



Department for Environment,
Food, and Rural Affairs
York, England
www.defra.gov.uk

Industry:

Public Sector

Annual Revenue:

US\$11.8 billion

Employees:

3,000

Oracle Products & Services:

Oracle Financials
Oracle Internet Expenses
Oracle Purchasing
Oracle iProcurement
Oracle Human Resources
Oracle Self-Service HR

“Oracle’s scalable, secure architecture and highly configurable processes are designed for shared service. They enable us to meet the widely differing needs of Defra’s multiple directorates on a single technology instance while cutting process cycles, streamlining auditing, and driving down operational overhead and IT cost of ownership.” – Roger Atkinson, Head of Strategy and Business Development, Defra

Department for Environment, Food, and Rural Affairs Uses Shared and Self Services to Enhance Efficiency

The Department for Environment, Food, and Rural Affairs (Defra) is charged with addressing economic, social, and environmental concerns to ensure sustainable development. Defra is also responsible for managing adaptation to climate change and plays a critical role in European Union and global policymaking.

Challenges

- Achieve the efficiency savings set by the Gershon Report through optimal asset utilization, sound planning, and world-class business processes
- Reduce environmental impact of operations in line with the government’s “green” IT agenda

Solution

- Leveraged existing investment in Oracle applications to streamline and automate processes by rolling out Oracle’s self-service applications to all staff
- Reduced travel and subsistence claims team from 12 in 2002 to 4.5 people in 2008, and cut average reimbursement time from 28 days to five days by automating paper-based processes
- Streamlined procure-to-pay processes for all catalog-based spend with Oracle iProcurement, resulting in up to 85% of all invoices being matched automatically to purchase orders
- Increased the percentage of invoices paid within the 30-day government-recommended guideline for public sector suppliers
- Cut administration by devolving responsibility for, appraisal management, personal file information, learning and development and other processes to employees and their managers by deploying self service capabilities
- Enhanced environmental sustainability through automation of previously paper-based purchasing and payroll processes
- Hosted finance, procurement, and human resources systems and processes for 13 Defra-related organizations on single shared-service Oracle instance
- Optimized efficiencies throughout Defra by standardizing on consistent, automated, best-practice processes
- Used shared service to cut IT cost of ownership for all agencies
- Benefited from demonstrable IT and process controls to plan for achieving internationally recognized Statement on Auditing Standards (SAS) No. 70 for Oracle-based processes