



TES x



The Welsh Parliament

case

The Welsh Parliament's aim is to facilitate long-term success as a strong, accessible, inclusive and forward looking democratic institution and legislature, that delivers effectively for the people of Wales.

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## The challenge

The Welsh Parliament needed an expenses solution integrated to their existing Dynamics NAV system, so as to ensure that the Members remain inline within the regulations set by The Remuneration Board.

The driver for change was new rules that came into force to control how its Members can use funds available to them.

## The solution

Understanding that this would not be an off-the-shelf system, the Welsh Parliament had to go through the full tender process.

They knew what they wanted the system to do, but didn't know how to go about it. Having been a customer of TES for some time, an understanding of their business needs was already established. TES were able to work to provide additional knowledge to their team answering any queries.

## The results

Once the solution was built, working within Microsoft Dynamics NAV means that all of the data is held together, whilst also being where the claims are created.

Budgets can now be reviewed across the board for sales and expenses within Dynamics NAV, and the live information can be constantly monitored. The module is also future-proof, allowing for budget reviews and future calculations with exact costs not just hypothetical ones. Finally, with the bespoke salary-point calculator and new staffing module, The Welsh Parliament could gain new insights by interrogating Dynamics NAV further.

**When we had TES going through the system with us directly, we made more progress in three or four days than throughout the whole journey. Having someone available, on hand and there for you was priceless.**

**Dean Beard**, Members' Business Support Manager





*Pictured:*  
**Chris Wilson**





# TES will get you there.

Imagine how good you would be at something if you'd done it every day for over 15 years!

TES has developed an extensive understanding of the pains commonly associated with the processes and systems adopted by charities. Long-standing deployment within the sector gives TES a leading edge as a UK Microsoft partner.

The passion for helping NFPs means TES is always on the lookout for ways to improve its own processes so that sector-specific needs can be fulfilled. To quantify this desire for continuous improvement, TES undertakes regular CSAT (Customer Satisfaction) and NPS (Net Promoter Score) surveys.



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## Total Enterprise Solutions

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