

Report of the Executive Director

SOFTWARE UPGRADE

1. Purpose of the report

To provide the Joint Committee with an update on the software systems upgrade.

2. Background

Members will be aware from previous reports that the software system used by Bramcote Bereavement Services was in the process of being upgraded. It is pleasing to report that the upgrade has now been successfully completed with the new system going live on 13 December 2021.

The new system has the capability to deal with all aspects of work relating to the functions of both the crematorium and the cemeteries team. The comprehensive core system enables all data to be stored in one central system.

The new software system has other enhanced features and functions listed below. These are now live and in use.

- The ability to automate the distribution of headed letters.
- An automated distribution process for receipts and invoices.
- An automated process for paperwork to be sent digitally to funeral directors or customer
- The generation of in-depth reports for financial audits.
- The ability for funeral directors to make or amend bookings 24 hours a day through an online function.

3. Financial Implications

There are no financial implications with regards this update report.

<u>Recommendation</u>

The Joint Committee is asked to NOTE this report.
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Background papers

Nil.