

# Queen Mary University of London modernizes finance and unlocks 30% productivity gains



Queen Mary University of London is a research intensive Russell Group university, serving more than 33,000 students from over 170 nationalities across 240 degree programs, and consistently recognized for the quality of its research output.

A Unit4 ERP customer for more than two decades, Queen Mary had begun to outgrow its legacy on-premises finance platform. As the pace of change in finance accelerated, the system increasingly constrained automation, integration, and user experience within a complex and inflexible environment.

Through a collaborative partnership with Unit4, Queen Mary migrated its finance operations to the cloud. The result is a simpler, more agile finance platform that streamlines processes, reduces operational risk, and enables the University to better support students throughout their journey.



**Industry**  
Higher Education

**Location**  
London, U.K.

**Size**  
5,700 staff and 33,000 students

**Product**  
Unit4 ERP

## Key metrics

**30% → 70–80%**

**Increase in finance productivity**

An estimated **30% productivity uplift already achieved**, expected to rise to **70–80% over the next 12 months** through automation efficiencies.

**Single source of truth**

**Unified view of finance**

A single, connected finance platform improves visibility, trust, and alignment across the institution, supporting better forecasting and decision-making.

**3 months**

**Cloud migration completed**

Queen Mary migrated from a legacy on-premises ERP to cloud-based Unit4 ERP in just three months, reducing operational risk and simplifying the IT landscape.

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The modern cloud model has fundamentally changed how we managed finance. It has reduced our operational risk, improved our agility, and created space for genuine continuous improvement.

**Alison Mavis**  
Business Systems Manager, Queen Mary University of London

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For more information, go to:  
[unit4.com](https://unit4.com)

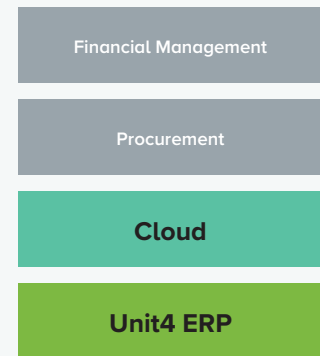
**UNIT4**  
In business for people

## The challenge

- **Managing constant change:** An operating environment shaped by structural financial pressures, fluctuating student demand, intensifying global competition, and rapidly evolving regulatory and digital requirements.
- **Modernize or risk falling behind:** Queen Mary needed to rethink how it operates to continue delivering value and remain financially and academically resilient.
- **Outdated finance platform:** Reliance on a 20 year old, on-premises Unit4 ERP system limited automation, slowed integration, and required significant manual financial intervention.
- **Skills and capacity constraints:** A small finance team responsible for supporting operations across campuses, faculties, and a diverse student population.

## How did Unit4 help?

- **Established a trusted single source of truth** to support financial strategy execution.
- **Migrated Queen Mary from a legacy on premises ERP to cloud based Unit4 ERP in just three months**, reducing complexity and operational risk.
- **Transformed finance operations through automation**, including AP automation across **80,000 invoices annually**.
- **Enabled the finance team to analyze past performance and anticipate future trends** using self service dashboards.
- **Improved spend visibility across procurement**, uncovering opportunities for stronger cost control and spend management.



## Solution

The University deployed the modern, cloud-based Unit4 ERP platform to create a single, connected view of finance across the institution. As the core financial system of record, the platform supports financial control, compliance, procurement, governance, and end-to-end operational finance across Queen Mary.

Automation and AI has re-imagined multiple finance processes, freeing teams from manual, repetitive tasks and enabling greater focus on strategic priorities. This has increased capacity across areas such as tax compliance, governance, security, and meeting the University’s finance needs at pace. The return

on investment is driven by automation that delivers measurable value, frees up capacity, and supports ongoing cost efficiency.

Queen Mary worked closely with the Unit4 team to deliver the cloud migration, adopting a pragmatic “lift, shift and improve” approach. The transition significantly reduced the Citrix footprint, enabled new integrations through APIs, and retired legacy reporting tools. This was supported by a comprehensive training programme, combining videos, workshops, and documentation to help users become productive quickly.

## Achievements

**ROI through automation and AI**  
Automation improves efficiency, reduces risk, and releases capacity for higher value finance activity.

**Simple, intuitive user experience**  
Streamlined workflows enable self service, strengthen security, and support hybrid working.

**Agile, seamless integration**  
A single finance platform enables integration to a wider range of data sources and end user applications.