

Agile, change-ready local government transformation with Unit4 Cloud



A single, intuitive, connected Unit4 cloud finance platform — delivered on time and on budget — is helping the Swedish local authority Södertälje Kommun adapt faster to change, free up resources, and ensure finance becomes a partner to strategic decision making.

- Empowers people and prepares the local authority for the future using a single source of truth.
- Reduces time spent on manual tasks and controls — and increases time for analysis and strategy.
- Makes it easier for everyone at Södertälje Kommun to follow protocol and do the right thing.
- Enables faster, more informed decision making using complete, timely finance insights.

Legacy finance struggled to support change

Södertälje Kommun is a leading Swedish municipal authority, supporting more than 100,000 citizens. It provides a broad range of public services, ranging from education, social care, and utility services, to culture, leisure, and environmental conservation.

Like almost every local authority, Södertälje faces unprecedented demand for its services in the face of budget uncertainties, the move to a hybrid workforce, and a legacy finance platform that couldn't adapt easily to change.

The existing finance platform struggled to support automation, digitization, and a more efficient way of working, for example. There were multiple manual checks and controls which absorbed resources, financial processes were non-standard, and finance reporting was slow and labor intensive, delaying the insights needed for decision making.

Challenges

Södertälje Kommun's existing finance platform struggled to support automation, digitization, and a more efficient way of working, for example. Multiple manual checks and controls absorbed resources, financial processes were non-standard and finance reporting was slow and labor-intensive, delaying the insights needed for decision making.



**Södertälje
kommun**

Industry

Local Government

Location

Södertälje, Sweden

Size

Supports population of >100,000 across 700km²

Product

Unit4 Enterprise Resource Planning (ERP)

Key metrics



COLLABORATION

Finance becomes a strategic asset in decision making



CLOUD AGILITY

Deployed on time and on budget



“Ultimately, Unit4 is empowering the community by increasing social value and freeing up greater investment in support of local initiatives.”

Anneli Lehtinen

Head of Accounting, Södertälje Kommun

The previous on-premises system also lacked resilience. Södertälje experienced downtime in all planned releases taking place two to four times per year. The platform was shut down for several days at a time during software upgrades — directly impacting public services delivery.

“Our theme was ‘make it easy to get it right,’” explains Anneli Lehtinen, Head of Accounting. “We wanted to transform the way people work, turning finance into a partner to Södertälje. By empowering our finance teams to work smarter, we could deliver more agile and efficient public services.”

Building a modern, future-facing finance organization

A rigorous public procurement process led to Unit4 being chosen as Södertälje’s partner for finance transformation. “Unit4 offered the automation, ease of use, and digital processes we needed to build a modern, future-facing finance organization. They are continually innovating and offered us the fast, low risk ‘Kommunmallen’ (the Unit4 Municipal template) smart implementation methodology.”

Södertälje implemented Unit4 ERP 7.12 Nordic Cloud to address the challenges of operational transformation. A complete, connected finance model — which includes Core Finance, Procurement, Assets, and Invoicing — unifies finance operations, freeing Södertälje to focus on what matters most: helping citizens and the community thrive.

“Everything is more agile in this simple, standard cloud environment. By breaking down silos, we now have one data model, more than 65 API integrations, there is no risk of manual errors and reporting is significantly improved,” says Anneli.

The proven Unit4 implementation methodology (U4DM) was adopted to ensure a rapid, low-risk, secure deployment. Developed in partnership with Unit4 customers worldwide and using PMI Standards, it ensured close collaboration between all the stakeholders, rigorous governance, and a quality-assured ERP implementation. “Crucially, the project was completed on time and on budget,” says Anneli.

Better managed public sector operations, processes, and spend

The benefits include:

- **A reliable, robust finance platform:** Whereas previously software upgrades led to the platform being suspended for days at a time, upgrades are now performed transparently without intervention or downtime.
- **Agile, modern finance operations:** The cloud platform is continually up-to-date; modern API integration enables new systems to be connected quickly and efficiently to the ERP and transaction times are faster.
- **Efficient, rewarding workplace:** Unified, automated finance means less time is spent on manual tasks and manual controls — and more time on

analysis and strategy. For example, automated approval of incoming invoices and VAT closing process, reduced risk of incorrect orders, and increased contract fidelity. Anneli explains, “We can now build a robust budget, engaging teams to ensure ownership and buy-in across the local authority.”

- **Faster time-to-value:** Standard, prebuilt Unit4 Municipal template minimizes customization, supports best practice processes, and streamlines training and adoption.
- **People can work smarter:** New staff can be onboarded quickly to Unit4 (including temporary student hires), people take ownership of their processes, and it is easier for everyone to follow protocol and do the right thing: ‘It’s is easy to do right!’
- **Faster, informed decision making:** Complete, timely insights can be created in near-real time in support of better decision making. Agile analysis enables finance to also become a partner to the organization.

“Make no mistake, intelligent Unit4 automation frees up resources and time to focus on frontline service delivery,” says Anneli. “We have taken full control of expenditure, income, and budget, which allows Södertälje to plan for the future more effectively. Ultimately, Unit4 is empowering the community by increasing social value and freeing up greater investment in support of local initiatives.”