbooks used to deliver business processes, the Inoapps team built a powerful transactional dashboard using APEX.

Outturn Planning delivered two key outcomes for Skanska: a consolidated dashboard of data encompassing all key business processes, and a transactional platform to track and record key industry-specific business processes. The benefits delivered to Skanska were wide-reaching, with greater consistency, reduced training requirements and fully integrated risk and opportunity metrics. Incremental revenue increased and margins were improved because of enhanced decision-making capabilities.

The partnership between Inoapps and Skanska has met the project objective of creating one truth that can align all business units and drive better performance both now and in the future.

EPICOR/ AUTOMATION STUDIO



Epicor, a global ERP software leader, designed Epicor Automation Studio to support the end-users of Epicor customers with technology integration.

As businesses transform their IT ecosystems, they are challenged with connecting siloed systems, applications and data sources. The innovative Automation Studio is an advanced iPaaS solution, including instant deployment of low-code/no-code platforms and cloud integration, with no need for on-premise servers to eliminate extra technical deployment costs.

Machine learning makes intuitive recommendations, giving end-users the control to build bespoke self-serve recipes. It is also compatible with over 1,000 external applications including **Salesforce**, **ADP** and **ServiceNow** enabling full value out of technology stacks.

Automation Studio capabilities are embedded directly within the Epicor platform for hassle-free rapid deployment. This reduces the need to maintain multiple complex applications and systems and shifts costs to areas that can strategically grow businesses.

Epicor is the first ERP vendor to have the **Workato** application embedded, making Automation Studio a pioneering ERP solution. It drives better workplace collaboration, unites disparate systems, and allows the customer to focus on their business. The Automation Studio represents a democratisation of technology and data for better digital technology governance and compliance. This is a true game changer in software technology innovation.

FINALISTS

FINANCIALFORCE/ SERVICES CPQ



FinancialForce is a provider of customer-centric ERP, professional services automation and customer success solutions built on the **Salesforce** platform.

Though the adoption of PSA technology (which automates PS revenue and resource forecasting, resource management, project management and project accounting) is high, automation is lacking for creating PS proposals. On average, it takes over six weeks to deliver a proposal. Invariably, it is a disconnected system with no pricing standards in place.

Services CPQ is a true game changer for service businesses. For the first time, service organisations can now predictably generate deliverable quotes, be profitable, and manage and monitor critical financial factors.

The solution enables companies to standardise and streamline all service-estimating activities and seamlessly connect them to delivery. It provides an engaging and consistent user experience throughout the entire process.

Building on previous learnings and best practices, the solution continuously improves how business is won and delivered. In six months since launch, Services CPQ has already been adopted by 14 customers and generated a healthy pipeline worth millions.

Salesforce has decided to use FinancialForce Services CPQ to manage its own services pipeline, complementing its existing use of Salesforce CPQ. The adoption of software by a company more than 70 times the size of its developer is a stunning achievement.

TRINTECH/ ADRA



With over 3,500 clients worldwide, including most of the Fortune 100, **Trintech's** portfolio of financial and cloud-based software solutions manage all aspects of the financial close process.

Trintech's Adra Suite is a part of this portfolio, built to support small and mid-sized companies to improve their ERP environments. The solution helps companies looking to quickly increase the efficiency, control and visibility for all critical areas of the financial close management process, including balance sheet reconciliations, transaction matching, financial task management and controls, and reporting. Its design ensures easy use, with cloud hosting achieving easy implementation at a lower cost.

Drastically reducing manual workloads, the Adra Integration Hub automatically uploads transaction and account balance files, drawing from network/local drive folders to various systems within the Adra Suite. Each import job is automatically launched in Adra Balancer and halted to await inspection by the Adra Balancer Business Administrator.

Reducing the associated cost, time and risks with data integration, the Adra Integration Hub eliminates manual processing and reliance on internal IT teams, supporting ERPs and GL systems for visibility across all business units and geographies. In addition, the Adra Integration Hub improves organisational data security; reducing manual file imports, generating fewer access handouts, and limiting chances of file manipulation or selecting incorrect files.


WINNER

HR TECH INNOVATION AWARD

DELOITTE/ORACLE DIGITAL ASSISTANT



Deloitte's Oracle Digital Assistant (ODA) platform allows users to create and deploy a chatbot that simulates a human-like conversation to streamline user experiences. ODA offers out-of-the-box functionality to support employment-related questions and navigate to transactional pages in the HCM cloud.

Employees can update their emergency contact details, ask what their real-time leave balance is or request feedback from other employees. Additionally, ODA supports manager self-service transactions, such as promoting a reportee or requesting information on end-of-year performance document completions.

