

Case Study

Software Specification



Client A provider of approximately 28 nursing and care homes for the elderly, employing over 3,000 permanent and casual staff.

The Work The organisation was running an extremely old payroll system which was approaching the end of its vendor support. HR processing was largely manual. They were looking to upgrade to an integrated payroll and HR system. An off-the-shelf package was not an option as a number of non-standard processes had to be supported. Kingston Smith Consulting was engaged to draw up a Statement of Requirements for the new software.

How We Helped We analysed the current system to understand how it supported the current business operations, and interviewed relevant members of staff involved in payroll, HR, training, finance and IT. From the information gained we were able to draft a Statement of Requirements which ensured that all business processes would be supported by the new system, and enhancements to those processes would be possible. The requirements took into account the culture of the organisation and its IT infrastructure, in order to ensure that neither was impacted more than necessary. As well as functional requirements, the documentation we drafted covered other processes such as security, scalability, performance, availability, auditability and interfaces to other systems.

Value Added During the course of this engagement we were able to suggest improvements to existing processes which, with the implementation of the new system, would result in operational efficiencies and enhanced reporting capability. We were also careful to point out items on the “wish list” which would incur significant additional cost to any system build, and worked with the client to discover more cost-effective ways of achieving the desired result.

Kingston Smith Consulting LLP

Devonshire House, 60 Goswell Road, London EC1M 7AD, UK Telephone +44 (0)20 7566 4000 Fax +44 (0)20 7566 4010
info@kscllp.co.uk www.kscllp.co.uk

A list of partners is available for inspection at the above address.

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