Be an informed consumer and / or provider ✔

Be supported with specialised skillsets ✔

Embark on the journey with confidence ✔

WHO WE'VE HELPED

Client	Nature of Work	Description
Department of Finance, Services Australia	GovERP Change Management	Synergy has been engaged by Finance to provide change management services for business transformation activities in support of the upgrade to common ERP capabilities across Government.
Services Australia	Payment Utility	Synergy has been engaged by Services Australia CFO as part of the Welfare Payments Infrastructure Transformation program, to form part of a multidisciplinary team to design, build and implement a 'Whole of Government' solution for centralised payments. Technology for this solution is based around the SAP S/4HANA (PSCD) industry solution. Synergy has been instrumental in driving key Finance process improvements across treasury, cash management, financial reporting, appropriation funding as part of this initiative. The Payment Utility platform is now operational and processing benefits for the Centrelink payment programs.
National Health Funding Body	National Health Funding Pool Payments System (Payments System) strategic review and implementation	Synergy's review identified system gaps and a pathway forward, ultimately leading to funding for a new Payments System for which Synergy was engaged as implementation partner. Synergy's role included detailed design support, data migration, system testing, design and build of customised reports and change and training activities.
Department of Agriculture, Water and the Environment	TechnologyOne Implementation	Synergy completed all aspects of data migration across many modules and numerous legacy sources as part of a project to implement a new finance system, TechnologyOne. Migration activities included strategy, design, testing of migrated data, trial migrations and successful migration inside the planned cutover window.

Are you GovERP ready?

Synergy is at the forefront in partnering with government agencies to transition to ERP systems
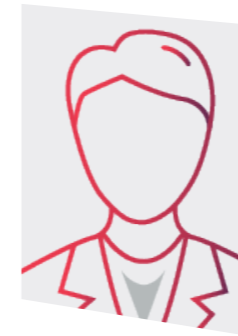
Synergy

A truly collaborative outcome

GovERP will impact widely throughout agencies, however as the agency's finance system owner, the CFO is likely to drive this and be impacted by this whole-of-government reform.

As a Commonwealth Government specialist, Synergy is at the forefront in understanding requirements and implementing methods and tools to assist agencies with this transformation. Synergy is uniquely positioned to assist both through engagements with central delivery agencies and through its depth of capability directly relevant to the change. Capabilities such as business process modelling, commercial management and pricing, SAP S/4HANA expertise, TechnologyOne, systems accounting, change and communications management, and CFO Subject Matter Experts.

