



## At a glance - Worthing Homes

### Objective

The team at Worthing Homes were after a system that offered practical and useful functionalities with a fresh and modern look. The ability to save time and effort for the workforce was another key objective alongside a partner who could offer a responsive and knowledgeable technical and support team.

### Solution

Infor Sun Systems

### Key wins

- ▶ To update and modernise the existing 4.3 version of SunSystems to v6.2
- ▶ Extra functionalities to save time and effort for the workforce

## Worthing HOMES

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Helen Neal, Finance Manager

### Organisation

In the span of sixteen years since launching, Worthing Homes have built over 1,000 new homes with 10,000 customers in the Sussex coastal area. As a registered charity, they specialise in providing affordable rented homes, key worker accommodation, low-cost shared ownership, sheltered housing and new homes for local people.

Worthing Homes were happy to continue with their existing Infor Sunsystems solution from Sapphire but felt they were lacking a few specific features.

They began looking into upgrading as they were pleased with v4.3 but felt v6.2 encompassed all the functions they were after.

Helen Neal, Finance Manager at Worthing Homes, went into more detail as to what specifically drove them to this decision, “We are modernising all of our systems and our whole working approach to make it more updated.

We are implementing more up to date electronic document management and electronic invoicing and with V4.3 the younger workforce are having to learn old fashioned skills.”

Helen said; “There is no problem with 4.3 but 6.2 is much more up to date, with more functionality and has the look and feel of a modern finance system.”

### Thoughts on Sapphire

Helen was extremely pleased with the team thanks to their reliability and support, “We find Sapphire very easy to contact, and the team are very responsive and knowledgeable,” she said.

As Worthing Homes don't have the skills in-house, they had to liaise with a partner, Helen added: "We have the comfort and peace of mind that the team have the technical ability and a full understanding of the system."

The implementation ran quite smoothly thanks to the technical consultants who were on hand to ensure a seamless transition from the 4.3 to 6.2 version. This met all of the company's expectations and the team were very happy with the process.

The system is now up and running and the entire team are finding the extra functionality very useful; the age of Helen's team ranges from 24-67 and they have all given it the seal of approval.

The particular benefits that were noticed included the multiple tabs function, which saves a lot of time by allowing staff to work on several accounts/functions simultaneously.

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Another key feature is the ability to double click on a journal number, taking you instantly to the one selected. "We also hope to integrate other systems with SunSystems in line with our modern working agenda in the near future," said Helen.

She concluded with some advice for other organisations considering upgrading their system: "you do have to invest time in it, because it has a very different look and feel about it, so ensure enough time is put aside for training staff."

## About Sapphire



Support  
24/5 support  
as standard



Global  
implementation  
& multi-lingual  
capabilities



Software  
multi-system  
integration



Influence  
Infor & SAP Partner  
Council Member



Services  
consultancy &  
training



Hosting  
safe, secure  
mobile solution

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