

Case Study  
**HARROW COUNCIL**

**Edenhouse**



*Harrow***COUNCIL**  
LONDON

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# Developing budget structure for Harrow Council

**As the 12th largest London Borough of the city of London, Harrow Council services a population of approximately 242,400 inhabitants. They provide a raft of services to the local area such as child protection, maintaining parks highways and education services.**

The provision of these services has been struck, as many public sector areas have, by Central Government cuts. Harrow Council will have to provide more with less and are tasked with taking £83m out of their current budget of £589m. The approach, similar to that taken by many public sector organisations, is to turn to technology to make sure they use every penny in the right way and wastage is kept to a minimum.

## The Opportunity

Harrow Council originally saw the need for an SAP solution in 2006 to help bring their resource planning into line with services plans. Edenhouse started to provide support for Harrow Council in January 2012 through a subcontract agreement with the council's IT provider Capita. They have provided support for a breadth of area's including Basis, Authorisations, FI, CO, Real Estate, Payroll, HR with ESS/MSS, SRM, BW, CRM and development.

When the Edenhouse team took over Harrow Council's support they had a number of issues to deal with from an early stage, namely the financial management system. The support team quickly realised that this was an ongoing issue, meaning that employees at Harrow Council were going back to using spreadsheets. This meant that data was not being entered into the system and forecasting as well as other functions were therefore not performing as required.



“ *Much needed improvements to our finance systems at Harrow Council include the development of My4cast, a solution to improve on financial forecasting and also enhance user experience. The support and innovative solutions provided by the Edenhouse team were critical in helping us implement My4cast and greatly enhanced the end user experience.* ”

*Kanta Halai  
Senior Financial Advisor, Harrow Council*

With Government cuts underway, Harrow Council realised that they must change the way they approached things and the Edenhouse Support team guided them through a number of SAP change requests and improvements. They also helped implement PI middleware to communicate with the HMRC, upgraded ECC5 to 6, upgraded the portal, SRM 5 to 7, performed regular HRSP implementations and developed a budget forecasting solution internally known as My4cast.

## The Solution

When the support contract was coming to an end earlier this year the Edenhouse team responded to the invitation to tender. They moved to build a model for support, demonstrating that they clearly understood the council's needs and that they had the expertise to provide the service over the coming years. This was done in partnership with Sopra Steria.

As with any public sector project, the support service along with wider IT and infrastructure requirements were issued out to tender so that the council could compare and contrast possible options. Prior to the bidding process commencing, the Council IT team had

expressed their satisfaction in the Edenhouse service to date. This is a testament to the quality of service that has been provided over the years previously. With their eyes set firmly on securing the support contract, the Edenhouse bid team worked tirelessly over a 12 month period to demonstrate how they could continue to offer the service that was needed within the tight budget constraints.

After the lengthy tender process, the support contract was awarded to start on the 1st November 2015 for a five year period, a clear indication of the level of trust between the Support team at Edenhouse and Harrow Council. This has an option of a future extension of a further three years.

## The Result

After the contract was announced, the transition from Capita to Sopra Steria began. The Edenhouse team diligently made sure that the customer would not hit any bumps in the road, confirmation that they had made the right decision to continue their support with Edenhouse. This transition process included documenting all of the SAP support operational procedures and lasted until the end of October 2015.

The continued credibility of the Edenhouse support team is being applauded by Harrow Council's departments as a contract that produces quality results within a public sector budget. This is shown by the consistent meeting of service level agreements (SLAs) and the transparency given to the customer of how the support team is providing value. This clarity is evidenced by Edenhouse producing regular reports showing where they believe improvements need to be made and providing roadmap planning for future changes and innovations to ensure that Harrow Council achieve the most from their investment in SAP.



## About Edenhouse

Edenhouse is a full service SAP consultancy providing fully integrated end-to-end business solutions and support services for both new and existing SAP clients. As a Gold Value Added Reseller of SAP solutions Edenhouse is licensed to sell both Cloud and On Premise software. They provide a complete service of enterprise solutions from Licence, Implementation Services, Managed Services, through to Support and Maintenance.

Edenhouse is a trusted partner to over 350 organisations with skills and experience covering all aspects of the SAP application lifecycle, and through their unrivalled SAP support services are dedicated to helping clients optimise their investment in SAP.

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## About Harrow Council

Harrow is one of London's most economic, culturally diverse, attractive and vibrant suburbs. It is an area that combines the fast pace of a lively business and commercial centre with the peace and quiet of the countryside. Harrow has a range of shopping facilities, plus sport and leisure activities to suit all tastes.

Harrow Council provides a vast array of services to its 242,400 inhabitants. These include street care and cleaning, conservation and recycling, maintaining parks and open spaces, and education services.

[www.harrow.gov.uk](http://www.harrow.gov.uk)

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