

Housing Sector Specific Expertise and Knowledge

The real value-add to what is already a "best of breed" Financial solution is Orchard's experience in the sector.



Orchard has at its disposal the largest dedicated team of OpenAccounts personnel of any OpenAccounts business partner in the RSL sector, but more importantly, the most experienced.

Our Professional Services team has extensive experience of implementing and project managing OpenAccounts in partnership with more than 150 Housing Providers, with a combined total of more than 60 years. In addition, several members of our team bring unique sector experience from their previous roles working within the finance teams of various Housing Providers.

Our knowledge and experience with OpenAccounts is unrivalled and our specialist team is without equal in that it includes six "Product Champions" – holders of an award granted by OpenAccounts in recognition of their exceptional knowledge of the product. Between 1995 and 2009 Orchard achieved top reseller status nine times and was awarded for excellence in customer service in 2003, 2004 and 2006. Subsequently, on three separate occasions, Orchard has been presented with awards in recognition of its work carried out to embrace new technologies that deliver real benefits to customers.

First-class Implementation and Follow-on Support

Orchard's approach to implementation is well proven – our customers testify it works. The implementation is based around a standard solution customised for individual organisations by the use of parameters and user defined variables. This provides the optimum combination of a low risk approach and a solution specific to requirements. Our implementation team has extensive experience of our markets and this is brought to bear during every project.

Orchard uses recognised Project Management techniques combined with years of practical experience implementing OpenAccounts. Our team will advise and support your organisation throughout the implementation process. Implementation and training are tailored to individual customer requirements. The hardware configuration will include a test/training environment to allow customers to test upgrades before they are installed on the live system.

Orchard has experience of understanding the unique issues Housing Providers face, whilst needing to manage changing environments in the easiest manner possible. Orchard has identified specific Housing Sector issues and has adapted its implementation approach accordingly:

Chart of Accounts

The most important and complex decision any organisation will make when implementing a new Financial Management solution will be the set up of its new Chart of Accounts.

Orchard's Implementation Consultants have a wealth of experience in developing complete new Chart of Accounts structures, specifically within the Housing sector. These structures enable consolidated group reporting, where necessary, together with individual analysis requirements.

Integration to 3rd party systems

OpenAccounts has always been required to integrate with other operational systems and therefore our specialist integration module, OpenLink, was developed at the outset of the original product.

The OpenLink module enables OpenAccounts to integrate with any Housing Management system, facilitating the transfer of relevant information, subject to the data files being available from the source systems. Housing Providers will realise many benefits from this module including:

► **Seamless integration** For example, rent transactions in the Housing Management system will be passed over electronically to OpenAccounts and batches put into a journal with no re-keying necessary. Repairs invoices can be logged in the Finance system and transferred electronically to the Housing Management system where they can be approved and transferred back to OpenAccounts. Alternatively, invoices could originate in the Repairs system and then be imported into the OpenAccounts Invoice Register and later re-imported as an approved invoice. Cash can be imported from the Cash Receipting system into the Sundry Debtors, Cash Book and General Ledger modules, as appropriate.

► **Commitments** Utilisation of the OpenAccounts Commitments module enables Repairs and/or Planned Maintenance commitments to be passed on-line from Repairs to OpenAccounts.

► **Data integrity/Validation** All data that enters and leaves OpenAccounts is validated via the OpenLink module, giving peace of mind as to the integrity of your data.

The ability to provide seamless integration is a real strength of OpenAccounts, enabling our customers to focus on value-add functions as opposed to time consuming data transfers and reconciliations.



As well as implementation support, once "live" running is achieved, Orchard offers a high quality dedicated Service Desk, manned by its ITIL accredited Customer Services Team, with call logging, dial-up diagnostic facilities and escalation procedures. Additionally, we also offer a searchable knowledge base via the internet (24/7) and web based call logging.

Business solutions at the touch of a button



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...in partnership
with you and...



The Housing Specialists Bringing Together Solutions to Deliver Efficiencies



Best of Breed Functionality

At the heart of Orchard Financials is the award winning, best of breed OpenAccounts finance package, used and accredited by the Institute of Chartered Accountants in England and Wales.

OpenAccounts recently won the BASDA Accounting Software Award for Best Corporate Accounting Solution and has been awarded the Accountancy Age Award for Excellence three times. It is a state-of-the-art product, kept at the cutting edge and ahead of legislative changes by an active and focused development programme.

As part of our commitment to help you to run a transparent and integrated business we provide additional award winning products from the OpenAccounts Smart Business Suite. These include but are not limited to; document management and imaging solutions, budget planning and forecasting tools, purchase card reconciliation and management solutions, all enveloped with full business intelligence capabilities.



