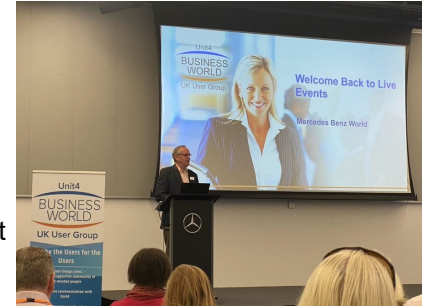


Business World User Groups Winter Newsletter

Chairman's Report December 2022

During 2022 we have delivered a total of 8 events, in addition to 5 online meetings, we were pleased to hold 3 live events in the latter half of the year as the country returned to a more normal footing, The Workshops were held at Mercedes World, Leeds Armouries and Edinburgh Zoo, all of which proved very popular venues with the attendees, who appreciated the opportunity to network with other member, Unit4 and Partners.



Personally, I have attended two of the live events and enjoyed both greatly, learnt a few things and remembered what it is like to set the out of office message on my inbox again. Strangely liberating.

We plan to host further face to face events in 2023, so please come along and support the User Group and get to meet other customers and key Unit 4 staff. Dates for 2023 will be released in the new year.

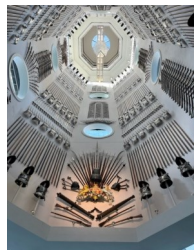
We have again added some new members to the Council, so thanks to Nathalie Nicastro, St James's Place and Shaun Furness LLW Repository's for coming on board. We are still keen to get more representation from cloud base customers so if you are one and are interested, please contact Caroline.

Sadly we have said goodbye to Michael Ward, Foreign Commonwealth Development Office , David Greenfield, Local Government Association and Katrina Joost, Capricorn Energy we thank them all for their service to the User Group whilst on the Council.



Unit 4 continue to be supportive of the great value of the User Group, led by the UK Managing Director Chris Richards, and we feel the working relationship is improving all the time.

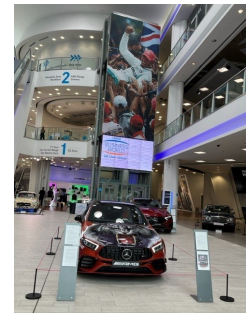
At this time of year, it just remains for me to wish you all a very Merry Christmas and a Happy New Year.



Membership renewal for 2023 - Exciting news for all existing Members

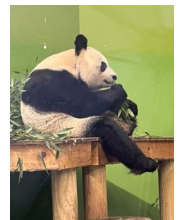
We will shortly be sending out reminders about your membership for 2023. All Memberships needs to be renewed annually by completing a membership form, renewal is not an automatic process.

However, there is great news for all our 2022 members, simply return a completed Membership renewal form to us and you will receive 2023 free of charge.



This is to thank you for your support during the Pandemic, and as we did not hold live events as usual in 2019 and 2020 we had built up a surplus of funds which we would like to share back to the members.

For any new members the fees will remain the same @ £500.00 ex VAT per Organisation The User Group membership year runs from 1st January to 31st December



In 2023 we are planning to continue with a mixture of Teams and Live events spread around the Country and we will publish dates in the new year.

If you have any questions regarding the User Group, please contact:
 Caroline Batten – Unit4 Business World User Group Facilitator Caroline.batten@unit4.com

Further information about the User Group is also available on our web site <https://www.u4bwug.co.uk/> membership forms can also be downloaded from there.

Unit4 User Research Sessions - can you help?

At Unit4 we understand that feedback from our users is crucial to how we design products and prioritise features and so we want to hear from you.

UK User Group Our User Research sessions are not just limited to admin roles and IT, so please encourage your end users to sign up as well.

If you would like to take part in User Research sessions, please sign up to our User Experience Lab [here](#). You can access the User Experience Lab Forum available on Community4U [here](#).

Upcoming user research sessions

Incoming invoices: Prioritising work and automatic coding

We're looking to improve how Finance Teams can prioritise their work on incoming invoices. We are also investigating how best to use system coding to automatise their process. We're looking to connect to Accounts Payable team members to learn how they work and share our concepts on these new functionalities. This project will continue over December.

