

2020 not your average year!

In this strangest of years, the UG Council has regularly met via Teams as a group, and also met with Unit 4 staff. What we have all really missed is the face to face interactions that take place at the ever popular workshops and the networks that they build.

On line we have made some steps to improve our website and assisted in the launch of Community 4U by Unit 4 and we now have our own private area within for our members to interact with one another. If you have not tried it yet please take a minute to have a look, you can do this by going to community4u@unit4.com and select Country User Groups from the menu then click on our logo.

On more administrative matters we have also managed to extract ourselves from Unit 4 financially. We now have a working bank account in our own name and the separation is welcome as it was long sought after by both organisations.

We continue to have some turnover of Council members, I would like to thank Keith Pantaleon, Owen Jones and Rachel Reid for their time on council, if anyone is interested in joining us on the Council or finding out what is involved please contact Caroline or I by email.

Our thinking for 2021 is to plan some face to face events but not until at least September 2021 when hopefully we will have returned to some form of normality we are also considering doing 2 days back to back event. But until September we are looking to do hour long presentations via teams and also upload links to pre recorded useful updates / information on our new Forum pages.

So If you have any thoughts on Workshops or joining the Council please contact us.

Thanks, best wishes, and have a safe and enjoyable Christmas break.

Andrew Grice

AUKUG Chairman

A.S.Grice@reading.ac.uk

University of Reading - Director of Finance



BW User Group 2021 Membership have you renewed yours?

It's now time to renew your User Group membership, The User Group membership year runs from 1st January to 31st December all memberships **must be** renewed annually by completing a membership form - renewal is not an automatic process.

The U4BW UG take pride in offering value for money and in keeping with that tradition we are proud to announce that the annual subscription fee will remain at £500 ex VAT.

This coming year will be different as we cannot currently hold face to face events, but, we hope to be able to return to physical events later in 2021 as soon as the pandemic situation allows. We cant wait to start again as I know many of our members get so much value from the content and opportunity to met up with each other and network with other users.



Until we can all meet up again we will hold Teams meetings on popular topics and also provide information links on our newly launched User Group Forum community4u@unit4.com a Program will be announced in the new year.

Further information about the User Group is available on our web site <https://www.u4bwug.co.uk/> membership forms can also be downloaded from there.

If you have any questions regarding the User Group, please contact:
Caroline Batten – Unit4 Business World User Group Facilitator Caroline.batten@unit4.com



Community4U Anniversary

It's been 1 year since we launched C4U.
What a ride! Congrats to us all!



The first year of Community4U has flown by!

We have achieved many milestones through working together, one of them being opening your very own space for the UK UBW User Group in the Community.

Discover all of the most recent highlights and updates to Community4U below:

Community4U Highlights

Community4U 1st anniversary – check out the [video](#) with the first year highlights and celebrate with us!

Launch of new Podcast Series “Conversations with Community4U - meet our users” – [Hear the first one](#) with Patrick Murray.

Continuous increasing activity on product discussions boards with +1000 monthly posts alongside with 650 product improvements suggested so far – the more we engage, the more we all benefit. [Try it now!](#)

Product Roadmaps available for [ERP](#), [FP&A](#) and [Financials](#) – These will provide you with insight into what is upcoming in the next 6 months, and what is scheduled for release further in the future.

Federated Search improvements – Check this [post](#) to understand how you can make best use of the federated search, its current and planned improvements.

Check our blog about [What we learned about building a global community in 2020?](#)

If you have not yet had the opportunity to check out Community4U you may need to contact your organization's Key/Super User, who can give you access to the site.

If you do not know who the Key/Super User is within your organization, please send an email to community4u@unit4.com, indicating the organization you work for, and we be able to arrange access for you.



Community 4U

Welcome to Community4U, a home for all who want to share insights and experiences with each other. Together we can build best practices and maximize value to create a better people experience for all.

Login credentials for the previous portal will give you access to Community4U. Should you experience any difficulties please act as follows:

I am a Customer: contact your organization's Key/Super User, who can give you access. If you do not know who the Key/Super User is within your organization, send an email to community4u@unit4.com, indicating the organization you work for, and we will reply to you shortly.

I am a Partner Consultant: contact your Partner Manager at Unit4.

Unit4 People: contact our IT Help Desk.

Please click [here](#) for more information about Community4U

Have you seen our own new Forum?

