



PORTS OF JERSEY

Touchstone enables digital transformation powered by Infor solutions

SOLUTION SNAPSHOT

- Infor OS (operating service), SunSystems, Q&A, d/EPM & EAM (Enterprise Asset Management)
- Professional Advantage - Advanced Bank Reconciliation & B4B

The client

Ports of Jersey Ltd (POJ) is the company that operates the Airport, Harbours, Marinas and Coastguard on the Island of Jersey. Jersey is located in the Channel Islands in between the UK and France.

Ports of Jersey place a strong emphasis on customer service, they aim to provide an enriching, high quality experience for all travellers, residents and visitors. Their mission is to continue to develop the facilities, services and products for the benefit of residents, visitors and businesses.

The challenge

Prior to 2015, Ports of Jersey was part of the States of Jersey organisation (SOJ), the Island Government. In October 2015 POJ was devolved to become a private limited company and were given autonomy of management - including moving away from the finance, asset management and procurement systems used by SOJ. The team at Ports of Jersey saw this as an opportunity to select a modern ERP type solution that would be truly fit for purpose - helping to drive user engagement, enable mobile working, be future-proof, scalable and central to their ambitious Digital Transformation Programme. Justin Woodley, Programme Manager, Ports of Jersey comments,

"We didn't want to just digitise processes, we wanted to transform our culture into a technology-centric organisation, and encourage efficiencies in our people by allowing them to embrace the technology with a platform that was easy to use for everyone in the Ports."

The incumbent JD Edwards solution had been implemented 15 years ago. JDE was limited to onsite, desktop access and was difficult for infrequent users to understand. Reporting was limited to basic enquiries and analysis of exported data using spreadsheets.

POJ decided they needed a single-source solution that could deliver financial management, procurement, asset management, inventory control, reporting and data management; as well as integration with a number of specialist airport and maritime systems.

Andrew Boustouler, CFO, Ports of Jersey, "This project was absolutely fundamental, in terms of the services that we want to provide, things that we don't even know are coming down the track, we needed to have the infrastructure to support that; it needed to have the capability to deliver what we need currently but also the increased ability to develop the customer relationship."

A further challenge was the additional work that would inevitably be given to the POJ Finance and IT teams as they migrated away from the SOJ systems. The selected solution needed to be low maintenance; and the chosen implementation partner experts in their product, whilst retaining the resources to support POJ through the project, and for the lifetime of the software.

In recognition of the size and complexity of the project, POJ contracted Justin Woodley, a highly experienced Digital Transformation Consultant, to guide them through the search and selection process. From a long list of over 40 solutions, the final shortlist was just 4.

The Solution

POJ selected the Infor solution which brought together SunSystems for Financial Management; Infor EAM for Procurement, Asset, Inventory and Maintenance management; Infor d/EPM for reporting, budgeting and forecasting - all connected through the Infor OS framework.

POJ chose Touchstone FMS as their delivery partner, Justin Woodley, Programme Manager, explains their choice

"We selected Touchstone for their proven delivery of Infor products. They were the most engaged throughout the selection process, they were keen to get to know our business and responded rapidly to our requests for information. More importantly we knew we needed ongoing support from a partner we could rely on, speaking to their customer references, we got a really good feel that Touchstone would be able to support us for years to come."

Jenny Marek-Murray reflects on their timescales

"Right from the start, we knew we had a short timescale in which to be up and running. Touchstone were very upfront about what could be achieved in the timeframe, and their estimates were borne out. We finished the project on time and in budget."

The project has been implemented in three phases starting in July 2018 and going live with finance, procurement & inventory on 1st January 2019; followed closely by reporting, budgeting and forecasting in March 2019. The full roll-out of EAM and mobile went live in December 2019.

The finance team were quick to reap the benefits of the new solution. The new, user friendly Accounts Payable module has resulted in an overall reduction in the time it takes to process and approve invoices of 50% and 90% respectively and the weekly payment run is now fully paperless.