ERPx Employee Self-Service: Timesheets and Expenses

We're developing an experience that will allow employees to access the information and functionalities they use the most in one single place, and get system help in completing frequent actions. As part of this new experience, we're developing improved functionalities for filling in timesheets and expenses. We will be gathering feedback for the concepts of these new versions in December and January. Our aim will be to involve employees who use these functionalities in their day-to-day.

If this is something your organisation is interested in, please reach out to andrea.petrucci@unit4.com (Sr. User Experience Researcher).



Resource Request Tool Prototype Testing

The ERP product team is currently designing an extension to our people planning capacities, supposed to help our customers with easily requesting, identifying and assigning matching resources to project work. In a 45 mins video call with employees working in roles typically involved in requesting and assigning resources to projects in your organisation (e.g., project or resource manager roles) we would like to gather your thoughts and feedback on the current prototypes to inform further refinement.

If this is something your organisation is interested in, please reach out to jennifer.sziegaud@unit4.com (Sr. User Experience Researcher)

Revenue Recognition on resource level

We are planning to develop functionality around revenue recognition on a resource level. In order to make sure that we address our customers' needs around that topic, we would like to have a 30-minute video call with respective roles in our customer organisation who can give us insight into the use cases and requirements for the solution we will be building.

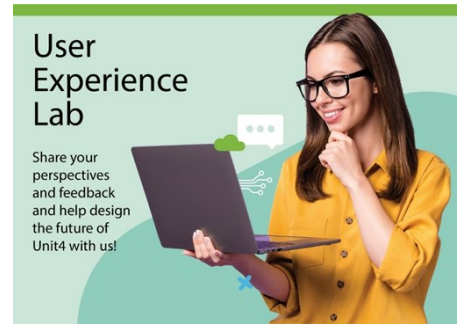
If this is something your organisation is interested in, please reach out to jennifer.sziegaud@unit4.com (Sr. User Experience Researcher)



Financial Operational Reporting

We're looking to understand what is important for project managers, cost centre managers or financial controllers when they monitor specific financial data and process inefficiencies and make decisions for the present or immediate future. Our aim will be to involve employees who use these functionalities in their day-to-day, so we can improve existing ERP functionalities and implement new ones. We will be gathering feedback in January and February.

If this is something your organisation is interested in or wants to know more, please reach out to dimitra.piotogiannaki@unit4.com (UX Research Manager) or pick a slot [here](#).



A Message from Chris Richards Unit4 UKI Regional President

My goodness it only feels like a month or so ago that I wrote a few lines for the Summer newsletter and here we are already with only a few days left till 'the big day' and the end of the year!

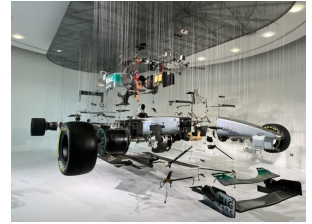
As always, it was great to see so many of you at the Mercedes Benz event in Weybridge where the User Group held its first in person event since the Pandemic, I have also attended, albeit virtually the User Group meetings along with other members of the Unit4 management team from many areas of the company.

In the New Year we have our annual Sales Kick Off meeting where afterwards I hope to share with you some hot topics at the next User Group meeting following this. Before this however and as

always, any feedback on how we can do things better or what you would like to see in the future would be most appreciated. Any change in the way we work or the adoption of new ideas can only be a common benefit for both you and us alike so let's keep talking!

For now, all that's left for me to say is that I wish you and your families a very peaceful but Merry Christmas and a Happy New Year!

Chris Richards
Regional President UKI



Meet Nathalie Nicastro - one of our new BW User Group Council Members

I recently joined the U4 User Group Council and attended my first virtual meeting in September, after Mary Kent from Magnox, and Chris Richards U4 Regional President UK&I, suggested it would be useful to have more cloud customers representing our users.

I was first a Unit4 customer back in 2000 and have worked with the solution for many years, firstly as a report writer, a developer and then onto establishing tailored support models and internal ERP functions, including governance and controls and product roadmaps.

It has been a pleasure working with Unit4 more closely over recent years, with great transparency and open conversations about what we as the customer really need, so it was a natural step to join the council and represent not only our voice, but that of other customers.

