

Migration to Ci Anywhere via Technology One Cloud

Salvation Army Southern



The first 12 months



Our cloud migration commenced in July 2016, with an initial target Go-Live date of October 2016.

We postponed the Go-Live to Dec 2016 following show-stopping issues with budgets

The first 3 months after Go-Live was dominated by slow performance, multiple outages and recurring problems with Distributed Processors taking ages to process jobs. (The DP is used for all processing including all reports, payment runs, statements, ETLs and imports, so is critically important in the T1 Cloud / SaaS)

The first 12 months

From April 2017 the system (V2016ax) improved, there were less issues with the DP and the system seemed to stabilize and people became used to functions opening slowly

On the positive side printing was instantly much easier to manage and more reliable as there's no need for printers to be passed through to your Citrix connection.

Being able to login so easily from a web browser saves heaps of time in configuring and maintaining individual computers. Anyone can login from home with absolute simplicity so more people are doing it. Just have to enable pop-ups.

Merge two organisations financials into one Cloud

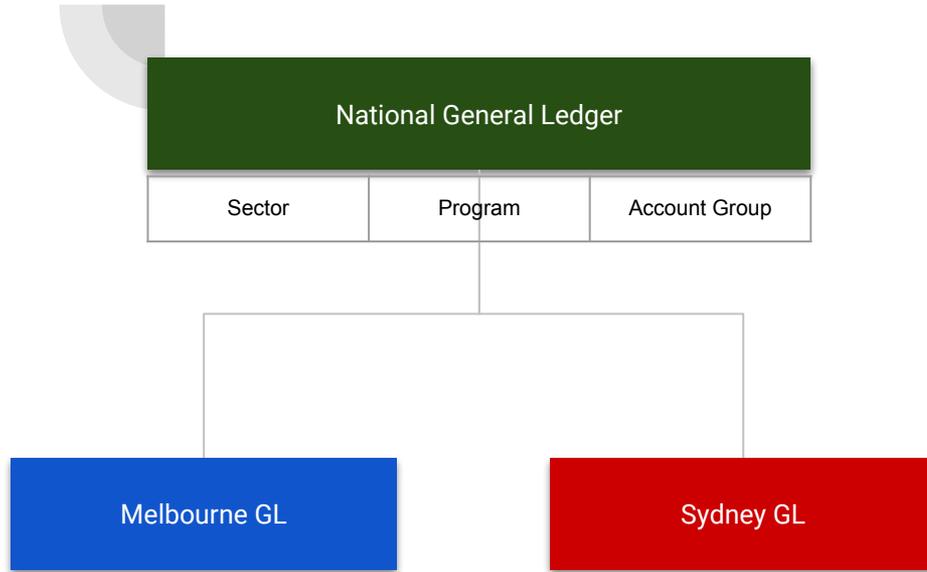
The Salvation Army is going through a process of merging two Australian Territories based in Melbourne and Sydney into one single Territory headquartered in Melbourne. Each territory is roughly the same size engaged in a diverse range of activities including social programs, retail stores, employment services, legal services, aged care and churches. All together there will be over 1300 current users* and approximately 400 people logged in at once.

Each territory previously operated as separate entities with their own systems. Both used TechnologyOne Financials however their chart of accounts and ledger structures were completely different.

Since the Melbourne operation has migrated to the TechnologyOne Cloud, this has made it easier to provide managers with instant access as we go through the process of restructuring ourselves into a organisation twice its previous size

*Current users are people currently employed who have accessed the system in the past 90 days

Technology One Financials is still a great system



Cost Centres and Natural accounts in each chart are linked to Sectors Programs and Account Groups in the National Chart.

