BROCHURE

Mitigate margin erosion and capture high value mandates

THE IMPACT ON YOUR PEOPLE AND PROFITABILITY

Discover the true cost of not modernizing your back-office systems

UNIT4
In business for people

Contents

Introduction 3
Finance 4
Your Chief Information Officer 6
Your Project Director 7
Your Head of HR 8
Your Chief Operating Officer 9
Eliminate revenue and margin leakage 10
The opportunity with modern cloud technology

Introduction

For practices and firms like yours, the true cost of not replacing outdated systems can be measured by its impact on your subject matter experts.

Things could be so much better for them – if only they had the right technology. They would improve utilization rates, feel empowered, and your clients would be better served.

But many legacy systems are retained because of the cost of replacing them, concerns over the time taken to implement them, and disruption through user adoption. Given these factors it's unsurprising that many firms decide to stick with their status quo. However, choosing to do nothing is still a choice, and that choice can result in the slow drip of revenue leaving your practice through lost billable hours, frustrated practitioners, and time-consuming updates.

The time for evolution has come. We'll demonstrate how you can mitigate risk, and bill more with satisfied clients, if you have the right technology.

"We had 12 different companies with 12 different IT landscapes. Data was spread over different platforms. You can't drive a business with 800 employees to sustained growth without a single, consistent data lake."

Tilman Au, CEO, diva-e Conclusion

"We wanted to automate transactions, provide mechanisms of control and risk management to refocus efforts on supporting decision making. We had grown exponentially and could no longer manage the business on 'gut feel' or 'entrepreneurial spirit'"

Josh Cameron, Chief Strategy Officer, Christopherson Business Travel

Finance

Focused on strategy, cashflow, taxation, compliance, and leadership, are some of the areas your Finance team deals with, as well as the recurring themes of growth, change, and digital transformation.

Their key challenges — from a strategic perspective — include budgeting, forecasting, planning and analysis, and improving billable hours. From a tactical standpoint, controlling cashflow, ensuring legal and regulatory compliance, and providing up-to-date reports for external and internal reviews are of utmost importance.

By having the right technology in place, Finance are able to better support the firm:

- Improve month-end closing ensuring all billing and payroll is accurate and on-time.
- Reduce days sales outstanding.
- Forecast and plan effectively using accurate data.

How Unit4 helps

- Seamless integration with AI tools and automation reduces manual intervention, freeing your finance team to focus on strategy rather than transactions.
- Advanced predictive analytics and AI-generated commentary transforms raw data into clear action points, enabling faster, more confident financial decisions.
- Cashflow planning supports precise forecasts, scenario modeling, and alerts, providing far greater insights than Excel alone.
- Accounting Prediction Service suggests GL coding for non-PO invoices, reducing rework and improving accuracy across your ledger.
- Invoice anomaly detection flags outliers before they hit the ledger, protecting your firm from costly errors and compliance risks.

44%

of mid-sized practices still rely on Excel for cashflow management and reporting

92%

agree integrating financial management tools within an ERP system would improve cross-practice integration and knowledge sharing

Source: Unit4 Back Office Survey 2025

Days to minutes

"We can now produce insights and reports in minutes, compared to days and weeks before. This makes our processes much more efficient."
Tilman Au, CEO, diva-e Conclusion

"Unit4 gives our organization a single view of the truth. Everyone is connected to the same, common view of the financial data. There's no misunderstanding, and everyone is aligned for better decision-making."

Spokesperson
Leading global video entertainment organization

18

manual checks replaced with an automated process

Unit4 Case Study — A well organized invoice system improves efficiency and standardizes processes across Saab

Watch video - FP&A in 90 seconds

Your Chief Information Officer

With a focus on managing the risks and overcoming the challenges associated with an expanding organization, your CIO is concerned with disaster recovery, security risks, scalability, the cost of technology, and the integration of new solutions.