ODA's insight and analytics tool enables conversation analysis that supports reviewing unresolved requests and tracking the success of conversations between ODA and the employee. It offers a simple mechanism of DA training to resolve similar future requests in cases of unresolved questions, meaning the DA improves over time.

Organisations can personalise ODA by reflecting organisation-specific language, values and culture in the text, but also the appearance of the DA can be altered based on organisational branding. ODA allows the customisation of skills to meet client-specific requirements.

Alongside driving a move to cloud, the platform transforms modern user experience, utilising self-service, workflow automation and a more intuitive user interface to empower individuals.

The overall solution, comprising both technology and business change, has delivered: quicker, more effective services for users; an enhanced user experience of technology in the workplace; an evergreen solution that is easier and quicker to change; and a platform

for ongoing enhancement and expansion.

Adapted by developing custom 'skill' and new technical solutions, ODA enables users to directly access relevant policy and guidance not held within the Oracle solution by 'asking questions' within Oracle HCM. Previously, users would have needed to manually access and search other systems for content, which would entirely rely on search term knowledge. The ability for users to easily access relevant policy and guidance at the point of need has a direct and significant impact on user experience, user workplace satisfaction and compliance.

By adopting the ODA, existing client assets were leveraged to meet a specific, high-impact business need. Designing and delivering the solution required a range of skills and disciplines to come together to investigate, conceive and develop a unique solution to the challenge at hand through innovative thinking and design.

The undertaking was not without its challenges, requiring Deloitte, Oracle and client expertise to address matters within the Oracle solution and link across SaaS and on-premise solutions whilst adhering to the organisation's onerous security requirements and protocols. In addition, design and development was an iterative process, innovating and developing proofs of concept, before prototyping and ultimately delivering the solution. The base system was taken through an innovative application and enhancement process to deliver against user and business requirements.

Finally, the ODA project was able to deliver in a way that did not undermine the evergreen nature of the wider solution or create additional workload during quarterly updates.

HIGHLY COMMENDED

SPLASHBI/
SPLASHHR

SplashBI is a business analytics platform specialising in digital solutions to help customers thrive with a data-driven approach.

The world's largest international health and beauty retailer, **A.S. Watson** has 12 global brands in 29 global markets and over 16,000 stores and 130,000 employees. They also run the business strategy O+O (Offline plus Online).

A.S. Watson sets O+O as the new standard for retail, and its platform is an ecosystem powered by technology, big data and artificial intelligence. The brand is about creating an integrated offline and online experience to serve customers' needs through digital transformation, enabling them to shop across any channel, anytime, anywhere.

The SplashHR solution has enabled them to create a data warehouse for HR that can provide group standard dashboards, automating the distribution and allowing for managerial self-service across all their brands and locations.

In addition, A.S. Watson can leverage these data insights in their existing IT infrastructure and use **Tableau** as their primary visualisation tool, with all the stringent security requirements around data access being solved by the SplashHR data model.

Combining data from multiple platforms (**Oracle EBS**, **Cornerstone**, and ad hoc data imports), SplashHR has delivered a single, consistent source for A.S. Watson, reducing time around data validation. This single source ensures that insights are available in real-time, putting the data at the fingertips of the people and teams that need it, and reducing time spent on data requests.

A.S. Watson was already a data-driven company, but data insights into their HR data were not as mature. Therefore, they needed a partner to help them ensure they could embark on their data-driven journey. The partnership enjoyed three big wins from this initiative.

Firstly, A.S. Watson had a new platform providing out-of-the-box value around data models, visualisations, automation and extensibility, with fully configurable components.

Secondly, they had confidence that their data was good and clean. Finally, through automation, the team at A.S. Watson was free to focus on true innovation now that they were not dealing with data requests or validation.

COMMENDED

EY/
PEOPLE APP

EY worked on a transformation project with their customer, **Royal Mail**, to help bring connectivity to the frontline workers. As the UK's largest postal service, Royal Mail handled and delivered around 9.5 billion letters and 1.7 billion parcels in 2021 alone. As the sole universal provider, they deliver a 'one-price-goes-anywhere' service to over 31 million addresses across the country.

Today Royal Mail employs around 140,000 employees, with annual revenue exceeding £12bn. Most of Royal Mail's workforce - over 100,000 staff - are frontline employees based in the mail centres, delivery offices and driving the fleet. These employees were 'unconnected', with access to technology only to do their day-to-day job and depended on their line managers or HR for all administration services at work.

To improve sustainability, Royal Mail needed to move toward a connected and engaged workforce to deliver services more efficiently. The solution was to introduce the People App, targeted at, but not limited to, giving frontline colleagues direct access to their personal and business services and information on their own devices.