ETLs are used to extract and upload balances from each State into the National Reporting Ledger once each period is closed facilitating quick and easy consolidated reporting

TechnologyOne Financials chart and ledger structures and masked disbursement capability makes combining data from two subsidiary ledgers into a consolidated view simple

Expenditure Tracking Report YTD May-18

Total AUS	This Year Actual	This Year Budget	FY17 YTD Actual	FY18 Actual vs Budget	+/- F18/F17 %
	Income and Expenditure				
A1	\$1.8	\$1.1	\$0.0	-\$0.7	na
National	\$2.4	\$3.7	\$0.0	\$1.3	na
THQ	\$6.0	\$6.7	\$6.1	\$0.7	-0.9%

Divisions

NSW	\$17.4	\$17.6	\$20.2	\$0.2	-14.2%
Queensland	\$14.0	\$11.7	\$12.6	-\$2.3	11.6%
Social Program	\$57.3	\$56.6	\$54.4	-\$0.7	5.3%
VIC	\$109.9	\$111.5	\$100.7	\$1.6	9.2%
SSC	\$60.5	\$62.0	\$54.8	\$1.5	10.3%
SA/NT	\$17.3	\$17.2	\$15.8	-\$0.1	9.2%
TAS	\$9.1	\$8.6	\$8.5	-\$0.5	6.6%
WA	\$3.6	\$3.5	\$3.0	-\$0.1	17.8%
Total AUS Divisions	\$289.0	\$288.7	\$270.1	-\$0.3	7.0%

BI Dashboards linked to Enquiries provide full drill down capability

- BI Dashboards linked to BI Enquiries were modified to link to National Reporting Ledgers and BI Enquiries provide drill-downs to various reporting categories and transactions
- This functionality works very well in Ci and the Dashboards look great in Ci Anywhere but the BI Enquiries don't

Income and Expenditure by A1 Service Type

Click to drill down to Services and beyond

Income and Expense	Year to Date (K's)				Full Year (K's)			
	Actuals	Budget	Variance	%	Forecast	Budget	Variance	%
Alcohol, Drugs and Other Ad...	392	(498)	890	178.6%	217	(674)	850	132.2%
Age	(1,179)	(165)	(1,014)	(615.4%)	(1,111)	(96)	(1,014)	(1051.6%)
Chaplancy	220	(24)	245	1012.8%	264	19	245	1276.2%
Community Engagement	463	20	443	2255.7%	462	19	443	2365.5%
Salvos Counselling	79	0	79	52738.8%	79	0	79	39575175.0%
Disability Services	(68)	(1)	(67)	(7356.4%)	(67)	0	(67)	1380016.7%
Strategic Disaster Managem...	27	0	27	0.0%	27	0	27	0.0%
Doonays	929	(16)	945	5910.0%	947	2	945	58269.0%
Education and Training	73	(58)	131	226.4%	47	(84)	131	156.7%
Family & Domestic Violence	3,106	(20)	3,127	15434.6%	3,111	(16)	3,127	20114.0%
Health	60	(13)	73	558.3%	61	(13)	73	584.7%
	32,070	8,242	23,828	289.1%	33,761	9,933	23,828	239.9%

Income	Year to Date (K's)				Full Year (K's)			
	Actuals	Budget	Variance	%	Forecast	Budget	Variance	%
Alcohol, Drugs and Other Ad...	28,752	27,584	1,178	4.3%	31,103	29,925	1,178	3.9%
Age	34,314	34,230	83	0.2%	37,472	37,389	83	0.2%
Chaplancy	6,509	6,215	294	4.7%	7,109	6,815	294	4.3%
Community Engagement	9,319	9,041	278	3.1%	10,086	9,808	278	2.8%
Salvos Counselling	360	318	42	13.3%	389	347	42	12.2%
Disability Services	946	1,087	(142)	(13.0%)	1,045	1,186	(142)	(11.9%)
Strategic Disaster Managem...	49	49	0	(0.2%)	49	49	0	(0.2%)
Doonays	17,646	16,408	1,238	7.5%	19,121	17,883	1,238	6.9%
Education and Training	1,513	1,337	175	13.1%	1,610	1,435	175	12.2%
Family & Domestic Violence	15,631	11,694	3,937	33.7%	16,688	12,751	3,937	30.9%
Health	3,024	3,002	23	0.8%	3,297	3,275	23	0.7%
	677,199	634,207	42,992	6.8%	739,601	696,609	42,992	6.2%

