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CASE STUDY
UNIVERSITY OF THE ARTS
LONDON

UAL saves time and money with G7's Unit4 ERP support

The University of the Arts London is saving both time and money by using G7 Business Solutions to develop and support its Unit4 ERP system (formerly Unit4 Business World and Agresso).

Ranked second in the world for art and design (2020 QA World University Rankings®), UAL relies on G7 for both project-based development work and ongoing support using its application managed service (AMS).

Head of Finance Business Systems, Jim Kinchesh, said: "G7 is always our first port of call. They're quick to respond, very flexible and extremely knowledgeable. We benefit from their expertise on a wide range of applications and projects."

UAL first appointed G7 in 2015 to provide UAL with cost effective, expert development resources as and when required rather than employ an in-house resource who may not be fully utilised.
Initially G7's role was to provide AMS support on the interface between UAL's QLS student record and Unit4 systems.

The scope of G7's work has since expanded and a strong working relationship developed. UAL's finance systems team can draw on a core of G7 consultants at any time, with the backup of being able to call on additional resources and different skillsets on an ad hoc basis if needed.

On the consultancy side G7 has helped to design and implement a Unit4 ERP expenses solution, including support during testing, and has provided reporting training. The consultants have also enhanced, developed and built interfaces into Unit4 ERP for a new Tribal student information system and for UAL's short courses management system.

Jim Kinchesh explained: "G7 handles all the development work that we don't have the time or skillset to do ourselves, leaving the team here free to support the business."

G7 also acts as a sounding board. "With the depth of their technical expertise and their experience of the higher education sector they can identify what will be the most effective solutions for our system and set up," said Jim.

Under the AMS agreement, part of G7's role is to maintain a functioning, up to date Unit4 finance business system for UAL. The consultants handle work around the regular upgrades in functionality to save UAL time and money, such as recently writing conversions to new report formats.

UAL also uses G7 to provide quick answers to any technical issues that arise, logging tickets directly with them to get early solutions.

As well as the business benefits, UAL says that they remain a G7 client because of the consultancy's responsiveness, flexibility and knowledge. "G7 is a safety net and very much gives us peace of mind," concluded Jim Kinchesh.

James Major, G7's Consultancy Director, said: "UAL has a very knowledgeable finance systems team who are self-reliant in many ways. They're a good example though of how G7 can still support and add value through our wide industry knowledge, product expertise and flexible resources."

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