Business World User Group Workshops 2018

Our Workshops this year have been extremely well supported with 4 workshops completed and a total of 390 user group members attending. We still have 2 more to go and they will be covering the following areas, Budgeting & Planning and last but not least Accounts Receivable.

As usual we are looking for Customers to share their experiences, they are often the high point of our workshops, there is nothing like real life experiences, so if you could help with a Customer Case Study please let me know. The presentation content could be built around your Implementation / Upgrade, Benefits, Hints and Tips or Clever things you do that might be helpful to others if you want to know more about what a presentation involves please contact me, caroline.batten@unit4.com

These workshop days are really valuable to our members not just because of the content of the presentations but also because of the opportunity to network with other customers, along with Unit4 staff and invited guests in a relaxed environment. This time out of the office can be so valuable to those starting a new project, planning an upgrade or just wanting to talk to people who understand what they do back in the office. Over several events the members tend to build up a network of acquaintance's which can help with their day to day role.

The User Group rotate the workshops around the country and choose venues based on location, availability and value for money. It is very unlikely that the same or similar topic will be presented in the same area of the country the following year. As our members are spread throughout the length of the UK and in some instances overseas so the User Group events are moved around to ensure all our delegates gets to travel but sometimes it works to your advantage.

We are often asked if the same workshop can be repeated at a later date and in a different part of the country. Unfortunately we do not have the budget to do this and also it would be extremely difficult to get all the speakers back together to deliver again on another day.

Your feedback from all of the workshops are collected and distributed to the Council and presenters and help form the programme of events for the following year. We also look at the feedback on each of the venues.

All the presentations from the Workshops (unless containing live date) are made available to download on the Business World User Group Forum after the workshop allowing all members to access the details at a later date. You will find them listed on the main page of the Forum in the Section Notifications and Events, User Group Events

Date	Topic	Location
April 26th	Purchase to Pay	Leeds
May 24th	Fundamentals	Birmingham
June 14th	HR & Payroll	Edinburgh
September 20th	Technical	London
November 22nd	Budgeting and Planning	Woburn
December 5th	Accounts Receivable	Bristol

User Group Chairman's Summer Update 2018

The Summer holiday season is now coming to an end so it must be time to look back and reflect on the first half of 2018 as well as start thinking about things to come.

It has already been a busy year for the User Group.

The User Group forum site http://www.u4bwug.co.uk/ continues to increase both its membership and the number of threads and postings from members. I hope you find this area of great assistance, especially when it comes to getting answers from colleagues who have already done something so you don't need to reinvent the wheel. This is our Forum so if there are things you would like to see us add or change, please contact Caroline caroline.batten@unit4.com or one of the Council members (their contact details are on the back page) and we will see if we can accommodate it.

The first four workshops have already been held and again feedback from the delegates has been really positive, which is always very good to see. If you have any suggestions of things you would like us to cover, or you would like to volunteer to present a case study, please do let Caroline know .

Dates and locations for the remaining workshops have already been advertised, the agendas and full booking details will be posted on the Forum approximately 6 weeks before the individual events.

If you have any issues you would like the Council to raise with Unit4, then please let any of the Council members know and we will look to discuss the issue with Unit4 at the next meeting. Meetings are normally held on a bi-monthly basis with the next meeting scheduled for the 13th September.

The User Group Council is made up of Customers who represent the thoughts and views of the Customer base. If you would be interested in becoming a representative please let me know.
Below are the dates of the 2018 Council Meetings please let me know if you would like anything raised at them, my details are below.

Ian Sibbald
AUKUG Chairman

i.sibbald@cranfield.ac.uk

7th	March	**South Wales Police – Bridgend**
9th	May	**Magnox**
12th	July	**University for the Creative Arts**
13th	September	**DFID**
5th	December	**Unit4 Bristol**

This year the 2018 Unit4 Customer Connect Conference Creating Space is being held in the historic spa city of Harrogate in Yorkshire.

The Website is now open, and bookings can be made by visiting www.unit4.com/uki/connect. You will find the Agenda, Speaker details, Partner Information and much more on the website so go and have a look.