Expense	Year to Date (K's)				Full Year (K's)			
	Actuals	Budget	Variance	%	Forecast	Budget	Variance	%
Alcohol, Drugs and Other Ad...	(28,371)	(28,083)	(288)	(1.0%)	(30,887)	(30,598)	(288)	(0.9%)
Age	(35,492)	(34,395)	(1,097)	(3.2%)	(38,582)	(37,485)	(1,097)	(2.9%)
Chaplancy	(6,288)	(6,239)	(49)	(0.8%)	(6,845)	(6,796)	(49)	(0.7%)
Community Engagement	(8,856)	(9,022)	165	1.8%	(9,624)	(9,790)	165	1.7%
Salvos Counselling	(281)	(318)	37	11.6%	(310)	(347)	37	10.6%
Disability Services	(1,013)	(1,088)	75	6.9%	(1,111)	(1,186)	75	6.3%
Strategic Disaster Managem...	(22)	(49)	27	54.4%	(22)	(49)	27	54.4%
Doonays	(16,717)	(16,424)	(293)	(1.8%)	(18,174)	(17,881)	(293)	(1.6%)
Education and Training	(1,439)	(1,395)	(45)	(3.2%)	(1,563)	(1,518)	(45)	(2.9%)
Family & Domestic Violence	(12,524)	(11,714)	(810)	(6.9%)	(13,577)	(12,767)	(810)	(6.3%)
Health	(2,964)	(3,015)	51	1.7%	(3,236)	(3,287)	51	1.5%
	(645,129)	(625,965)	(19,164)	(3.1%)	(705,839)	(686,675)	(19,164)	(2.8%)



Actuals: 18ACTLDG
 Budget: 18BUOLDG
 Month: May
 Factor: Thousands
 Entity: [dropdown]

Values in the fields above can be changed and updated using Refresh



Income and Expenditure XLOne Report with Drilldowns

A1 Services

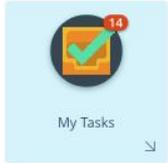
Click to drill down to Account Group and beyond



2018A - Introducing Ci Anywhere functionality

The immediate appeal of CiA is the ability to access the system from smartphones and tablets. We moved quickly from 2016ax to 2017b and onwards to 2018a to get the latest Ci Anywhere functionality

Our initial roll-out intention was to deploy the following functionality



- My Tasks (Ci Anywhere Workflow Inbox replacement)



- My Reports (Run XLOne and Crystal Reports using Ci Anywhere)



- My Analytics (Ci Anywhere version of Bi Dashboards and Enquiries)

2018A - My Tasks Ci Anywhere functionality



- My Tasks (Ci Anywhere Workflow Inbox replacement)

Salvation Army uses the Purchase Cards module with over 1000 active cards being assigned to business units rather than individuals

We have many managers whose only interaction with the Financial system is to approve or reject purchase card transactions

Our business rule is for receipts to be attached to all purchase card transactions and these are can be viewed using My Tasks and all coding and narrations is available through Natural View (video)

We naturally expected the items in Ci Anywhere My Tasks to agree with the Ci My Workflow inbox but they didn't. Some obsolete items appeared in CiA My Tasks and we've worked around this by asking users to let us know so we can cancel the workflow for obsolete items

