

The Rock Building Society



The rock solid implementation of Infor FMS SunSystems at



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Greg Smith
Financial Accountant

Background

The Rock used a combination of the Ultracs banking and general ledger system, and Attaché general ledger, Attaché payroll and multiple spreadsheets to manage its financials for many years. The system was cumbersome, time consuming and provided limited analytical functionality.

The Rock required a system which would:

- Increase automation of a large number of business processes - reducing administrative effort, costs, and improving systems of internal control.
- Improve management reporting capabilities in terms of querying data for investigation, automated exception reporting, and enhanced report distribution capabilities.
- Have greater flexibility and integration with other key systems currently in place, and that would allow it to take advantage of future development opportunities.

Benefits

"The automated import of corporate data using templates and the automated reconciliation processes has significantly increased the productivity of the finance department", Greg Smith, Financial Accountant.

The finance department is now in a position to provide better services. Functions performed by the finance department have increased, whilst the team has been restructured to allow a more efficient use of their time. Reliance on external consultants and internal business analysts has reduced significantly.

"The cost centre, branch and product reporting as well as the extensive functionality of the enquiry tools have improved the financial management of The Rock. Information is provided on a timely basis and there is greater confidence in the accuracy of reports", said Jo-Anne Lightfoot, Infor FMS SunSystems Implementation Project Manager.

"Infor FMS SunSystems has proved to be very easy to use. The Rock has not needed any further training in the use or operation of the system.

The training and documentation provided by Professional Advantage facilitated the smooth transition to the new system."

Jo-Anne Lightfoot



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About The Rock

Based in Rockhampton, Queensland, The Rock is an Approved Deposit Taking Institution, governed by the Australian Prudential Regulation Authority.

The Rock has built a strong reputation in Central Queensland as a home loan specialist, offering superior personal service at very affordable rates. It provides retail financial services that range from home loans to savings and cash management accounts, to business banking and insurance.

The Rock's strategy has seen the company expand its lending operations outside Central Queensland and with a network which now extends around Australia from Port Douglas to Perth.

The Rock owns and operates an insurance brokerage, RockSure, through which expert insurance services has been provided to its customers and the population of the region for over 15 years.

For more information please contact:

Sydney : +61 2 9919 8900
Melbourne: +61 3 9613 0205
Brisbane : +61 7 3018 2400
Perth: +61 8 6267 7000
Web: www.pa.com.au/sunsystems

Solution and Implementation

After evaluating a number of general ledger systems from various providers and implementation partners, The Rock selected Infor FMS SunSystems as its new financial system. Professional Advantage was chosen to supply implementation services as well as post-implementation support and maintenance services.

Discussions with a number of other financial services institutions gave confidence that Infor FMS SunSystems supplied the functionality required by The Rock as well the flexibility needed for The Rock to implement its strategy for future growth. These discussions also provided confidence that Professional Advantage had the expertise and resources to provide the support needed during and post-implementation.

The implementation project commenced on 11 September 2006 and the system went live on 8 December 2006. Professional Advantage provided a number of project planning tools and templates to aid in the planning phase of the project. Professional Advantage's professionalism and extensive knowledge and experience resulted in all project deadlines being met. Continued consultation and communication throughout the project, including a post implementation review, meant that the implementation was very smooth.

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The Future

Professional Advantage continues to supply on-going maintenance and support services to The Rock. The help desk has responded to all queries in a very efficient and timely manner.

The Rock is in the process of changing its core banking system to the "Bancs" system supplied by TCS-FS (Tata Consulting Services-Financial Systems). The Rock is confident that the flexibility of Infor FMS SunSystems and the support provided by Professional Advantage will facilitate this transition.

Further improvements and benefits are expected as The Rock grows in its sophistication and experience in the use of Infor FMS SunSystems.

About Professional Advantage (www.pa.com.au)

Professional Advantage was established in 1989 and today employs around 240 people in Sydney, Melbourne, Brisbane, Perth, London and Fargo. The company is the largest provider of leading business management systems, such as:

- Performance Management (Business Intelligence)
- Financial Management
- Process Management

Professional Advantage supports over 750 clients nationally and its multi product offering is complemented by its development, systems integration, consulting, training, and support services.

The company's clients include medium to large public and private companies, government departments and not for profit enterprises. For more information go to www.pa.com.au.