With the latest cloud technology, they could better support the business:

- Manage workload and complexity during growth.
- Build a more integrated infrastructure.
- Support hybrid working.
- Fend off cyber-attacks and improve data governance.

92%

agree that integrating back-office management systems (HR, project management, and finance) would save time and money on these processes

The Back Office ebook

How Unit4 helps

- AI at scale: Unit4's platform lets IT integrate, govern, and measure AI usage — without complex custom code or costly development overhead.
- Enterprise-grade security and privacy: Unit4's robust governance and compliance programs protect your firm's data and ensure legal and ethical standards are always met.
- Configurable user interfaces tailored to each department's needs, improving adoption rates and reducing the burden on IT support.
- Micro services architecture ensures updates are released with minimal disruption, keeping your business running smoothly without costly downtime.
- Industry Best Practice Templates accelerate onboarding and quicker time to value.
- Success Packages drive outcomes and reduce risk during onboarding and expansion.

"Our goal was to consolidate the patchwork of different back-office systems that each subsidiary used into one shared view of travel and financial data. The suite is easy to use, we can connect the platform quickly with other systems, and it has the flexibility to adapt as our business evolves."
Daniel Morris, Group IT Director, Key Travel

Watch video - ERP in 100 seconds

Driving growth through digital investment ebook

Your Project Director

Your project director is always looking to make improvements in the utilization of staff resources and the transparency of project profitability – current and future.

Most of the challenges they face are caused by manual processes and siloed working as a result of dated, fragmented systems.

With the right technology, they could better support the business to:

- Reduce bench time and manage resources more effectively.
- Identify risks and issues, and implement strategies to mitigate them.
- Improve client billing rates.
- Improve cash collection including DSO.

How Unit4 helps

- No more missed billables: Automated rules ensure all billable elements are included in the invoice base, across time, expenses, AP invoices, POs, and subscriptions.
- Simplified resource planning reduces bench time and ensures the right people are matched to the right projects, improving utilization rates and protecting project margins.

Firms with utilization rates below

70%

struggle to achieve project margins above

20%

Firms maintaining

75%

utilization see project margins exceeding

35%

2024 Professional Services Maturity™ Benchmark report, Service Performance Insight, LLC

"Havas now understands the precise financial performance of its people and projects. We can examine how much income is directly generated by our people producing billable hours."

Dean Wartell, Director of North American Financial Systems, Havas Group

---

"Unit4 ERP is an instrumental factor in setting the company up for continued growth internationally, with a transformation to dynamic forecasting, planning, and tracking globally. It also empowers people for common direction, faster decision making, and agility"

Kaj Wikström, CFO, Qvantel

Watch the video

Your Head of HR

Attracting, developing, and retaining top talent for the firm are just some of the challenges your CHRO deals with, as well as building HR programs and policies that support your business objectives. With more pressure on HR teams to digitize and provide a better employee experience, your people manager must also focus on improving employee engagement, wellbeing, and satisfaction.

Part of the solution lies in supporting the entire business in reducing repetitive tasks and enhancing employee experience.

Getting this right allows the business to:

- Track engagement, job satisfaction, and performance.
- Reduce people turnover and lower recruitment costs.
- Have a forward-looking view of talent requirements.
- Improve productivity.

How Unit4 helps

- AI-enabled workforce insights connect finance, projects, procurement, and HCM data in one place, giving HR leaders the real-time visibility they need to make faster, more informed people decisions.
- Ava, Unit4's AI-powered digital assistant, streamlines routine HR tasks like approvals, timesheet reviews, and Q&A — directly within Microsoft Teams — freeing your HR team from repetitive work.
- Succession planning gives your HR team a forward-looking view of talent, so you're always prepared for what's next.