2018A - My Reports Ci Anywhere Functionality

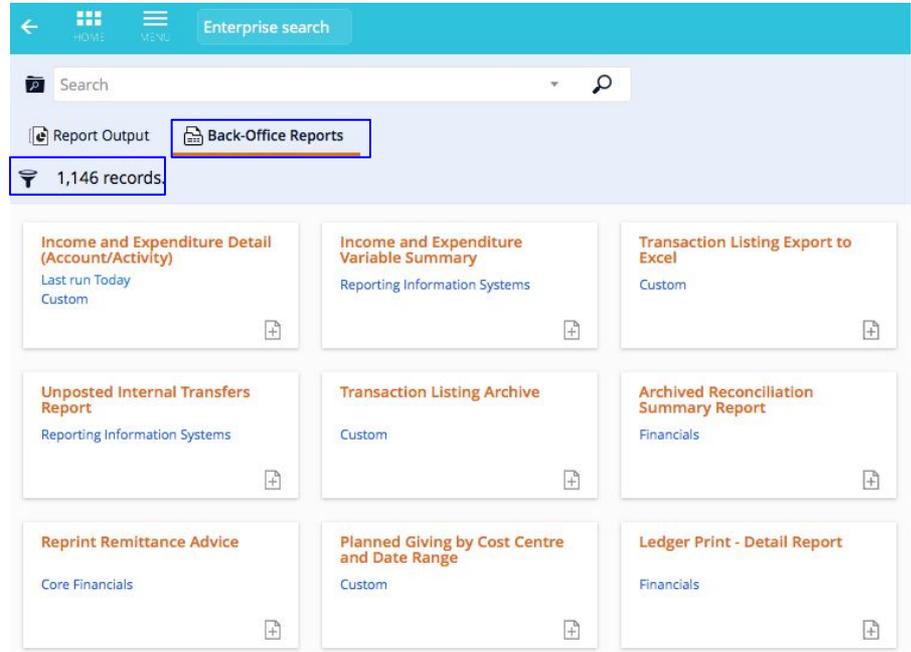


- My Reports (Run XLOne and Crystal Reports using Ci Anywhere)

My Reports contains a Back Office Reports option which seems to list every Crystal and XLOne Report shipped with the system.

We've experienced issues with XLOne reports where the drill-downs weren't working and rows that are meant to be hidden remain visible

Once people run a report it shows in their recently used file list and is easy to run a second time and there is some good scheduling functionality which lacks essential functionality such as use system variables for periods



2018A - My Reports Ci Anywhere Functionality



- My Reports (Run XLOne and Crystal Reports using Ci Anywhere)

The first level of the three level categorisations you apply within Ci Functions looks like it can be used to filter these reports within Back Office Reports as the Level 1 categorisation appears beneath each report

Function

Function Name:* S.RFM.PLVARIABS.XR

General Details

Function Type:* XLOne Report

Importance:* Major

Description:* Income and Expenditure Variable Summary

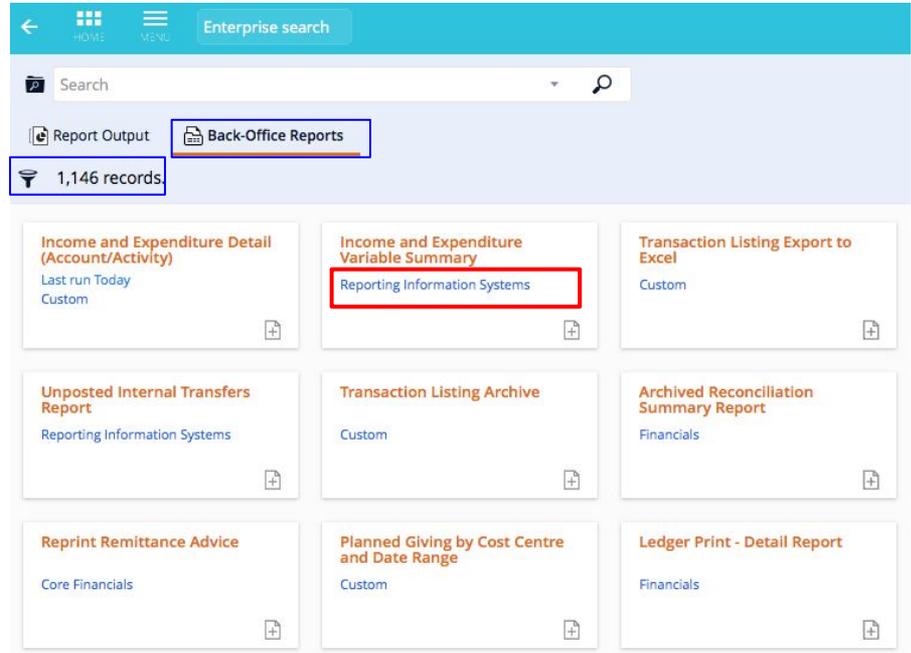
Notes:

Level 1: Reporting Information Systems

Level 2: Financial Management

Level 3: Balances

It doesn't work like this though



2018A - My Reports Ci Anywhere Functionality

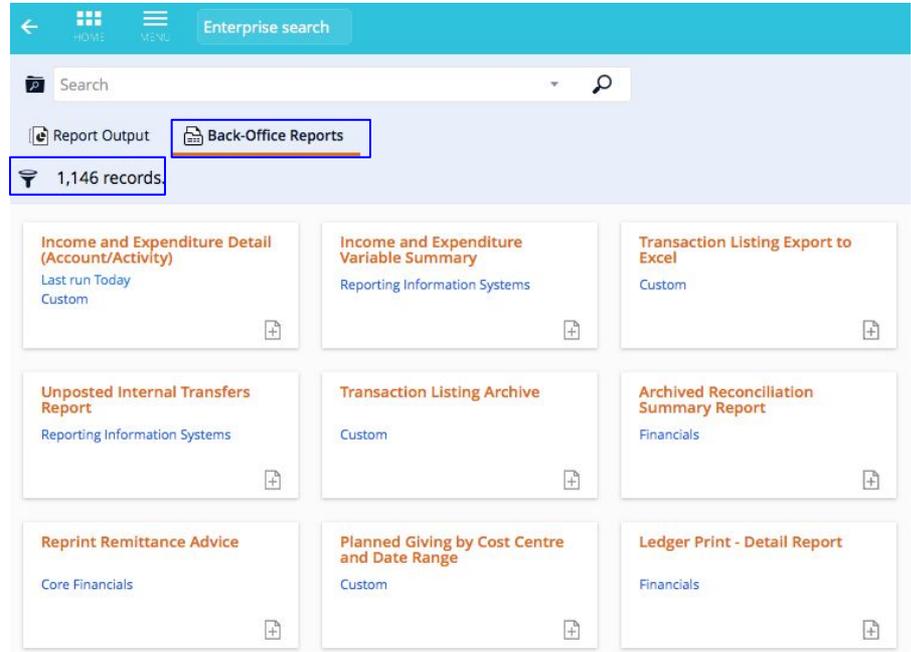


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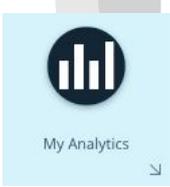
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2018A - My Analytics Ci Anywhere Functionality



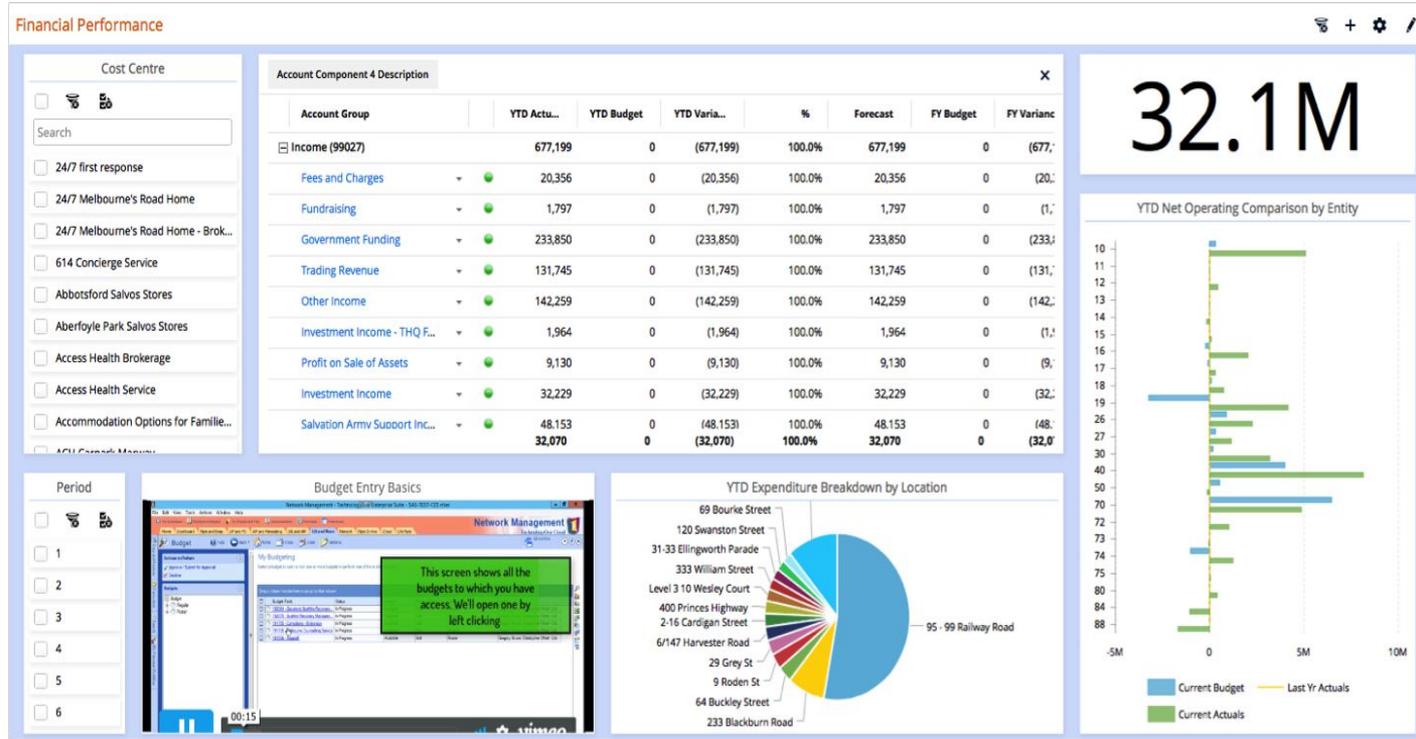
- My Analytics (Ci Anywhere version of Bi Dashboards and Enquiries)

