

## Improving performance with joined-up ERP



### Client

G4S Risk Management is a leading provider of defensive and protective security services to national governments, multinational corporations and international peace and security agencies operating in hazardous environments. It has approximately 8,500 employees and 38 offices in 27 countries.

### Goals

- ◆ Standardise reporting formats across dispersed and largely autonomous global sites
- ◆ Improve the availability of information for central business reporting
- ◆ Optimise efficiency across the entire organisation

### Charteris' Role

- ◆ Analyse the current business organisation and provide recommendations
- ◆ Implement a new ERP system and intranet based on Microsoft technology

### Results

- ◆ A single system for all finance, HR, logistics and project administration
- ◆ More accurate reporting and improved communications
- ◆ Significant efficiencies from improved business coordination and reporting processes

**With operations in some of the most hazardous and remote locations around the world, G4S Risk Management faced a range of business administration challenges. It had to devolve responsibility for day-to-day operations to the teams in the field, but it still needed to manage its contracts and business performance centrally. Charteris designed and implemented an enterprise resource planning (ERP) system and this integrated solution is now delivering significant efficiencies for the business.**

G4S Risk Management's business follows world events. The company delivers services including embassy guarding, convoy protection, mine clearance, natural disaster support and risk mitigation consultancy. Its work is therefore continually evolving, both in location and type. This generates a need for an evolving central organisation.

Over recent years, the company has supported clients in over 50 countries across the Middle East, Africa, North and South America, the CIS and central Asia. However, all of these contracts are supported and monitored from G4S Risk Management's London headquarters and regional office sites.

The teams in the field often work in locations with unreliable communications to their remote parent sites. They

therefore operate within the G4S Risk Management quality and security frameworks, and, out of necessity, they are delegated a high degree of autonomy and self-sufficiency for day-to-day operational decisions.

Administratively, this environment has tended to lead to a proliferation of disparate spreadsheets all tuned to the job and country in hand, but not necessarily in the best form for the central administration to develop a consolidated picture.

Charteris was initially engaged by G4S Risk Management to carry out a study of the business organisation and its administrative processes. Following the completion of this activity, Charteris was then also employed to implement two critical new enterprise systems.



“We are well on the way to achieving significant efficiencies in our central departments...”

**Matthew Brabin,**  
Chief Financial Officer,  
G4S Risk Management



### A distributed solution

Working closely with senior executives at G4S Risk Management, Charteris analysed the current state and identified a desired future state. The proposed improvement strategy included a level of reorganisation supported by new administrative processes and systems. Two of the major new systems required were an enterprise resource planning (ERP) system and a company intranet to enable the organisation to share bid and project information more easily.

Following the completion of this study, G4S Risk Management appointed Charteris to implement the ERP system and intranet. Charteris analysed and designed the complete distributed solution in two months. This design provided the necessary balance between autonomy of local sites and coordination with the centre.

Based on Microsoft's Dynamics AX product, the ERP system covers all aspects of finance, HR, project costing and logistics. It offers simple bespoke front-end applications for managing project scheduling and logistics in the field where the level of administrative resource is low. Eventually, Dynamics AX systems will be located at each major administrative site around the world and field tools will be deployed at operational sites. As a result, each site can operate autonomously, but can also synchronise with their respective centres.

Regional AX sites produce their own statutory reports and communicate account information to the headquarters site for consolidation. Transaction information is also communicated so that a company-wide reporting cube can be built for generating company wide reports using Microsoft Reporting and Analysis tools.

### Significant efficiencies

Charteris implemented the central finance system containing the “hooks” for the distributed satellites in four months, in time for G4S Risk Management to generate its half-yearly report. It then implemented HR, links to payroll, a logistics application and a projects application for the field.

“Charteris has worked closely with the finance team and appreciated the constraints of our daily operation,” says Matthew Davies, Group Financial Controller. “The consultants supported the transition from old systems to new and enabled us to maintain a complete company view during the integration.”

Charteris implemented G4S Risk Management's intranet on the Microsoft Office SharePoint Services platform. The intranet is used for propagating the latest version of corporate documents and directories, standards and procedures, conveying company news and events, and maintaining sales and quality information. Each region has its own view of relevant resources.

The intranet is also used to manage team workspaces in the London headquarters and for managing information relating to bids.

Andrew Martin, G4S Risk Management's Sales and Marketing Director, says: “The intranet has given us a better and more reliable way to communicate throughout our organisation and is a useful tool at the intense time of proposal production.”

In conclusion, Matthew Brabin, G4S Risk Management's Chief Financial Officer, says: “We are well on the way to achieving significant efficiencies in our central departments with improved coordination, less reliance on disparate spreadsheets, improved data quality and timelines and improved reporting capability and flexibility.”

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**Business specialists who speak IT**  
**IT experts who think business**



### About Charteris

Charteris delivers greater customer focus and business efficiency through seamless business and IT consulting. Our unique blend of ‘business specialists who speak IT’ and IT experts who think business’ ensures that clients receive seamless solutions that deliver competitive edge.

Leading public and private sector organisations draw on our deep experience to help them improve performance and reduce costs. Our services include [Customer Centric Business Change](#), [Microsoft Dynamics](#) solutions and other advanced solutions based on the full spectrum of [Microsoft Technologies](#) and associated technologies.

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