85%

of organizations report difficulty in attracting the right talent

70%

of organizations face challenges in retaining employees

18%

higher productivity achieved by highly engaged teams compared to disengaged counterparts

Source: PwC HR Pulse Survey 2024 & PeopleOpsClub HR Statistics 2025

> "We achieved rapid results by replacing multiple people systems with one platform: time and attendance, HR master data, employee lifecycle management, travel and expenses, project allocation management, people surveys, and talent management. This was a huge change for us, and the entire suite was implemented in less than one year."
> Jussi Eskelinen, Head of HR, Qvantel

Visit our CHRO webpage

Your Chief Operating Officer

The key challenges for your COO are checking the overall profitability of all projects, achieving operational excellence, and maintaining the financial strength of the firm. Without a single view of all operational data, they are unable to see the 'big picture', teams are more likely to work in silos; while reporting against KPIs and sustainability can be a complex, labor-intensive process.

With modern cloud-based tools, your COO could better support the business:

- Make informed decisions and identify areas of improvement.
- Improve collaboration and reduce complexity.
- Support compliance and regulatory requirements by tracking, monitoring, and reporting on KPIs.

How Unit4 can help:

- Automated rules ensure all billable elements are included in the invoice base—across time, expenses, AP invoices, POs, and subscriptions, preventing revenue and margin erosion.
- Invoice automation and billing dashboards standardize processes across the firm, reducing manual checks and giving your COO complete confidence in billing accuracy.
- Real-time operational dashboards give your COO a single, trusted view of project profitability, resource utilization, and financial performance — enabling faster, more confident decisions.
- Integrated KPI tracking and automated reporting eliminates manual data gathering, making compliance and sustainability reporting faster, more accurate, and audit-ready.
- A centralized data architecture breaks down departmental silos, connecting your teams with shared, real-time data that drives collaboration and accelerates strategic decision-making.

Watch the video: Build an agile strategy to win more business

High-performing professional services firms achieve

+250%

boost in project margins

+42%

higher billable utilization

+1200%

revenue growth compared to lower-maturity peers

Source: 2026 Professional Services Maturity™ Benchmark, Service Performance Insight, LLC

"In the past, our legacy systems drove the business processes. Now, we have connected, consistent, best practice processes right across the agency group, so everyone is on the same page."

Dean Wartell, Director of North American Financial Systems, Havas Group

Eliminate revenue and margin leakage

The opportunity with modern cloud technology

When firms embrace modern cloud-based ERP systems with integrated FP&A and HCM solutions, they unlock transformative capabilities that drive growth and profitability. With AI-powered automation, machine learning, and intelligent workflows, your team gains access to real-time insights, seamless collaboration, and data integrity that eliminates revenue and margin leakage.

Smart automations ensure every billable hour, expense, and project cost is captured accurately. Predictive analytics provide forward-looking visibility into cashflow and project profitability. Industry-specific functionality designed for professional services firms means your people can focus on high-value client work rather than manual data entry and reconciliation.

The result? Higher utilization rates, improved project margins, faster decision-making, and a competitive edge in winning and retaining high-value mandates.

Unit4 Success4U accelerates this transformation with a comprehensive customer success program that combines professional services, training, and ongoing support into a unified framework, with some ERPx deployments completed in as little as 90 days.

Talk to us today to find out more.

“Everything is faster and easier using the cloud-based ERP. We can adapt far more quickly to emerging business opportunities now.”

Jukka Taskinen, Finance Director, CapMan Real Estate

“It’s about connecting the people, processes, and all departments with data, therefore allowing us to execute our strategies across the whole organization, whether that be cost reduction, minimizing our customer acquisition cost, or driving overall growth. By having a single connected source of truth, we’re able to act nimbly across the whole organization.”

Matt Bagley, Chief Financial Officer, Unit4

Copyright © Unit4 N.V.
All rights reserved. The information contained in this document is intended for general information only, as it is summary in nature and subject to change. Any third-party brand names and/or trademarks referenced are either registered or unregistered trademarks of their respective owners. BR260420INT

UNIT4
In business for people

UNIT4

In business for people