Project FOREST is Branching Out

One year after going live with the ROCC Uniclass Enterprise (UE) system, the London Borough of Wandsworth's Operation Services Division has realised many of the benefits promised when the system was procured.

ROCC won the contract – named 'FOREST' - through an OJEU (the Official Journal of the European Union) tendering process. 'FOREST' stands for Finance, Operations, Repairs, Engineering, Streets and Transport and covers the requirements for both the housing and highways repairs functions at the Council.

"We were familiar with ROCC, as it had supplied our previous system (Unix based) in the early 1990s," says Steve Gray, Head of Finance & Support Services, Environment & Community Services, Wandsworth Borough Council. "We invited ROCC to tender, along with other suitable providers. At the conclusion of the tendering process, ROCC was successful – delivering the lowest price, including Most Economical & Advantageous Tender (MEAT) evaluation (20%)."

Steve says that Wandsworth was looking for a modern and user-friendly, job costing system, which was fit for purpose in today's business world and could be used across all sections of the organisation.

Steve Gray

Head of Finance & Support Services, Environment & Community Services, Wandsworth Borough Council.

"Wandsworth now has a very 'user-friendly' web-based system, which is 'extremely flexible."

"We required the ability to set up and monitor projects and report back on the overall financial/budgetary positions for all projects/jobs. In addition, we needed a mobile application option to assist our operatives, when working around the Borough," he explains.

ROCC UE includes a comprehensive range of fully integrated modules including call centre, mobile working, appointments, management reporting, repairs processing, stock and purchase order processing and contract management.

Steve says that, in ROCC UE, Wandsworth now has a very 'user-friendly' web-based system, which is 'extremely flexible.

He says that it enables the organisation to:

- Drill down within individual jobs, to obtain full breakdown of job costs
- Attach and store documentation/photos at project/job level and build up a profile by location over a period of time
- Run reports for senior management, for supervisors or even at an individual level
- Automatically store all POs, work tickets, invoices etc produced within the system within each job and retrieve them easily, at the press of a button
- Set up access and privilege rights, at various levels, to suit the organisation's needs

"UE is an essential tool in the new approach adopted by the Council to improve management control and generate greater business efficiencies," says Chris Potter, Director of Uniclass. "The integrated nature of UE ensures data is only entered once, reducing administrative overheads. The implementation of the system will help improve customer satisfaction levels and deliver value for money for residents."

UE is based on the latest Microsoft web technology. The system resides on virtual servers, which simplifies the implementation and management of the solution. The Uniclass dashboard provides a 'state of the art' reporting tool, which is available to all parties involved in the operation. The project was successfully implemented by Wandsworth's project manager, Joe Kelly. "A lot of thought must be given initially to what you want to achieve from the system," he says. "How contracts and contract types are set up will determine where costs should go and how reports will look. Once set up correctly, though, everything will flow easily." Joe continues: "We gave a lot of thought to the whole process at the outset.

Steve Gray

Head of Finance & Support Services, Environment & Community Services, Wandsworth Borough Council

"The ROCC team has been very supportive and flexible throughout the implantation of the system, during a time of change within Wandsworth. ROCC has been very much hands on – with at least one consultant onsite during each of the three rollouts, with an additional three consultants ready to assist at any time, as and when required. We look forward to continuing to work with ROCC over the next few years."

The actual rollouts were very straightforward when they did take place. In total, we had three – for the Building Maintenance Section in April 2012, for our Transport Section in October 2012 and for the Highways Section in December 2012."

As part of its requirements, the London Borough of Wandsworth was looking for a system which could be expanded into other parts of the Council, sharing data and resources between departments. To this end the ROCC Uniclass Enterprise has now been successful deployed to Wandsworth's Design Services department, which is responsible for providing property services to the public buildings in the Borough. Design Services has subsequently been transferred from the Environment & Community Services Department to the Finance Department.

To find out more:
Call 01273 274716
Email info@rocc.com