

Enterprise Resource Planning

How Mastek's Oracle practice is helping NHS organisations to move their ERP systems to the cloud and realise business benefits

What is Enterprise Resource Planning (ERP)?

Enterprise resource planning enables organisations to run their core finance, HR, procurement and project management processes in a single system. Over the past decade, ERP systems have moved to the cloud, to take advantage of the additional features that cloud offers for integrating and analysing data.

Oracle Fusion Cloud

Oracle Fusion Cloud is a complete, true SaaS cloud ERP suite that delivers both innovative solutions and advanced capabilities, such as the automation of manual processes and AI-driven analytics that enable them to react to change in real-time.

Mastek's expertise

Mastek's Oracle practice grew out of helping organisations migrate their on-premise ERP solutions to state-of-the-art Oracle Cloud SaaS solutions, delivering value-based business solutions that accelerate execution speed and helps maximise ROI. Industry insights and technical excellence lead to improved resilience, agility and scalability.



What is the relevance to the NHS?

By the end of this Parliament, the NHS in England will be spending in the region of £200 billion a year and employ 1.5 million on a headcount basis. Its largest trust has an annual budget of more than £2 billion, runs 13 sites, and employs 28,000 staff.

The sheer scale of the NHS makes it essential for its support and provider organisations to be able to manage their resources effectively and to be able to utilise them to deliver health and care priorities. Oracle's Fusion Cloud ERP enables organisations to gain a single view of their financial data, to support decision making, streamline operations, reduce costs, adjust supply chains, and introduce new business models.

However, implementing an ERP, or moving an established platform to the cloud, is a complex process. Mastek's Oracle practice supports organisations by providing expertise on Oracle Fusion Cloud and best-practice project management.



What is Mastek's approach?

Mastek's approach is founded on collaboration. We believe that to deliver a successful ERP project, the customer, product, and implementation team must work to deliver success together.

The customer brings: detailed knowledge of NHS policy, the context in which they operate and their own operations; an understanding of their legacy data; project and change management resources. Oracle provides: market leading, proven, scalable technology; excellent service and customer success resources; and continuous innovation.

While Mastek offers: Oracle Fusion Cloud expertise; and a proven approach to deployment and business change, based on a sound project management methodology and lessons learned from more than 1,300 customers worldwide and 90 in the UK public sector.

We share knowledge at every stage of the project from advice to design, build, and transition to business as usual. We deliver workshops, classroom and hands on training to make sure your project teams are empowered to make timely decisions, within a governance structure that minimises 'committee decision making', avoids costly change requests, and maintains project momentum.

More than EP

Mastek can also help NHS organisations to reuse their data - with advanced analytics and actionable insights. We offer plug and play, pre-configured analytics and work with third parties to use your data to provide actionable insights on your finance, procurement and HR operations.

Integrating the ERP and the EPR

Mastek has experience from the Middle East of integrating the Cerner electronic patient record and the Oracle ERP suite, to create a 'bedside to back office' view of a hospital's operations to more effectively match resources to patient needs.

New ideas for a new NHS

Mastek's Oracle practice is also working with NHS integrated care systems to explore the potential impact of consolidating back-office systems, delivering cost savings and improving efficiency across the region.

What is Mastek's experience with the NHS?

University Hospitals of Morecambe Bay NHS Foundation Trust

Moving from on-premises systems to the cloud

University Hospitals of Morecambe Bay NHS Foundation Trust runs four hospitals and a community centre in the North-West of England. In 2016, it had been using the Oracle E-Business Suite for more than 15 years and become one of the most proficient users of Oracle E-Business in the NHS.

However, it faced financial and resource challenges to continuing to deliver the quality of service that could underpin the needs of its business. The trust worked with Mastek's Oracle practice and Oracle to identify options and decided to upgrade to the cloud.

Mastek's Oracle practice delivered 15-weeks of implementation followed by four-weeks of post-implementation support. The outcome was a **system that could be accessed from all parts of the trust**, with a **strong analytics capability**.

Although the trust has since moved to a regional system, following this project Mastek's Oracle practice has successfully delivered Oracle cloud migrations for other trusts; **more than 40** of which now run their ERPs in the cloud.



What is Mastek's experience with the NHS?

Public Health England /UK Health Security Agency

A cloud-based ERP and analytics for a vital public service

Public Health England was established on 1 April 2013 to bring together public health specialists from more than 70 organisations. Most of its functions were transferred to the UK Health Security Agency in 2021, when it was set up with an additional remit to protect health, following the Covid-19 pandemic.

PHE needed to meet the needs of an organisation that had grown rapidly, and to make sure it could generate meaningful and timely information to support its operations. To do this, it wanted to replace its legacy finance and procurement system, an on-premises Oracle E-Business suite, with an integrated cloud solution and Oracle Analytics.

Mastek's Oracle practice **successfully implemented Oracle Cloud ERP (finance and procurement) over 15 months**, from April to June 2021, alongside Oracle Cloud Analytics and Oracle Cloud Planning. This was achieved despite the outbreak of Covid-19.

The finance, procurement, analytics and planning solutions have **delivered their business objectives** including: improved data; better integration with operational data; improved insight and foresight.

What is Mastek's experience with the NHS?

NHS Shared Business Services

Supporting the NHS finance and procurement function

NHS Shared Business Services is a member of the NHS family and acts as a payroll specialist, procurement partner, finance and accounting expert for NHS organisations. It operates a shared finance and procurement service on two, separate environments, both of which use on-premises technology: one for Integrated Care Boards and commissioning support units and one for providers.

These services are using conventional on-premise technology and no-longer offer the user experience that NHS SBS wants to offer its NHS customers. Therefore, it is working with Mastek to build a back-office finance and procurement solution for every one of the **42 integrated care boards** and **four commissioning support units** in England. This is planned to be **extended to 60+ secondary care trusts**.

This is the **biggest ERP (finance and procurement) implementation in the NHS** to date. It is ground-breaking for Oracle, in terms of ensuring that its solution could be delivered as a true shared service to the NHS. And it showcases Mastek's ability to work on large scale Oracle Fusion Cloud projects.



Why work with Mastek?

Mastek's Oracle practice enables NHS organisations to implement and optimise Oracle ERP systems to gain more effective oversight of their finance, HR, and procurement activities. A current focus of its work is to support organisations that want to move their ERP platforms to the cloud to adopt best business practices and use them to power analytics and planning capabilities.

Mastek takes a transparent, collaborative approach to ERP projects. It makes sure stakeholders are aligned and engaged and an appropriate governance model is in place. It empowers teams to take timely decisions while making sure that change management requests are handled in a way that does not lead to additional, unnecessary, cost.

Mastek acts as a 'critical friend' and in doing so maintains project momentum, so organisations can complete their ERP projects on time, and achieve the return on investment envisaged in their business case.