The Business World User Group will have a stand and it would be wonderful if you could come along and have a chat about the User Group and what you might want to see in 2019.

Unit4 will be hosting an evening reception at Harrogate's brand-new venue, The Potting Shed. Situated in Harrogate's landmark Royal Baths complex. The evening will commence with a drinks reception, followed by sumptuous food, drinks and entertainment. The dress code for the evening is smart casual/no jeans.

UNIT4 Ideas is changing!

Your opinions are important to Unit4 and after listening, we are making changes to the way you can help influence future developments of our products.

Over the next few months Unit4 are improving the way our customers interact with us by launching a new Customer & Partner portal. Through this portal you will be able to propose, track status and vote for product enhancements. Alongside the new portal we have also reviewed our internal processes to improve the way we review and respond to your ideas.

During this transition phase we are deactivating Unit4 Ideas and you will no longer be able to raise or vote for enhancements. The transition to the new portal should be complete by the end of 2018

Your ideas are still important to us so please bear with us while we make this transition, and we look forward to hearing from you via the Customer & Partner Portal!

Lisa Young
Global Product Manager Unit4

Unit4 Tiered Support Services

Unit4 has expanded/streamlined customer access to its complete service portfolio by allowing customers the option to submit Service Requests from the same portal currently used to report product issues.

Service requests can range from requesting a new report to scheduling a SaaS readiness assessment. After logging into the Unit4 Customer Support Portal, customers will see a new option on the home screen:

After selecting the Service Request tile, the customer can complete a simple request form.

Note this is also now the form that customers will use to request additional contacts or changes to their customer account information selecting the Customer Portal Request as well as other requests as shown below.

Business World User Group Newsletter

The Business World Forum is the User Groups main communications channel and is how all User Group Workshops are advertised.

Therefore it is important that you and your colleagues from your organisation sign up so that you don't miss out on events and occasional offers from partners. Access is unlimited within a members organisation.

The Unit4 Business World User Group Forum acts like a chat room and is where members can ask questions regarding the product and related matters.
Forum questions should not be Business World Support related, these should go directly to the Support desk.

The forum is split into topic areas which you need to sign up to, this ensures you only get notifications relating to the areas you are interested in and are not inundated with unwanted details.

It is really important to note that any advice given by members of the forum is taken at your own risk and amendments should be thoroughly tested before applying to your own live system .The reason being that everybody's system operates and is set up differently.

The Forum also gives access to documentation and presentations from Workshops and can be found after the events by searching Notifications and Events / User Group Events. If a demonstration was using live data this will not be available.

The Forum is not a Sales Platform but occasionally we will promote items or information which are seen to benefit the users, please be assured your details are not shared with other parties.

Portal Search Member List Calendar Help

Search

Welcome back, **Caroline Batten**. You last visited: 19-07-2018, 03:49 PM Log Out

User CP   Mod CP   Admin CP

Open Buddy List View New Posts View Today's Posts Private Messages (Unread 0, Total 5)

Unit4 Business World User Group Forum

FORUM NOTIFICATIONS
Forum
FORUM NOTIFICATIONS Important notifications regarding the forum

Introductions and Help
Forum
Introduce yourself Post here and say hi to everyone if you like
How do I....? How to undertake certain tasks on the forum
Administrator how to! 'How to' instructions for Caroline and any other administrators. Not visible to any other users

Notifications & Events This area contains notifications and usergroup events
Forum
Usergroup Events
Council Minutes and Slides

Main Usergroup		
Forum	Threads	Posts
ABW General Anything that doesn't fit into a category below	498	1,726
Technical Any questions about the database, upgrading etc **Sub Forums:** Code Snips	306	1,236
Financials GL, AP, AR, Tax, Income Manager **Sub Forums:** Income Manager, Financials- GL, and 3 more.	428	1,347
Fixed Assets Fixed Assets	27	81
HR, Payroll & Expenses Human Resources, Payroll & Expenses	176	463
PCB Project Costing and Billing	33	59
Planner Planner Budgeting	52	183
Procurement & Inventory	170	505
Reporting Excelerator, Worderator, Browsers, ARC	252	874