Partnership and Efficiencies

The power of OpenAccounts is harnessed by Orchard, resulting in Orchard Financials.

Orchard's primary objective with the creation of Orchard Financials was to ensure that our customers realise efficiencies across the whole of their organisation.

Orchard has over 80 Housing Providers using OpenAccounts, ranging from those managing 1,000 units, organised under a single company set up, to those managing over 30,000 units under a group structure. Orchard brings a wealth of knowledge, experience and crucially, hindsight to every implementation. This ensures that the highly configurable, modular based system is set up and configured in such a way as to meet each customer's individual needs and requirements.



Benefits and ROI

Business Benefits

Through innovation and the opportunities presented by emerging technologies, Orchard is continuously developing products which will enable Housing organisations to revolutionise the way they deliver services.

- Orchard's solutions enable organisations to deliver integrated, joined up services which are customer focused. Information from a variety of sources can be viewed by staff or customers in a common, recognisable format which can be tailored to suit your organisation.
- Traditional departmental boundaries can be replaced by joined up working, supported in environments such as one stop shops or contact centres. Orchard's corporate wide solution enables the capture of information at source, eradicating re-keying of information and ensuring that information is readily accessible whenever it is required. In-built workflow functionality ensures that information can instantly move across departments and companies for information and/or authorisation purposes.

Solutions are effectively designed to facilitate the implementation of Best Value and Government strategies.

Return On Investment

Orchard's customers have experienced many proven benefits and efficiency savings over the years, such as:

- "We estimate 3 hours less filing per week in one department alone"
- "More benefits were achieved than had initially been hoped for...including a cost saving in excess of £25,000/per annum (based on 1,500 invoices per month)"
- "Management accounts reports went from 3-5 days to 10 minutes"
- "Automatic Bank Reconciliation saved 3 hours per week and use of sundry payment eForm saved a day a week"
- "In Budget Preparation to change just one budget figure would take over 2 hours, now it's done in 2 seconds"
- "Implementing Fixed Assets saved over a week with automatic depreciations"
- "Saves 5 days a month with integration to Housing Management and 1 day a month per interface on other interfaces"



OrchardFinancials

Powered by OpenAccounts

'Extending Finance across the Business' with a Collaborative Approach ...from Budget Holder to Executive Team



Core Financials

Payables
Receivables
General Ledger
Cash & Bank
Fixed Assets
Procurement
Project Accounting
Reporting

eFinance

Workflow & Browser Interface integrated to the core financials
Self Service
Automated financial processes
Business alerts and messaging
Online enquiries & reports

Document Management

Document Scanning
Full OCR Integration with automated invoice transaction creation
Invoice image drill back from invoice transaction

Collaborative Applications

Collaborative Budget Planning
Cashflow Forecasting
Business Alerts
Purchase Card Reconciliation

OpenLink Integration

Data migration
Transactions to/from third party systems
Common data integrity
File mapping
Translation scheme features



Executive Dashboards

Interactive dashboard reporting for KPI and trend analysis delivered in a variety of formats including:
Web • MS Word • PDF
MS PowerPoint • MS Outlook



Expertise from the Housing Specialists

Chart of Accounts Consultancy
Implementation
Training
Integration Expertise
Support



Independent Housing Sector User Group

Orchard has a vibrant, independent User Group, meeting twice annually to offer an invaluable networking opportunity with peers from the Housing sector.



Housing Sector Functionality

Housing VAT Report
Historical Cashflow Report
Sundry Debtor Payment Plans
CIS Module
Non-Recoverable VAT Functionality
Integration to 3rd party systems

Bringing Together Solutions to Deliver Efficiencies

Integration Specialists

In addition to full two-way integration with Orchard Housing that includes dynamic drill-backs, Orchard has very successfully implemented OpenAccounts in many organisations using other housing management systems. Orchard has considerable experience of integrating to third party systems using the OpenLink module, including:

System	Supplier
Housing Management	Aareon/Simdell Total Civica/Comino Capita/IBS MIS Northgate/SX3/Anite
Cash Receipting	Academy Radius Icon
Payroll	Computer House DataSpeed Midland Northgate Information Solutions OpenPeople Sage/KCS
Revenues & Benefits	Capita Civica
Bank Systems	Barclays Co-op HSBC Lloyds NatWest Royal Bank of Scotland
Leisure Centre POS systems	Flex
External eProcurement systems	UK Procure with A to Z EGS with Procurement for Housing