My Analytics offers some flexible visualisations that can be customised, filtered and shared amongst suitably qualified users.

We developed dashboards and found during testing that users could delete them

We worked around this bug by changing the Reporting system linked to our Data Models

These Dashboards are not slow when configured optimally



Forgotten Passwords and Keep me Logged in

Salvation Army uses standard authentication where user ids and passwords are managed within the application

Users can reset their password using their email address as long as their account hasn't been disabled through too many failed attempts.

You can elect to allow people to keep themselves logged in, as you would with mobile apps such as Facebook. This is fine for mobile devices as they're normally secured by passcodes, but not for desktop PC's which are normally unprotected

Ci ANYWHERE
ANY DEVICE. ANY WHERE. ANY TIME.

Log on using your details

User name or email address
jamie

Password
.....

Log On

Keep me logged on Accessibility Mode ⓘ

Forgotten password?



Ci ANYWHERE
ANY DEVICE. ANY WHERE. ANY TIME.

Forgot your Password?

Please enter your registered user name or email address to be sent instructions for resetting your password.

User name or email address

jamiescott1964@gmail.com

Send

Cancel

Email has been sent to: jamiescott1964@gmail.com

Ci ANYWHERE
ANY DEVICE. ANY WHERE. ANY TIME.

Please reset your password

Dear Sarah Turner,

Please click the following link to reset your password.

Reset Password

This link will expire 2 hours after this email was sent.

Thank you

CiAnywhere

Powered by TechnologyOne
Enterprise Software. Incredibly simple

Ci ANYWHERE
ANY DEVICE. ANY WHERE. ANY TIME.

Reset Password

Please enter new password

JAMIESCOTT1964@GMAIL.COM

New password

Confirm new password

Reset Password

Cancel

Your password must be at least 8 characters. It must contain at least:
1 upper case character,
1 lower case character,
1 numeric character



t1user.com.au

A web-based user community to help clients use their Techone systems more efficiently

Everyone should be able to implement great new functionality without having to waste time discovering and resolving problems and stuff that doesn't work for themselves

The site will include features for users of all levels from new clients to seasoned experts

The migration to Ci Anywhere will be a lot easier when you're able to leverage off the experiences of others along the way.

The annual fee of \$1500 plus GST will be returned many times over each and every year