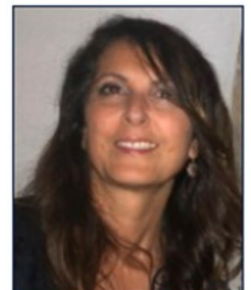
I am keen to learn more from customers across the various market sectors and understand where we have synergies and similar challenges. I believe gaining a wider understanding of the customer perception, enables those great conversations with the Unit4 leadership team, who are dedicated to this group and customer success - this is what helps us to forge new and improved ways of working together, promoting great collaboration. I am looking forward to the upcoming year, and I hope that I can both add value to the ongoing initiatives of the group and generate some new ideas for consideration.

Kind regards,

Nathalie Nicastro (ACMA CGMA) *Head of Division – Head Office Portfolio & ERP*

E. Nathalie.nicastro@sjp.co.uk

St
James's
Place




2022 User Group Events Roundup

The User Group would like to thank Unit4 and the Partners for their continued support and presentations at the User Group events. Special thanks also goes to all the customers who gave their time to give Customer Case Studies to the members.
 Pre COVID we traditionally held 5 - 6 in person events each year, In 2022 we were pleased to be able to hold a total of 8 events, 5 were online and 3 were physical face to face meetings
 With a total of 392 Registrations for these events.

The in person events were extremely well received and it was good to see people again. These events enabled the attendees to network with each other and build connections with other organisations. Whilst having fun and learning more about the Unit4 products and its uses.

Below are some comments from the feedback from the events.

Welcome Back Event - Mercedes World	Finance Systems Update -Royal Armouries Please can tell us if you found this event useful and why?	HR Workshop - Edinburgh Zoo Please can tell us if you found this event useful and why?
It was nice to get back together in person.	All presentations were very useful to my company, particularly Workspaces and FP&A sessions as we are embarking on developments involving these elements.	Whilst my organisation is planning to move away from Unit4 ERP HCM, the background knowledge will help if things don't progress in the way I currently expect.
I felt it was a highly successful day, even without the fun activities of the afternoon. All presentations were informative and didn't over stay their welcome. Unit4 staff were very approachable, as were personnel from other organisations. I had a good time!	Lots of interesting content and it was good to meet other users	Yes, Very useful. It was nice seeing people demonstrating the system rather than just using screenshots and powerpoint
Loved the pin pad question & answer facility. Meant people could be honest because they were anonymous - although clearly not everyone was voting - if we have that facility again we need to ensure everyone is 'buying in'. Great organisation as always	Great to share real experiences with other BW users and a great networking opportunity, too! It was good to reconnect with those I've not seen in person since pre-covid.	The event was very useful. A great opportunity to network and find out more about the roadmap of developments
Overall the day was good and I enjoyed networking with other users. However I feel the user group should be more tailored to users with demos of new and enhanced software, not just a sales pitch	Very useful and enjoyable day. Enjoyed meeting customers in person as usual and also the Extension Kit demo from Paul.	Gave my HR colleague more enthusiasm about the direction of travel for Unit4
It would be useful to sometimes see the system and any new functionality, A demonstration of something new, Tips & Tricks etc	Yes, it was useful to hear others experiences with the Expenses module and to hear about helpful Unit4 extras like Workspaces.	Yes, very good networking but also the case studies/presentations were interesting.
Thankyou, the event was really enjoyable	Yes, it was good to see some products which I have not previously seen and also to make connections with other users in the group.	Yes really useful , always useful topics and interesting case studies and a perfect place to network and meet new people
liked the voting buttons should also use these for product reviews - what do you think of expenses? Are you using ERPx , implementation experience etc.	It was a useful session. There was a good range of presentations covering a selection of functionality. It was good to be able to talk to some of the Unit4 representatives like Paul Armstrong.	It was useful to see what BW can offer HR in terms of Forms and Salary Review/Compensation Planning to allow us to think about how these might be of use to my organisation.
This event was very informative and filled with networking opportunities. Thank you for organising	I found the event very useful. Since the event my team and I have discussed the possibility of adding a few of the items demonstrated to us onto our system.	
	Very useful. Went down with a specific interest in the expenses case study but came away with a lot more ideas.	
	It was good to connect to others also trying to use the Unit 4 product and Enhance end user experience.	
	Great chance to meet other Unit4 users and discuss ways they tackle issues we are experiencing	
	It is always useful to meet other customers and share ideas. The content of the presentations was excellent and relevant to many in the room.	

