



Salford Council: Transforming Shared Services

Salford City Council is the local authority of the City of Salford, in Greater Manchester, England. It provides the majority of local government services in Salford, including social care, education and housing.

The Council has adopted Arch's platform for the delivery of eform solutions for payroll and HR processes, in order to automate and streamline business processes and to support the council's creating capacity programme to reduce people resources.

Working closely with Arch, the Council has been able to define and implement new, flexible processes, with intelligent and engaging forms and email communication.

The solution includes dynamic branding, automatic contract monitoring, and many complex rules for data collection, validation and updates to the core SAP system.

Delivering Enhanced, Efficient Processes

Objectives

- Automation of manual processes
- Reduced reliance on expert users
- Easier data entry for managers
- Support for multiple organisations

The Solution

The council has implemented Varo for the delivery of SAP eform processes, and Floe for engaging SAP emails. The initial set of forms processes includes changes to working time, contract extensions and leavers. In the past these processes involved a very high degree of manual effort, both for managers and for the payroll administration team. With the new solution there is an enormous reduction of the manual effort, and built-in rules to ensure that the forms are completed with consistent and valid data.

Results

- Faster, more efficient processes
- Enormous reduction of manual effort
- Intuitive, intelligent user experience
- Better informed user community

The solution has been rolled out to external organisations such as schools, which have different branding requirements.

The system checks for contracts about to expire and automatically triggers the necessary form process and line manager notifications.

“The Arch platform provides a complete solution, encompassing every user touch-point.” said Rachael Boardman, SAP Applications & Resource Manager. “With Arch we have been able to address even the most complex of our requirements.”



Company

Salford City Council

Headquarters

Salford, UK

Industry

Local Government

Products & Services

Education, social care, housing, transportation, environmental management

Employees

10,000

Revenue

£230 million

Web Site

www.salford.gov.uk



“Arch has helped us deliver super processes, and happier users.”
Beverley Raine, Principal Systems Developer, Salford City Council