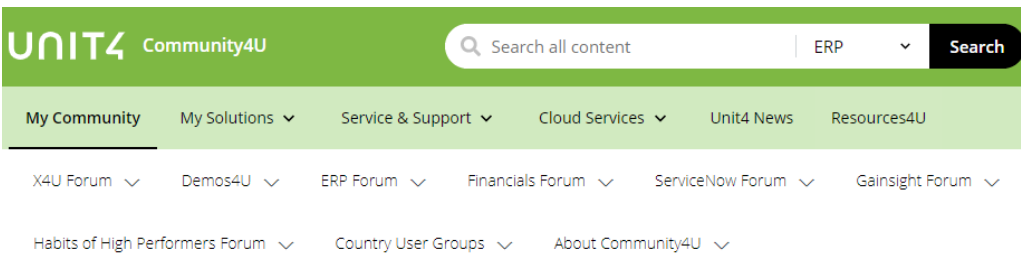
I think most members would agree that our old Forum had become rather out dated and frumpy and so when Unit4 launched its new Community4U site earlier this year we shared our content and closed the old forum, however the user group recognised that we were missing the interaction between members that our forum created so with Unit4's Community4U team in November we have launched a new Forum which will be held within the Community4U site.

Although hosted within Community4U it will be administered and run by the user group. As before you can ask one another questions and we will be able to post useful information to our members. This area will be private and only User Group members will be given access.

As before the site does not replace Customer Support, the forum will allow User Group members to ask questions of the Business World User Group members, view workshop presentations and much more as the site develops. Access to this network is unlimited to users within your organisation as long as the organisation remains a member of the user group.

You will see on the main menu bar of the Unit4 Community4U Banner a title bar Country User Groups click on this and it will give you the option to select UK Business World, currently we are the only one but hopefully other countries will host their User Groups here as well.

If you do not already have access to Community4u you will need to contact your contact your organization's Key/



Super User, who can give you access. If you do not know who the Key/Super User is within your organization, please email community4u@unit4.com, indicating the organization you work for, and they will assist you.

My first year (or so) on the U4 BW User Group Council



Like many user group members I had been going to workshops (in real life - remember those) and getting so much out of the content and the networking that when Maureen Potter approached me at an event in September 2019 about joining the Council I was very interested. To be part of the team pulling together such events and representing the users with Unit4 would be a privilege and I duly signed up and was co-opted in in October that year.

My first 'official duty' was to attend a 2020 Conference planning session at the National Gallery with Unit4. Very cool venue to kick off my time I thought. I was lucky enough to have met some of the attendees and, although relatively low in number, we came up with some great ideas for Unit4 to ponder. I'm sure if covid-19 hadn't have happened some of those ideas would have become a reality. In that first session it was very obvious Unit4 were fully invested and interested in what the Council had to say.

My first Council meeting happened in London in December 2019. I was very much welcomed by everyone and we got down to business talking through such things as workshop content for 2020, council positions and having an update from Unit4 themselves who were very well represented by Patric Muir (UKI Sales Director) and Ram Banga (Practice Manager). The Council definitely proved to have strong and experienced voices and provided excellent feedback for Patric and Ram.

Next up I attended a Council meeting in January hosted by Magnox at a nuclear power plant and this time we had the new Regional President for Unit4 in the UK Chris Richards and Jason O'Brien, then Head of Customer Support UKI. These are senior people at Unit4 further proving this Council is taken very seriously.

Then covid-19 truly kicked in and meetings went virtual and workshops went on hold. It's been a hard and challenging 9 months for everyone however it's a credit how quickly businesses and life has adapted and carried on for the most part. The Council has managed to hold various meetings over the internet including our AGM and we look forward to hopefully providing a program of workshops at some point in 2021. In the meantime myself, Caroline and Katrina Joost (with Unit4) have helped shape the new User Group Only area on the Community 4U website for ideas and discussion on how we can best serve our many members. Please check it out.

My first year summary is this - the Council has a powerful voice with knowledgeable people on it and it has the ear of Unit4 and I'm very pleased to be part of it.

Who are your User Group Council Members? Could it be a role for you?

The User Group Council consists of a group of elected customer's representing organisations from different business sectors, who, enjoy working with Unit4, its products and hearing future business plans through interacting directly with Unit4 represent the thoughts and views of the Business World UK customer base.

The User Group Council, UK Board, and Executive members meet on a Bi-monthly basis to discuss and review changes within UNIT4, its products and any issues raised by the members. If you would like anything raised at these meetings with the Unit4 UK Board or Executive please let one of our Council members know by emailing them before one of the meetings, the dates and contact detail are below.

Dates of the 2021 User Group Council Meeting Dates:

27th Jan 24th March 9th June
 15th Sept 8th Dec

Would your organisation like to be represented on the Council?

The Council are very keen to have representation for all the Business World sectors especially within the Commercial, Health, Charities and Emergency Services Sectors which will help give a more balanced user's view to UNIT4, so if you would like to know more about becoming a Council Member and what is involved, please contact the User Group Chairman or anyone one of the council members listed below, they will be more than happy to tell you more.

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 University of Reading - Director of Finance
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Maureen Potter - AUKUG Vice Chairman
 University for the Creative Arts - Finance Systems
 Manager
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