



# highpoint

implementation and training services

## Credit Card Management at



Loughborough University is proud of its heritage as an institution of further and higher education.

Throughout its history Loughborough University has built upon its distinctive characteristics. Today it is one of the country's leading universities, with a reputation for excellence in teaching and research, strong links with business and industry and unrivalled sporting achievement..



### The Brief

Loughborough University approached Highpoint asking whether a solution could be developed to address a long standing challenge that they had with the processing of staff commercial credit cards.

Historically they used a web based product called DCAL into which they imported their monthly transactions. Card holders were expected to log into this cloud based application once a month to verify their transactions.

DCAL charged the University 0.5% of their yearly card spend to run the system - last year Loughborough spent circa £8 million using these cards. The cost of running DCAL was £40,000 excluding the university's own staff costs in administrating and servicing the operation of the system. That alone was a huge incentive to move to a product with a one-off implementation cost and a small support fee.

***".....significant annual cost savings .., improved budget management, enhanced control and savings in time and cost of administration..".***

## Our Contribution

Dan Farmer of Highpoint worked closely with Loughborough University to identify the workflow processes required and to seek out opportunities for better linking into the established Agresso system that had been in place in the university for a number of years.

It was very clear that there were significant areas of workflow where cost savings and improved integration would bring real benefit to the University.

The development of CCM, as the product is now called, quickly provided a number of key benefits to Loughborough.

**Simple to Operate** - Users quickly learned how to validate their payments using the same user interface they use for expenses and requisitions.

**Integrated within Agresso** – CCM is integrated within Agresso so all data is linked and consistent ensuring there is no rekeying required.

**Data transfers ensure accuracy** - As the process of importing is controlled, the incoming data is absolutely consistent with the original transaction meaning no opportunity for data transfer corruption.

**Tightening Control** – Credit card spend is now loaded into Agresso daily so is immediately available for financial and commitment reporting. Previously this data would only have been available 4 to 6 weeks after the spend occurred.

**Reducing Time Lag** - As soon as the import has been completed, the users can see that there is a task waiting for them to validate their card data. No more waiting for scans and emails.

**Direct data validation** - Users see and validate their own transactions on screen. Much of spend analysis maybe defaulted based on user and type of purchase which are derived from the card data.

**Straightforward Valuable Business Data** – Highpoint have developed a suite of reports to support the day to day management of the application, providing information for both finance and end-users. In addition the Agresso platform provides a rich toolset for additional reporting as required.

**Very cost effective to run** - No more expensive service payments and increased productivity for the users and administrators makes CCM very cost effective indeed

**Validation of transactions** – making sure they are not presented more than once.

**Improved reconciliation processes** – reporting to better manage the reconciliation of transactions to card payment.

**VAT** - Compatible with the complex VAT requirements within Higher Education.

## Client Testimonial

CCM has made a great improvement to the cost effectiveness of card processing but we have also discovered some additional benefits.

“The new purchase card reconciliation solution via a direct bank file upload into Agresso is benefiting Loughborough University greatly on many levels, including significant annual cost savings against third party licence fees, improved budget management, enhanced control and savings in time and cost in regards to administration of the card program”.

Steven Warren, Procurement Coordinator,  
Loughborough University.

Loughborough University achieved pay back on their investment within only two months of the implementation of CCM.

## About Highpoint

Highpoint Implementation Services Ltd is a preferred training and implementation partner of Unit4. Founded in 2007, Highpoint operates within the Public, Higher education and Commercial Sectors.

Highpoint provides a range of services throughout the Agresso implementation lifecycle.