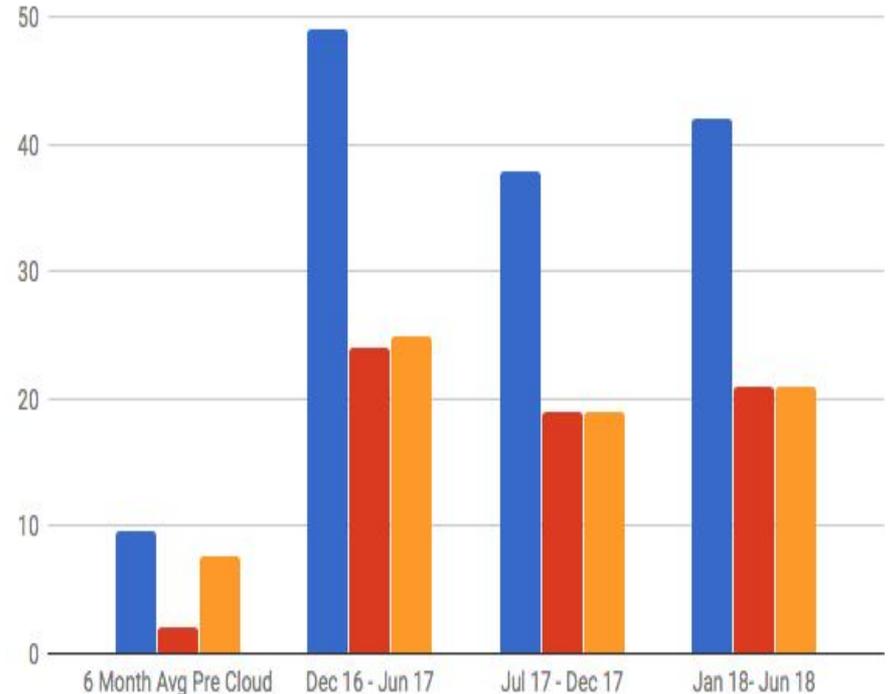
[More to come](#)

Critical and Urgent Cases by Timeframe

Upon migrating to the Technology One SaaS there was a massive increase in the number of critical and urgent cases we needed to raise

	Incidents	Critical/Urgent	High/Medium
Prev 6 month Avg	9.6	2	7.6
Dec 16 - Jun 17	49	24	25
Jul 17 - Dec 17	38	19	19
Jan 18- Jun 18	42	21	21

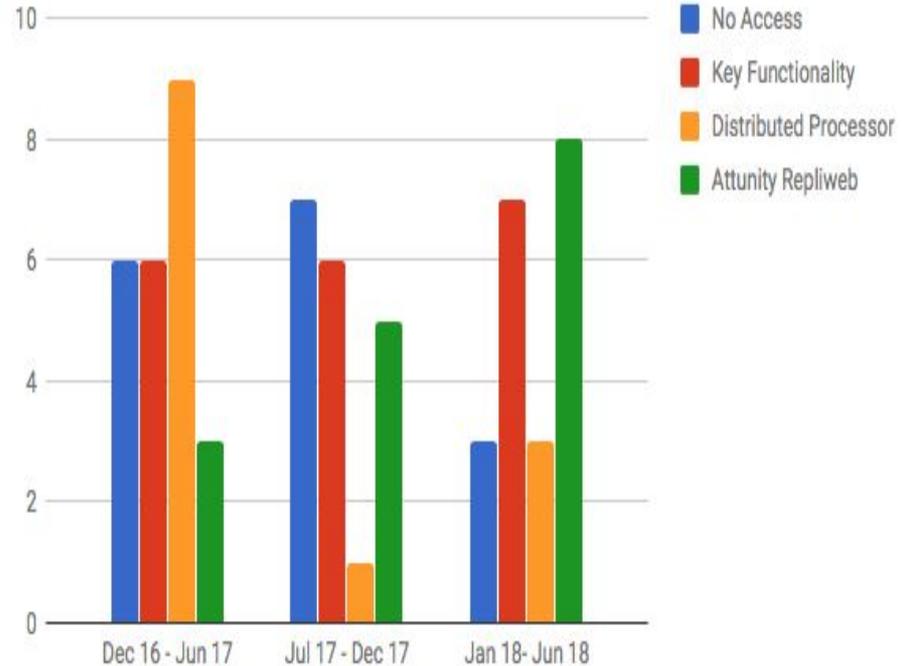
Techone Incidents over 6 monthly periods



Critical and Urgent Cases by Type

	No Access	Key Functionality	Distributed Processor	Attunity Repliweb
Dec 16 - Jun 17	6	6	9	3
Jul 17 - Dec 17	7	6	1	5
Jan 18- Jun 18	3	7	3	8

Serious Incidents by Type over 6 monthly periods



The Distributed Processor is getting better and Attunity Repliweb is getting worse.

Ability to access the system is getting better and serious incidents with key functionality is about the same