One of the most significant process improvements to date has been around the processing of debtor transactions, cash allocations and deferred revenue. These were previously time-consuming, manual processes involving data exports to Excel and are now managed via an automated interface to the Airport & Marina's billing system.

Finance can spend their time on the value-add processes and work more strategically rather than spending their time on repetitive day to day tasks.

All documents are managed electronically, including operating manuals and supplier invoices, being either scanned or imported into the Infor Document Management (IDM) Library then linked to the relevant finance or asset management records. Auditors can be given access as required rather than the disruptive manual process so often experienced.

The efficiencies of the new system quickly had a tangible effect, Jenny Marek-Murray explains

"Within 2 months we had a member of the team who left, and even within those 2 months we had created enough efficiencies that we did not need to replace them".

Better reporting was a key objective for POJ. The existing reports were either difficult or time consuming to produce (often with inaccurate data); or they were quite simply not possible. The new reporting system went live in March 2019 and makes reports

accessible to all users from one central platform. Previously, budget holders would have to rely on a member of the finance team to produce a specific report for them - reports can now be run on a self-service basis.

Jenny Marek-Murray comments,

"Dashboards have been an objective for a number of years, they were difficult, time consuming and subject to error in the old system. With Infor d/EPM they are really easy to create, after just 20 minutes training, and for the first time makes our data easily accessible even to non-finance users."

Enterprise Asset Management was critical to the success of the whole project and a strong track record in EAM was one of the key factors in choosing Infor software for this transformation.

PoJ own over 2,500 assets, including the airport runway, lighting and the Air Traffic Control tower; the island's lighthouse; the harbour quays and the IMGW of power generation at the airport. The previous work management application required multiple entries of the same data and had no mobile capability. Work orders were manual and paper based which meant the maintenance team would have to return to the office to update jobs and receive new ones.

Preventative and predictive maintenance was not possible because the data was not available to facilitate this - meaning almost all asset management was reactive.

Rick Crew, Head of Engineering, Ports of Jersey

"We're not a huge organisation and we don't have a huge amount of resilience, for example we only have two X-Rays on the baggage system, so failure of one is a major issue" He continues "With Infor EAM we now have a tool that can manage all our PM schedules and better still, by taking historical data and looking forward we will be able to predict when critical assets might fail"

Most of the asset maintenance teams are field based so having the ability to manage the assets on the go using information from mobile devices is crucial. With Infor EAM, maintenance teams can access work orders on mobile devices whilst on site - no more van gloveboxes stuffed with sheets of paper! Information is timely and accurate. Additionally, the nature of airport security means that airside engineers are now able to operate more effectively and complete multiple work orders in a single visit rather than returning to the office each time.

Rick Crew comments further,

"having the mobile solution enables us to ensure that we've got the right person attending the right job at the right time and with the right equipment."

The critical spare parts inventory for the Airport and Harbours was migrated into Infor EAM right at the start of project to give better visibility of when and where parts were used; and enabling stock to be replenished when required rather than ad-hoc.

Reflecting on the project experience and success, Jenny Marek-Murray comments

"We had a great relationship with all the Touchstone consultants working on the project, we felt like we were all part of the one team" she continues "The Touchstone team were always interested in knowing how the business works, for every issue that we threw up they would give us options as to how they could be managed"

Sarah Davis, Project Director & Solutions Architect, Touchstone FMS,

"At Touchstone we believe it is really important to engage the delivery team in the pre-sales process, all of the engineering functions at POJ work in a slightly different way, the challenge here has been to find a solution that unites them all on the same system, while continuing with their individual practices."

Justin Woodley summarises the project experience,

"Touchstone have been brilliant from the word go; of all the companies I have worked with in the past, Touchstone are one of the best. Since the software has gone live, we have continued to work closely with them, and they have continued to deliver beyond expectations."



Watch the video case study



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