

# UNIT4



# ARRIVA

## Dynamic controlling in the public transport sector

### Customer:

Arriva

### Sector:

Public transport

### Size:

Approx. 4,000 employees

### Products by Unit4:

Prevero Professional Planner



### Keeping controlling on track with Professional Planner

Arriva Nederland is part of Arriva Group, a subsidiary of Deutsche Bahn (German Railways). Arriva is a leader in public transportation, operating in 15 European countries.

Arriva has around 4,000 employees and operates trains and buses in 8 out of 11 provinces in the Netherlands. The company transports approximately 60.000 travellers every day. In addition to train and bus transport, Arriva operates the “Waterbus”, in cooperation with Koninklijke Doeksen in the province of Zuid-Holland, and a touring coach business.

Arriva started using Prevero Professional Planner to facilitate integrated balance sheet and cash flow forecasting. Prior to that, spreadsheets were used for budgeting and forecasting. The complexity was enormous and data gathering was time consuming. Moreover, there was a high risk of error.

Soon after the Arriva Group was taken over by Deutsche Bahn, it became clear that there would be no centralized solution covering the above mentioned requirements. In addition to the existing reporting and forecasting, Arriva UK and Arriva Netherlands had to report directly to Deutsche Bahn.

In a number of interactive sessions, Ten Solutions showed that a new system could be implemented relatively fast and at an acceptable cost. In a project design session, the project scope was defined, as well as the most important phases, tasks and responsibilities.

In this project, the following requirements could be met:

- Consolidated budgeting and forecasting of result, cash flow and balance sheet
- Reporting per entity and business unit
- Reporting for both Arriva Group and Deutsche Bahn
- KPIs including non-financial data
- Tender calculations based on quantitative data
- Automatic import of actual data
- Exporting data to the centralized consolidation software

There are 16 controllers involved in the budgeting and reporting process. They import actuals and complement them with additional data. After analyzing the data for each company and business unit with the help of an actual-budget comparison, the forecast is updated. Subsequently, the group controller generates reports for Arriva Group and Deutsche Bahn.

“ Before working with Prevero Professional Planner, our controlling system consisted of linked spreadsheets. The profit and loss statement was developed thoroughly, whereas cash flow and balance sheets were neglected. Cash flow and balance sheet analysis, as well as forecasts, were only carried out on a basic level. Adjusting reports was a complex task, which was preferably done at the start of a new year. ”

Robert Schildkamp,  
Controller Arriva Personenvervoer Nederland B.V.

During that time, the focus in Arriva Group shifted towards net debt, requiring more attention to balance sheets, as well as major adjustments in reporting. The choice was either spending a lot of time creating a new set of spreadsheets or selecting an integrated solution. After a selection process, during which Ten Solutions acted as a valuable consultant, Prevero Professional Planner was chosen.

The main reason for choosing Prevero was the complete integration of P&L, balance sheet and cash flow, as well as the availability of every figure on every level, both consolidated and on cost center level. Another benefit was that all these data are available on a centralized system.





“

During the implementation, our parent company, Arriva Plc., was acquired by Deutsche Bahn AG. This affected both the reporting structure and the reporting method. Especially the IFRS reporting to DB had an impact on us. Using Professional Planner, however, this could be solved easily.

The collaboration with Ten Solutions was optimal, both during and after implementing Professional Planner. They were able to provide us with a solution for every demand or wish, no matter how complex. Their communication lines are short. Especially the personal contact is very pleasant. We do not have to introduce Arriva repeatedly; they know who we are, and we know them. ”

Robert Schildkamp,  
Controller Arriva Personenvervoer Nederland B.V.

## Benefits

- All data is stored centrally, providing a single source of truth
- Reduced maintenance effort and a smaller scope of interpretation due to standardized reports
- Reliable calculations instead of complex spreadsheets
- Substantial time saving due to the integration of results, cash flow and balance sheet into the entire controlling process
- Changes in the company structure can be made easily
- Maintenance and adjustments can largely be carried out by the end-user



### 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.  
CS190212INT