

## About the Project

Dacorum Borough Council supports the needs of approximately 155,000 local residents, aligned with Hertfordshire County Council, with public administration services concerning jobs, residents, finances and more. As a local authority, the Council faces significant pressure on security, efficiency and costs, especially regarding their Unit4 Business World Finance system.



## The Journey with QuickThink Cloud

The Council has used Unit4 Business World (specifically the Finance system) for many years to process and organise the many financial tasks of a local authority organisation. When faced with the demand to reduce spending on IT infrastructure, the Council looked to move away from their old service provider to find a more cost-effective solution without compromising on quality and expertise.

In 2018 the Council began a milestone upgrade with technical consultancy and migration support from QuickThink Cloud in collaboration with a partner support service provider. Prior to this upgrade, the Council's Unit4 Finance system had not been updated since 2010. From this initial consultancy the Council decided to move forward with QuickThink Cloud support to ensure the effective running of their Unit4 solution, as well as a more proactive approach to upgrades and staying updated.

## QuickThink Cloud Services

Since the initial milestone upgrade, QuickThink Cloud continues to support the Council's Unit4 system with monitoring and further upgrade consultancy.

- + System Upgrade
- + Upgrade Consultancy
- + On-prem Migration
- + Technical Managed Service

## Outcomes

### Updated System

Prior to the 2018 milestone upgrade, the Council had not updated their Unit4 system since 2010. Now able to get the most out of their Finance system, the Council is proactively engaging in update consultancy to continue their Unit4 solution development.

### Proactive System Monitoring and Support

QuickThink Cloud monitors and supports the Council's Unit4 system to ensure it functions effectively, supporting the internal teams with general queries, update consultancy and time sensitive issues.

### Instant Response

As experienced support providers for local authorities, QuickThink Cloud is familiar with the system issues and restraints the Council may face, and further appreciate the need for fast, tailored responses.

"QTC have always provided a swift and positive resolution to any issues we have encountered with our Unit 4 solution. Their maintenance and support offering provides us with good SLA's and the ability to directly contact anyone within the company from Managing Director down, and they are always willing to help with no issues. Our experience of dealing with everyone there has always been a positive one and we look forward to continuing our working relationship with them long into the future."

### Louisa Lingwood

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