



PULSAR

Experience of Estonia in implementing financial accounting information systems

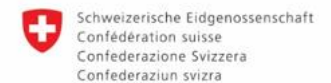
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Public Sector Accounting and Reporting Program

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Situation of Financial services in 2009



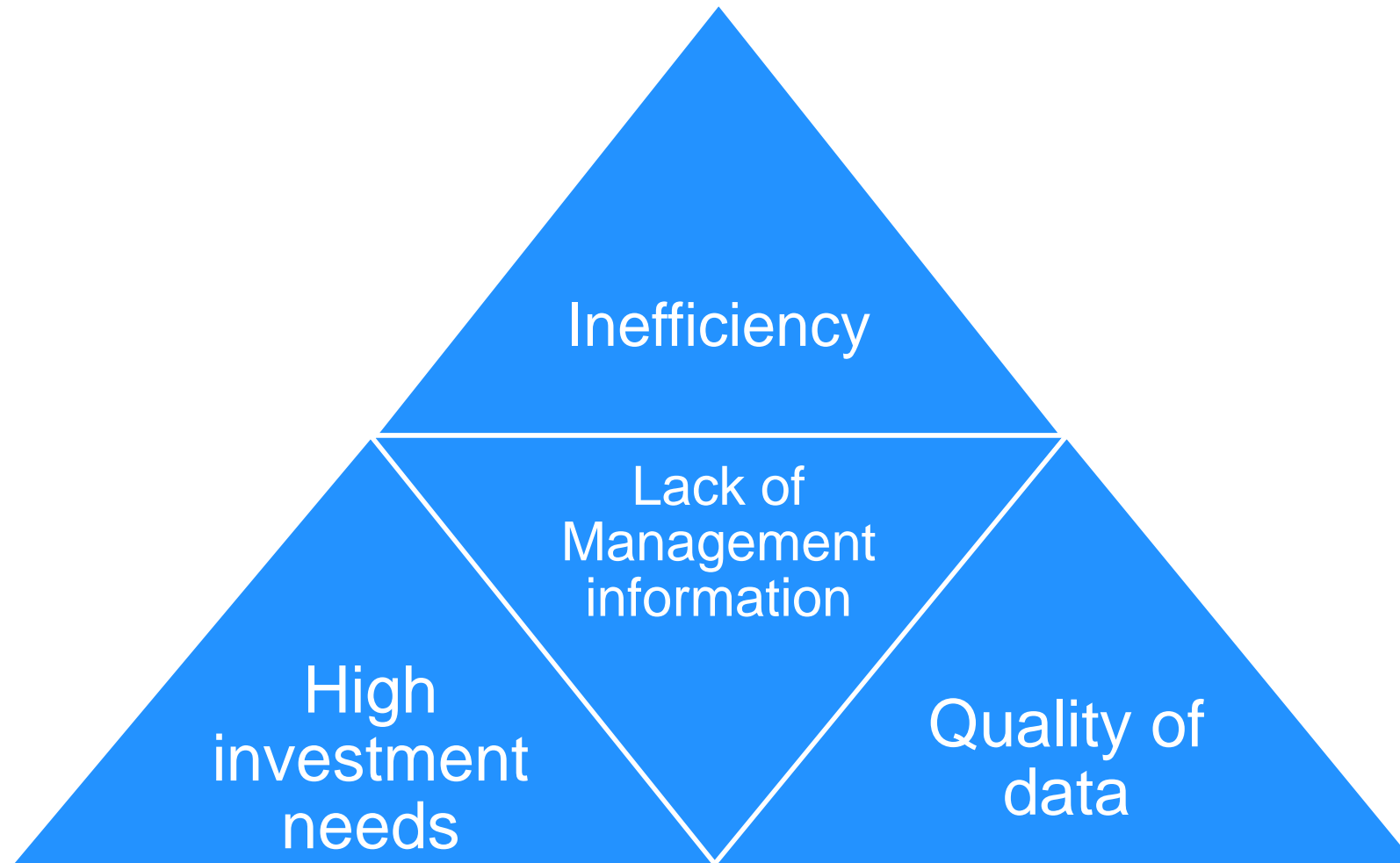
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- ✓ **253 state agencies (44 000 employees) with independent accounting and payroll calculation;**
- ✓ **14 different accounting and payroll software solutions;**
- ✓ **No common reporting system;**
- ✓ **Main function IT systems not linked to accounting software;**
- ✓ **Quality of services inconsistent (National Audit Office);**
- ✓ **Number of employees providing accounting services – 210**
- ✓ **Number of employees providing payroll services – 94**

Challenges



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Options



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Standardization

- Different IT systems
- Service within the agency



Common information system

- Common information system(s)
- Service within the agency



Centralization of support services

- Common information system(s)
- Service provided by centralised unit within the administrative area of ministry;



Shared Service Centre

- Common information system(s)
- Service provided by one unit to all state agencies;

State Government Decision



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IT solutions

- Common financial, personnel and payroll information system to all state agencies
- E-invoicing and web-based reporting system to the relevant accounting areas
- Integration of state core activity information systems to financial management-, personnel and payroll information system



Provision of services

- Centralisation of accounting-, personnel- and payroll services to State Shared Service Centre
- Implementation of operational models, which regulate the division of functions between government institutions and service provider

Project Goals



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Better
management
information

A green ribbon-shaped graphic with a white lightbulb icon at the top. Below the icon, the text "Better management information" is written in white. The ribbon has a 3D effect with a darker green shadow and a lighter green tip pointing downwards.