What is Community4 you and how can it benefit you?

The Community4U team together with the different Unit4 organizational areas is constantly working to solidify the user experience as you navigate our community. Thus, we have implemented some improvements that we hope will make your journey through Community4U as smooth as possible. Here are some of the improvements we have recently made. Just click on the links to find out more:

- The new login mechanism is live! - Find out what changed with the new login to Community4U

[Read more](#)

-New AI Search in Support4U is live!

[Read more](#)

We have also just celebrated 3 years of our community!

All good things come in threes

[Celebrate with us](#)

Community4U is our digital one-stop platform that enables our Customers to maximize their Unit4 Product Experience.

From the peer-to-peer area in My Community where you can discuss how-to product related questions or suggest product enhancements, to My Solutions area where you can access Product News, Software and Documentation.

You can even access training from University4U and easily interact with Customer Support. In Community4U you can expand your knowledge and help other users, because when we're all interacting, we're all benefiting. Here is why you should take advantage of using Community4U:



Mutual support

Engage with other customers and partners as well with Unit4 People.
Ask questions, share tips and best practices.
Suggest product enhancements and vote on other users' suggestions.



Access a wealth of specialized knowledge

Explore product news, documentation, software and an extensive knowledge base.
Surround yourself with professionals who know your market, products and services.



Build your network

Engage with peers, meet people with common interests (e.g., organization in same industry and build your professional network)



Professional growth

Learn from each other.
Find mentors and inspiration that can help drive you and others forward.



Leadership opportunities

Get a chance to step forward and distinguish yourself as a thought leader.
You can help others, teach them, guide them to achieve more with the help of your unique experience.



Click [here](#) to access Community4U and explore its benefits. In case you do not have login credentials, please reach out to the Key User of your organization who can create a user for you

New Year, new challenges We need you..... New Council members required - want to find out more ?

The Council would like to welcome enthusiastic people to join the council which helps to ensure that there continues to be representation for all Business World sectors, giving a balanced user's view to UNIT4, We would love to hear from you, currently we are especially keen to hear from people in the Health and Charity sectors but we would welcome anyone who is keen to get involved.

What is involved in being a Council Members?

The User Group Council and key Unit4 UKI Staff meet on a Bi-monthly basis to discuss and review changes within UNIT4, its products and any issues raised by the members. Currently the meetings are a mixture of Teams and face to face meetings, which are held in Council members venues so everyone gets to visit on another, you would be required to attend a minimum of 4 meetings a year.

We are looking for people who enjoy working with all area's of BW, its products and hearing future business plans through interacting directly with Unit4 represent the thoughts and views of the Business World UK customer base. The User Group will pay any travel expenses incurred whilst attending a council meeting.

Council members also help to find content for UG Workshops offer to do Case Studies and also compare at the User Group events. Others help with the Website and other projects run with Unit4.

If you would like to know more about becoming a Council Member and what is involved, please contact the User Group Chairman or anyone one of the council members listed below, they will be more than happy to tell you more about the role and its benefits.

Andrew Grice
AUKUG Chairman
 University of Reading
 Director of Finance



Maureen Potter
AUKUG Vice Chairman
 University for the Creative Arts
 Finance Systems Manager



Mary Kent
AUKUG Treasurer
 Magnox - Head of IT
 Programmes
mary.kent@magnoxsites.com



Ian Sibbald
 Cranfield University
 Director of Finance
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Alan Hill
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 Head of Procurement
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David Greenfield
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 Finance Project Lead Accountant
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Stephanie Cord
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Katrina Joost
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 Agresso Support & Development
 Manager
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Nathalie Niscastro
 St James Place
 Head of Business Systems



Shaun Furness
 LLW Repository Ltd
 BW Technical Co-ordinator
shaun.furness@nuclearwasteservices.uk