The challenge was to offer sufficient value and simplicity so that more than 100,000 employees would voluntarily use their own devices and data to access HR services. **SAP Business Technology Platform** was used, leveraging data from SAP HCM and several other sources. Within 12 weeks, the pilot app was available to download from **Apple** and **Android** stores.

Initially aimed at a small pilot group of 200 employees, the app went viral within Royal Mail on formal release. Adoption was spectacular; within the first six hours, 5000 users downloaded the app; in excess of 10,000 during the first 48 hours and more than 30,000 after the first four weeks.

Today the People App boasts 110,600 active users with up to 400,000 views each week. Several post-go-live releases have added new features and enhanced existing capabilities. The People App has not only provided a significant workforce with connected, on-demand services but, for the first time, Royal Mail has a simple and viable way to digitally engage with its workforce. It has enabled effective and concise communication and delivered significant cost savings company-wide.

There has been significant subsequent demand to utilise the People App as a digital channel to engage employees, with around 40 services now available.

FINALISTS

ENTERPRISEALUMNI/
ENTERPRISEALUMNI PLATFORM

EnterpriseAlumni is a corporate alumni platform that allows organisations to expand their talent pool, drive sales, and promote their brand by engaging with former employees. Leading the way in alumni networks, the vendor is the top software management platform for large companies, helping them to stay in touch with former employees.

The world is awash with talk of talent crises, with questions around finding enough talent and the right kind of talent plaguing organisations. EnterpriseAlumni's software helps companies stay in touch with their previous employees and hire up to 20 percent of their workforce from alumni.

The company is led by Emma Sinclair MBE, who has built an impactful enterprise SaaS business with customers worldwide. EnterpriseAlumni power the networks of everyone from **Citi** to **J.P. Morgan**, **Nike** to **Coca-Cola**. Even **LinkedIn**, the world's largest professional network, uses EnterpriseAlumni to stay in touch.

In a world where sales matters and marketing is so broad, alumni are more likely to recommend their former employers if they stay in touch. EnterpriseAlumni effectively commercialised this global challenge of staying in touch with previous colleagues and employees with a fresh solution to solving the talent crisis and helping drive authentic referrals and advocacy in the recruitment process.

iCIMS/MARKETING
AUTOMATION

Dialog Semiconductor is a global leader in semiconductor-based system solutions manufacturing. To help with their complex recruiting needs they partnered with **Cielo** and leveraged **iCIMS Marketing Automation** from the iCIMS talent cloud.

Dialog Semiconductor needed high volumes of technical talent to complement its 1,500-strong worldwide workforce, but competition for engineers was high. The business was facing a flagging and expensive ATS dataset, slowing down their hiring and preventing them from delivering on the world's engineering needs. They were struggling to get viable candidates to engage with their content and to hire engineers.

iCIMS Marketing Automation was needed to reduce the time to hire experienced engineers and nurture candidates for future roles.

Using iCIMS Marketing Automation's powerful talent pipeline software transformed Dialog Semiconductor's talent pool of nearly 3,000 into an active talent goldmine for immediate and future hires for competitive software engineering roles.

In just one campaign, the business achieved a 63 percent average open rate for their email communications, over three times the industry average. Meanwhile, 78 percent of a stale talent pool became active and engaged with Dialog Semiconductor content. The number of candidates to contact directly reduced by 86 percent and the relevant ones were identified for a hiring conversation in just four weeks. Time-to-hire was reduced by 50 percent and cost per hire was reduced by 93 percent.

SAP/
SUCCESSFACTORS

MOD Pizza faced expansion challenges and partnered with **SAP** for a new recruitment system. More than a pioneer of artisan pizzas, MOD Pizza has 9,000 team members otherwise facing barriers to steady employment; those exiting the justice system, individuals with intellectual development disabilities, and unemployed 18-to-24-year-olds who are not in school.

Technically, MOD Pizza struggled with point-to-point integration, repetitive integration testing, inconsistent data and a difficult reconciliation process. On the human side, effective people-centric recruiting and onboarding strategies were needed to support the high numbers of new hires.

For people-centric HR at hundreds of stores, SAP SuccessFactors solutions and SAP S/4HANA Cloud were selected. In addition, SAP Business Technology Platform offered an aligned data model and a central master data integration service.

The SAP Intelligent Enterprise Framework method was used to implement the SAP solutions and achieve hire-to-retain business process integration. By eliminating friction in the hiring and onboarding process, hires became productive faster.

Bringing the HR and finance teams closer, hires were automatically enrolled in the SAP S/4HANA Cloud, removing manual expense payments. Focussing on the interview process, employees can access relevant, connected data to partner with other business teams. By managing these recruiting tasks and reducing data maintenance costs, MOD Pizza has a foundation for future business growth.