

Resort Municipality of Whistler

MILESTONE 5 CUSTOMER AHEAD OF SCHEDULE AND UNDER BUDGET IN SELF-DRIVING ERP TRANSFORMATION

Host of the 2010 Olympic Winter Games, Whistler serves almost 10,000 residents, over 2.5 million visitors annually and aims to be the world's premier mountain resort.



Vertical expertise

Unit4's people focus enables easier upgrades. Intuitive self-service functionality costs far less for user retraining or system changes.

VALUE DELIVERED

Automation of repetitive tasks freed time for **better customer service**

Streamlined functionality and user experience **improved financial visibility**

“Milestone 5 is easier to use and more intuitive. Staff are being innovative and looking at the best use of the product. If you just maintain the status quo, you don't benefit from what the software offers. It provided the opportunity to review internal processes, improve overall efficiency and effectiveness, and enable staff to use the technology available to them.”

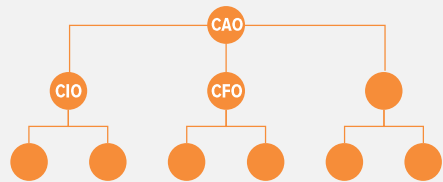
Heather Paul, Corporate Services & IT

OPERATES IN

Canada

Revenue
\$76m (CAN)

Customer since
2005



No. of employees
170

Why did they need to change?

CHANGE PRESSURES

- Governmental Regulations and Compliance
- Reorganization and Restructuring
- Mergers and Acquisitions
- Business Process Change
- Financial Management-Driven Change

ROADBLOCKS

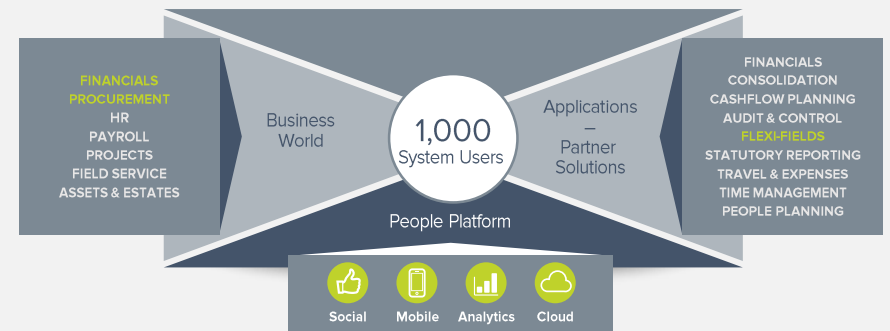
Excel spreadsheets kept on desktops made it difficult to verify information against accounting systems and risked audit compliance. Manual data entry also took staff away from higher value work necessary to serve the community.

RISKS

Staff time was being wasted on low value tasks and they weren't able to focus on strategic analytics and customer service. In a time of rising citizen expectations and with budgets under pressure, this situation was not a feasible way forward.

How did Unit4 help?

Employee and community expectations are rising even as local governments face limited budgets. Moving to the more agile People Platform on Unit4 Business World's Milestone 5 provided the opportunity to improve efficiency and effectiveness. Staff no longer accommodate the software. It accommodates them.



What did we achieve?

Monetary savings

Implementation was done under budget and on time; budget reallocated to additional product and training. Resources spent on data entry now spent on higher value work.

Improved operations

Accounting staff no longer have to keep track of everything in hard-to-verify Excel spreadsheets, and all suppliers are paid on-line and on time.

Efficiency and governance

Integrated reporting and in-depth business intelligence enable more complete visibility for elected officials and taxpayers.