



highpoint
implementation and training services

553 Upgrade and Debtor function improvements at



Waverley Borough Council employed the services of Highpoint to migrate from Agresso 5.4.1 to 5.5.3. The council first implemented Agresso in 2004 using the typical range of modules including Core Financials and Sales Order Processing but had not implemented Purchase Order Processing.

Economic pressures meant there was a very limited budget available but there remained a desire to achieve significant benefit for the council. The one area that had had little investment over the preceding years was **Debtors** and it was felt that development of this module was key to the success of the implementation.

The Brief

Highpoint's brief was to upgrade the council from Agresso 5.4 to 5.5 on time and in budget along with the delivery of significant enhancements to the debtors function.

Our Contribution

The upgrade was completed successfully on-time and within the set budget for the council.

In addition Highpoint were able to introduce significant enhancements to the debtor function including:

- Aged Debt Reporting by department including Payment Plans
- Automatic email of Copy Invoices when first overdue
- Worderator (MS Word based version of Excelerator) store of standard letter templates in the Agresso database to quickly and easily produce mail merge letters to individuals or groups.
- Emailed notification to the Debtors team when an overdue invoice has been paid.

- Implementation of Action Overview and reminders for Task setting – calls to customers etc
- Ability to put overdue invoices 'on-hold' with reminders to responsible person after set number of days.
- Flexi-field browser enquiry on Debtor master file to show open items.
- Automatic generation of items for possible write-off based on value using IntelliAgent
- Attachment of all Invoices to Doc Archive in order to send original invoices with the emailed reminder letter.