CFO
YOUR ORGANISATION

MARK PATTRICK
PARTNER

MANDY HILL
PARTNER

MATTHEW WATKINS
PARTNER

COLLABORATE

1 UNDERSTAND THE FUNDAMENTALS OF THE NEW OPERATING MODEL

2 ASSESS CFO READINESS

3 IMPLEMENTATION PLAN TO FIT THE GAP
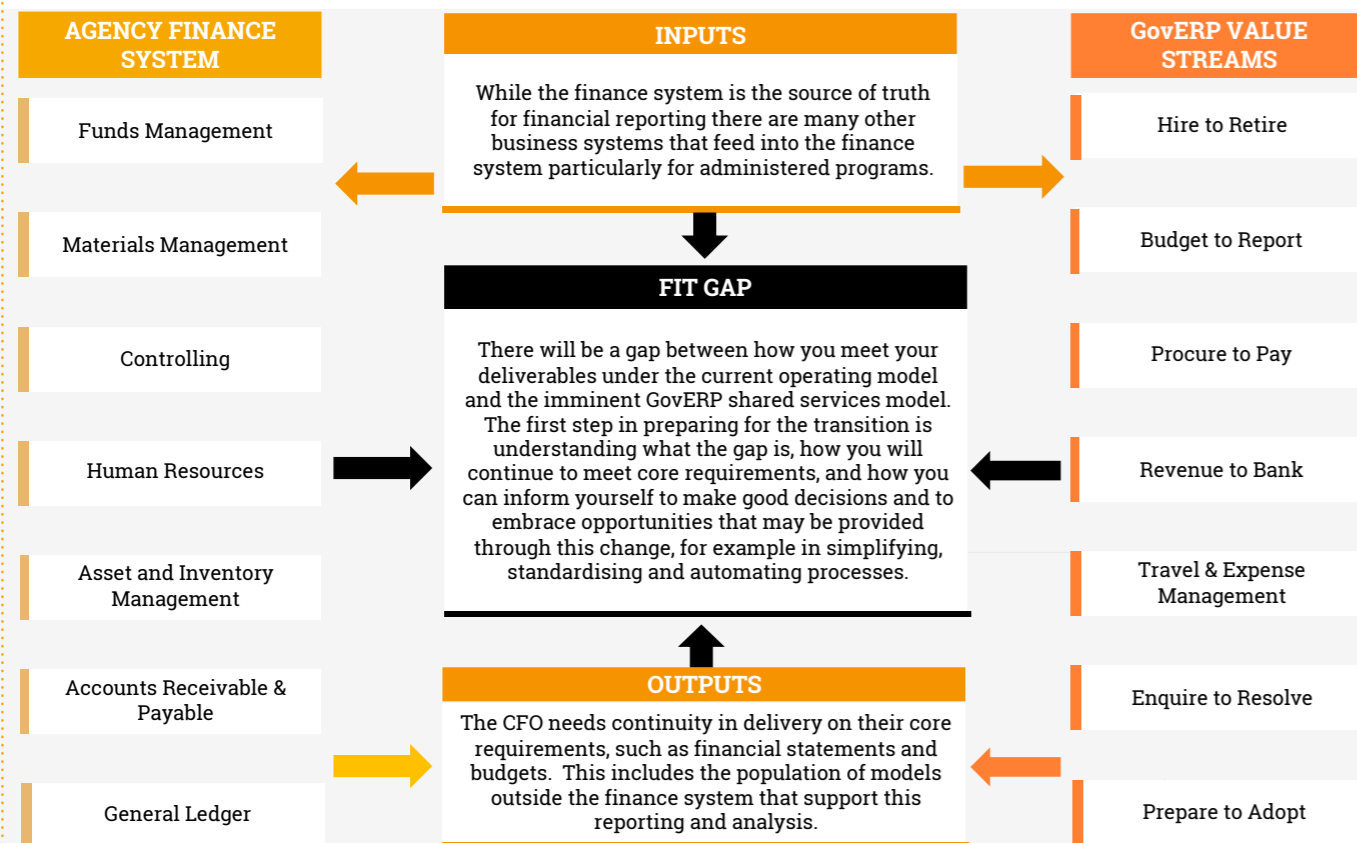
THE SYNERGY APPROACH

The first step in preparing for the transition is understanding your requirements and how they fit with the evolving GovERP design; this will allow you to make informed decisions driving a successful outcome.

Synergy has developed a methodology to guide this process including a custom CFO GovERP readiness assessment tool. The preliminary assessment assists in scoping the project and determining priorities. Synergy's systemised approach then provides clarity to the CFO by breaking down the project into an achievable implementation roadmap including deliverables, key stakeholders, change impacts, responsibilities, control points, risks and mitigations.

Synergy is able to partner with your agency to deliver a truly collaborative outcome, pairing Synergy's expertise with client resources, to ensure a successful transition and to build capability maturity and knowledge transfer.

UNDERSTAND THE FUNDAMENTALS OF THE NEW OPERATING MODEL

AGENCY FINANCE SYSTEM
- Funds Management
- Materials Management
- Controlling
- Human Resources
- Asset and Inventory Management
- Accounts Receivable & Payable
- General Ledger

INPUTS
While the finance system is the source of truth for financial reporting there are many other business systems that feed into the finance system particularly for administered programs.

FIT GAP
There will be a gap between how you meet your deliverables under the current operating model and the imminent GovERP shared services model. The first step in preparing for the transition is understanding what the gap is, how you will continue to meet core requirements, and how you can inform yourself to make good decisions and to embrace opportunities that may be provided through this change, for example in simplifying, standardising and automating processes.

OUTPUTS
The CFO needs continuity in delivery on their core requirements, such as financial statements and budgets. This includes the population of models outside the finance system that support this reporting and analysis.

GovERP VALUE STREAMS
- Hire to Retire
- Budget to Report
- Procure to Pay
- Revenue to Bank
- Travel & Expense Management
- Enquire to Resolve
- Prepare to Adopt

ASSESS CFO READINESS — KEY CONSIDERATIONS

People	Process	End-User Computing	Feeder Systems and Modules	Chart	Data Migration	Commercial	GovERP project
Who are your stakeholders and how will you engage with them?	What are your current processes, what will be your future processes and how will you fit the gap?	What models are populated by data in your finance system, for example TM1, Excel?	What systems interface to your finance system and how will these be impacted?	How do you use the data objects in your finance system?	What does the transition phase look like and how will you assure your data from migration through to operation?	How will you ensure shared services meets your needs and represents value for money?	What resources are required, when are they required and how will you obtain necessary funding?
What does the move to SAP S/4HANA mean for your staff and what training may be required?	What processes support data capture and quality in your finance system?	Are these models required, and what rework is needed for them to continue to be operational?	Do you use other agency systems and how might they change?	How is this data used to fulfill your core deliverables?	How will you cleanse your data in preparation for migration, including open items?	How will you manage the new operating model from system owner to consumer, for example Memoranda of Understanding, Service Level Agreements, pricing, quality assurance?	How will you ensure that project risk is at an acceptable level?
How will the transition impact agency staff roles?	What does shared services mean to you and how will this impact how you operate?	What new models may be required to manage the gap in finance system output?	Do you provide services to other agencies and how will you continue to fulfill this obligation?	How do your data objects align with the GovERP design and the 'thin' chart of accounts?	How will you retain access to historic data?	Will you operate on a software as a service, or a managed service basis?	What opportunities are provided by GovERP and how can you maximise them?
How will you support your staff on the journey?	How will you document new business processes?		What core corporate systems/ modules need to be considered within and outside the CFO direct remit, for example payroll, grants, materials management, travel, credit cards, compliance?	How will you manage unique administered legislative requirements?	What is the impact of the loss of comparative data in the system?		How will you measure your success?
How will you create a customer service culture?	What customisation do you have in your SAP system and how will this need continue to be met?			Do you need compensating controls as you are no longer the system owner?	Will you undertake a data enhancement process as part of the migration?		
How is GovERP reflected in your workforce strategy?							

Change Management and Communication

Underlying each of the key considerations streams is a need to manage the associated change and communication of this change. There will be a gap between how the CFO business operates now and the future model – what is or isn't an acceptable gap, what will you customise internally to manage this gap, and how will you let the business know the impacts?