

# Gemeente Delft empowers its finance team to focus on strategic initiatives through Unit4 ERPx



**Dutch local government authority uses Unit4 ERPx platform – pre-built for the Dutch public sector – to better manage budgets and spending, cut through complexity, and create a change-ready organization.**

Gemeente Delft is the local government authority for the city of Delft and the surrounding municipality in the Dutch province of South Holland. Approximately 1,100 staff support more than 100,000 citizens.

Prior to Unit4, Gemeente Delft relied on a legacy, on-premises Capgemini/JD Edwards finance system. The complex, siloed nature of the platform meant there was a lack of visibility and control, from purchase to pay or from sales to cash.

It also demanded significant manual intervention. “A lot of time and financial resources were devoted to administering data,” says Jurriën Westhoek, Head of Finance, Gemeente Delft. “The numbers were not always accurate, so we were continually correcting the data. Plus, there were delays, which meant the data was often stale by the time it was available.”

There were similar, related concerns regarding reporting. Kim Zwarts, consultant at KZ Consultancy which managed the deployment, explains, “There was very little control over the reporting, so budget managers would frequently create their own budget reports that didn’t align with other reports. People didn’t speak the same language. This undermined Gemeente Delft’s ability to make trusted, data-driven decisions.”



## Industry

Local Government

## Location

Delft, The Netherlands

## Size

1,100 staff supporting  
>100,000 citizens

## Product

Unit4 ERPx

## Challenges

**Complex, siloed nature of on-premises Capgemini/JD Edwards finance system limited visibility and control. It also demanded significant manual intervention. As a result, the data was not always accurate and often stale by the time it was available for decisions.**

## Key metrics

**10%**

**Strategic shift**

**10% of finance staff redeployed to strategic tasks**



**Hours to minutes**

**Accelerated accurate, timely, and collaborative reporting**



**Procure-to-Pay**

**End-to-end process is fast, accurate, and rewarding**

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**Unit4 ERPx is built for the future of public service delivery. It's packed with pre-built AI-powered functionality to help Gemeente Delft work more efficiently and act on insights.**

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**Jurriën Westhoek**

Head of Finance, Gemeente Delft

## Built for the future of public service delivery

The Dutch local authority turned to Unit4's modern and extensible ERPx platform. "Unit4 ERPx is built for the future of public service delivery. It's packed with pre-built AI-powered functionality to help Gemeente Delft work more efficiently and act on insights," says Jurriën. "All of this is tied to Unit4's public sector experience – here in the Netherlands, their professionals understand our market, such as specific regulations and Dutch law surrounding municipality finance." All of this is built around a dedicated public sector SaaS model – which reduces the risk of a long, drawn-out deployment. "That's the 'wow' factor for me," says Kim. "Lots of organizations have these amazing ERP systems, but you're never 100% sure it's right for you – or it may require extensive configuration to meet its objectives. That's not the case with Unit4 ERPx. The public model gives us standardized workflows, but with the opportunity to easily adapt the parts we need."

## Define and manage budget

With Unit4 ERPx, Gemeente Delft can effectively manage its budget with a single source of truth. Data quality has also improved. Previously, a lot of work was done in Excel, but now almost everything is input directly in the ERP system.

Working with Excel was error-prone; multiple overviews related to the same subject were created, which often did not fully align.

This means budget managers and others can view budget dashboards, make proactive adjustments based on facts, and ensure complete transparency of costs and dependencies. "A budget manager can click on the dashboards we built in ERP and see all the relevant details. They also have a granular view, right down to individual invoices," says Kim.

Source-to-pay processes are likewise transformed. The team has the flexibility to assess and analyze the supply chain to monitor budgets and meet regulatory requirements. Contract management is faster too, thanks to pre-packaged templates.

And seamless integration with up to 25 other systems – including HR – allows Gemeente Delft to adapt faster to what's around the corner. Jurriën explains, "A budget manager might be alerted to the fact his or her budget is insufficient, or a new project is coming up. They can then adapt the budget to meet these new, unexpected events."

At a time when every public budget is under intense scrutiny, Unit4 ERPx is also helping to drive increased operational efficiency. Indeed, there are now 10% fewer people on the finance team. Where previously, for example, there were separate systems for finance data, reporting, projects, purchase requisition, and others, there is now one single source of truth. People save time by navigating one simple platform – and the data is valid, so there's no time wasted cross-referencing numbers of checking the data.

All of this is making the finance team a business partner to Gemeente Delft's operations. Jurriën concludes, "The finance team has become more of an advisor now, instead of being buried in spreadsheets. That's good news for our planning – and it's even nicer for the people who work with me."

