

# NRS is powering its operational transformation journey with Unit4



**Nuclear Restoration Services (NRS), formerly known as Magnox, has adopted a complete, integrated Unit4 portfolio to bolster organization-wide transformation. Modern, connected Unit4 ERP, Talent Management, and FP&A platforms drive agile, people-centric business change.**

- Reduces time employees spend on performance management tasks
- Creates an engaging, forward-thinking culture where people collaborate better, take ownership, and feel connected to organization-wide objectives
- Drives more timely, accurate, shared financial insights and faster decision-making

## Powering the future

NRS is the management and operations contractor responsible for 12 nuclear sites and one hydroelectric plant in the UK. The company, a subsidiary of the Nuclear Decommissioning Authority, is responsible for electricity generation at Maentwrog and the decommissioning of sites including Dungeness A, Hinkley Point A, Wyfa, and Sizewell A.

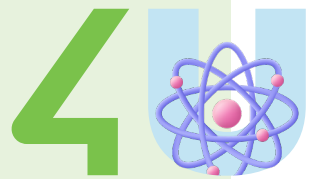
NRS faces significant challenges. Rising costs, government fiscal pressures, and world events all

influence strategy. There is a competitive market for the skills needed to deliver nuclear programs. Business is growing, too: the UK government announced an agreement with EDF Energy that will see advanced gas-cooled reactor (AGR) sites transfer to NRS for future decommissioning.

In response, NRS has embarked on a business transformation journey, modernizing legacy processes and technology to reshape its target operational model. A landmark step was the deployment of a cloud-based Unit4 ERP platform. A single, connected view of HR and finance data spearheaded more agile, collaborative decision-making, responsive process automation, and increased efficiency.

## Challenges

**NRS, responsible for decommissioning the UK's oldest nuclear reactors, was relying on manual, paper-based processes to support performance management among its 2,500 people. Financial budgeting and planning were reliant on fragmented data, delaying decision-making, and absorbing transaction processing resources.**



## Key metrics



### EFFICIENCY

Saves 1 hour per person across 2,500 staff — equivalent to 2,500 hours annually

**75%**

### ENGAGEMENT

An NRS high of 75% of staff responded to employee engagement survey



### Industry

Energy

### Location

UK

### Size

2,500 people; operations across the UK

### Product

Unit4 Enterprise Resource Planning (ERP); Unit4 Talent Management; Unit4 Financial Planning & Analysis (FP&A)

**“Talent Management gives people a sense of empowerment and ownership about their careers. NRS has listened to feedback, and by using talent management is supporting people to hold regular, collaborative one-to-one conversations to develop their careers.”**

### Carina Care

Project Manager, Nuclear Restoration Services

## Making NRS a great place to work

This next phase of the business transformation uses Unit4 Talent Management to change the way the organization engages with its 2,500 people and to optimize its use of its existing Unit4 ERP platform. Mary Kent, Head of IT Programs Delivery, NRS, explains, “Our aim is to provide a great place to work, build a more collaborative culture, and help our people grow. However, our previous performance management processes were holding us back. Paper-based, they became periodic ‘tick-box’ exercise. Managers and teams lacked the appropriate tools to develop our people.”

Unit4 Talent Management impressed the NRS team. Carina Care, Project Manager, explains, “Unit4 Performance Management is so easy to use. We can connect our corporate objectives with people’s goals, capture feedback, and refer anytime to the history. Everything is together in one best-in-class performance management platform.”

## Engagement-based and interactive

Working closely with its expert implementation partner Embridge Consulting, NRS is now live on the Unit4 Talent Management Performance Management module. “It is engagement-based and interactive,” says Carina. “Talent Management gives people a sense of empowerment and ownership about their careers. NRS has listened to feedback, and is supporting people to hold regular, collaborative, one-to-one conversations to develop their careers.”

The deployment of the Performance Management module presented HR with the opportunity to obtain baseline metrics on employee engagement.

Encouragingly, 75 percent of staff responded to this employee engagement survey — an NRS high.

The cloud-based technology can also flex to individual needs. Carina again: “Some NRS staff are near the end of their careers, so they are less interested in the next career step. We can tailor the performance management tool to reflect this so it’s relevant to their individual circumstances.”

Intelligent automation and smart workflow are helping people work faster, too. “Using Unit4, we save time we previously devoted to performance management,” says Carina. This streamlined workflow is helping NRS re-imagine the workplace culture.

Crucially, Unit4 Performance Management is also helping to uphold NRS’s strategic values. “It meets our simplification goals and our skills and leadership training objectives,” says Paula Evans, Head of Employee Shared Services, NRS. “Unit4 also supports our workforce planning and infrastructure for growth objectives.”

## Enter FP&A: timely, trusted operational budgeting

NRS wants people to spend less time on processing finance data and more time delivering insights by understanding the financial data more deeply and turning that insight into action. “Our financial reporting was predominantly focused on project delivery,” says Mary. “We used spreadsheets and other siloed tools for budgeting and forecasting. It was difficult to create a joined-up view for financial planning.”

“During the analysis phase, Unit4 FP&A stood head and shoulders above the other platforms we studied. It’s more intuitive, rich in features, and connects

seamlessly to our existing Unit4 ERP deployment in the cloud, resulting in a ‘golden record’ of our data,” Mary says.

NRS benefits from timely, trusted operational budgeting, across different nuclear decommissioning projects, HR, and more. The cloud-based platform offers integrated insights into P&L and cash flow data, for example, and multidimensional views, such as by nuclear site, project type, and people. FP&A Budgets is live, with Forecasting due onstream early next year.

“FP&A is supporting our shift from program-based budgeting to a holistic view. We’re using the information in the system to automate budgeting and be better informed by analytics,” says Mary. “Everything is connected, so we share a single, common version of the truth. We all speak the same language.”

Mary explains, “It’s great rolling out a new system, but if we don’t take people on the journey, it won’t be adopted properly and we won’t get the ROI as quickly as we could with proper change management. That’s something we want to make sure we embed in all of our major change programs going forward.”

Embridge has been a valuable partner in this organizational transformation. “Embridge guided and supported NRS throughout this latest implementation,” says Mary. “Their expert team helped scope the project and ensure it delivered on our strategic and operational goals.”

Embridge Organization Development and Change Consultant Faye Cooper adds, “Embridge is incredibly proud to support NRS on their business transformation journey. By connecting people and processes with Unit4, we are helping the nuclear authority lay the foundation for an agile, adaptive future.”