

# Canadian Commercial Corporation

Unit4 Business World has been empowering CCC users and freeing up teams to add extra value since 2008. Now the organization is preparing to benefit from the next generation of Unit4 solutions.

The Canadian Commercial Corporation (CCC), a Unit4 customer since 2008, is a Crown Corporation of the Government of Canada. Established in 1946 as Canada's mechanism for delivering aid during the European post-war reconstruction, CCC is Canada's government-to-government contracting organization.

With the developing mandate to promote trade and support exports from Canada, CCC works with Canadian exporters to help them navigate the complexities of government procurement markets internationally. CCC signs the contract, taking on the role of prime contractor, and offers a Government of Canada assurance of contract fulfilment.

## The Situation

With 140-150 employees, the organization is not anticipating significant growth in staff in the coming years but must remain able to quickly respond to the changing needs of their international clients and Canadian exporters. Unit4 Business World is a mission-critical financial and contract management enterprise resource planning (ERP) system that CCC relies on for the management of approximately \$1 billion in contracts each year.

Before making the switch to Unit4 in 2008, CCC learned some hard lessons from their previous ERP system that had become increasingly challenging to upgrade. This was a problem for CCC because they recognized that updating to newer versions often means increased availability of self-service options and better flexibility for organizational workflows. The ease of upgrading was a key factor in selecting Unit4 to replace their old ERP system.

The next challenge CCC's Director of IT, Paul McKenna, sees coming down the road is mobile computing.

## The Solution

Challenges with the outdated ERP that CCC relied on before moving to Unit4 meant that upgrades were cost prohibitive and would have caused major business disruption. In fact, CCC had never upgraded their ERP before. Given that they were in need of a software update, a re-evaluation of products was triggered and resulted in a competitive process to find a new system. In April of 2008 CCC went live on Unit4 Business World (previously Agresso).

Before the move to Unit4, CCC relied on third party reporting tools, and the experts required to create analytical reports. So, the major attractions of the Unit4 Business World system were (and still are) the intuitive user interface and strong querying functionality that allows non-IT individual contributors to create actionable reports. Now, eight and a half years later and commencing their third upgrade, McKenna says that with 100% of their staff using the system, Business World is a mission-critical system for the Crown Corporation.

The strategic decision, made based on lessons learned with their previous ERP system, to undertake upgrades every 18 to 24 months allows the organization to stay current within the window of supportability of applications. With the CCC's new battle-tested methodology and best practices for upgrading, and the facility of upgrades inherent in the Unit4 architecture, CCC is in a much better position to

take full advantage of new functionality to support their evolving and complex business requirements – supporting, promoting and reporting on Canadian trade internationally. Although Business World functionality is already at the level that CCC needs it to be, their next upgrade to Unit4 Business World On! introduces a broad new set of capabilities that will allow them to offer an even better employee experience.

## The Benefits

Among the important benefits of using Unit4 Business World for CCC have been workflow improvements. For example, they have been able to overhaul a fully manual leave- and overtime-processing system as a completely automated workflow. With a simplified, paperless user experience, and the first hints of Unit4's journey to self-driving ERP, McKenna says "[the] burden on the HR team to manage the paper-based system was reduced considerably because now they only deal with exceptions."

CCC knows their Business World system very well now and it runs smoothly enough that they now talk about specific pieces in terms of the business (instead of IT) driving any one project. If a business user wants to accomplish something specific, the IT department addresses user requirements within existing knowledge and capacity, and can escalate requests to their Unit4

account manager to discuss the available capabilities that would help. For example, CCC is currently evaluating the app-based expenses capability for travel and expense management, as well as knowledge management for corporate policy information sharing.

## The Future

CCC is upgrading to Unit4 Business World On! early in 2017 and, as the Director of IT says, "upgrading an ERP system is not like upgrading office software on your PC... [there] is a high demand on resources to make sure the upgrade goes well." Based on past experience with Unit4 upgrades, the CCC team is confident that there won't be any unexpected surprises or disruption in the usability of the system. Despite stereotypes about the difficulty of IT upgrades in general, Unit4 and CCC are both exceedingly positive about this upgrade and our continued relationship. "The maturity is there and the experiences are positive enough that we know the value of upgrading on an ongoing basis and are not nervous about it," says McKenna.



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**Corporation Commerciale Canadienne**

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## About Unit4

Unit4 is a leading provider of enterprise applications empowering people in service organizations. Unit4 delivers ERP, industry-focused and best-in-class applications. Thousands of organizations from industries including professional services, education, public sector, non-profit, real estate, wholesale, and financial services benefit from Unit4 solutions. Unit4 is in business for people.

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