40% less
employees

A blue ribbon-shaped graphic with a white network icon at the top. Below the icon, the text "40% less employees" is written in white. The ribbon has a 3D effect with a darker blue shadow and a lighter blue tip pointing downwards.

Higher quality of
services

An orange ribbon-shaped graphic with a white globe icon at the top. Below the icon, the text "Higher quality of services" is written in white. The ribbon has a 3D effect with a darker orange shadow and a lighter orange tip pointing downwards.

Project activities



Common ERP

- Introduction of common financial accounting, HR data and Payroll information system (ERP)



Reporting System

- Development of web-based reporting system for financial and HR data both on central institutional level.



Self Service Portal

- Development of self-service information system for automatic data transmission.



E-Invoices

- Introduction of e-invoices for fast processing and automatic data transmission of financial data.



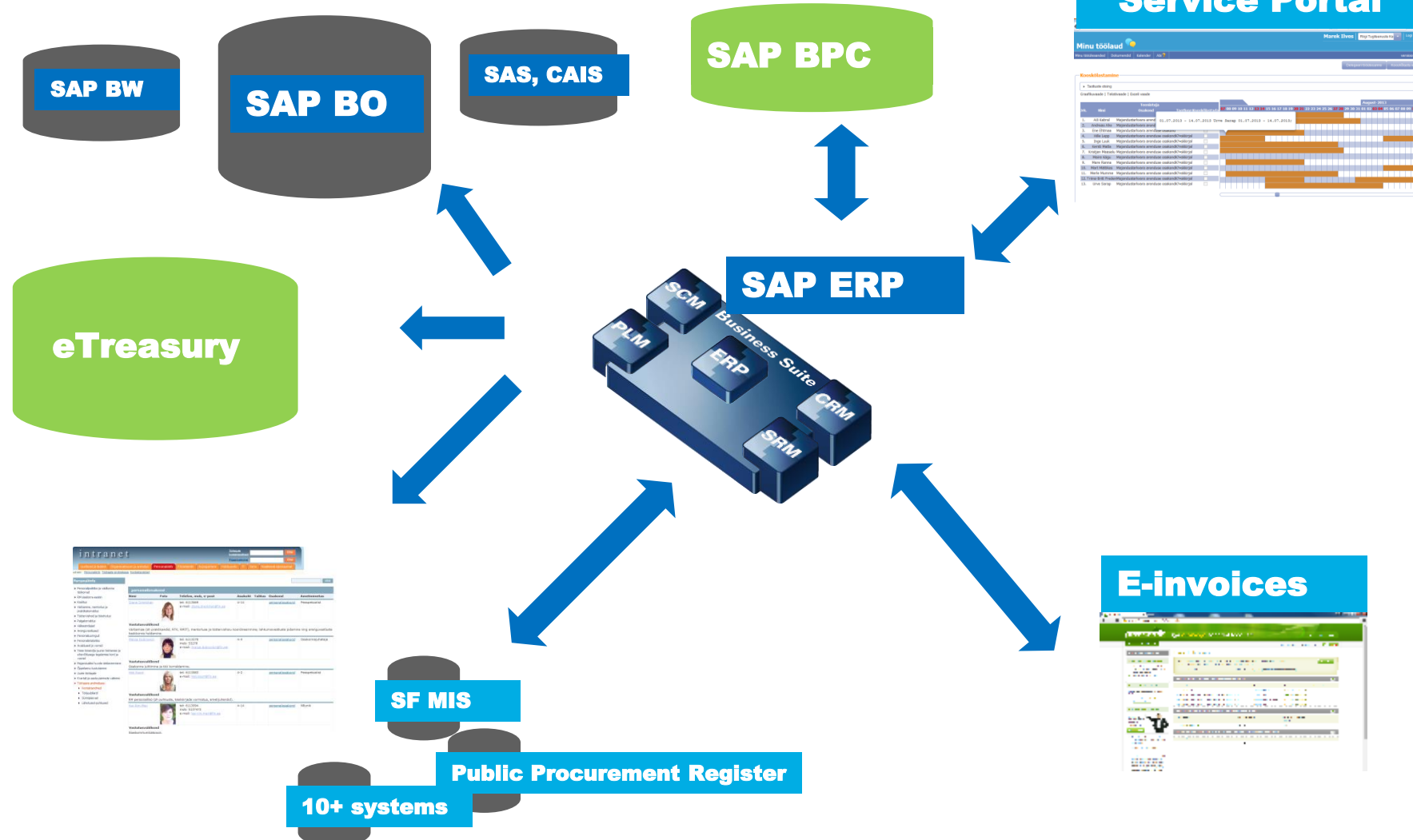
Provision of Services

- Centralization of accounting, HR data administration and payroll to State Shared Service Centre

Architecture of IFMIS



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Results



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Client satisfaction
8,5 points

- Growth 10%
- User-friendly IT-systems

High quality of
accounting

- Assessment of National Audit Office

Number of employees
-48%

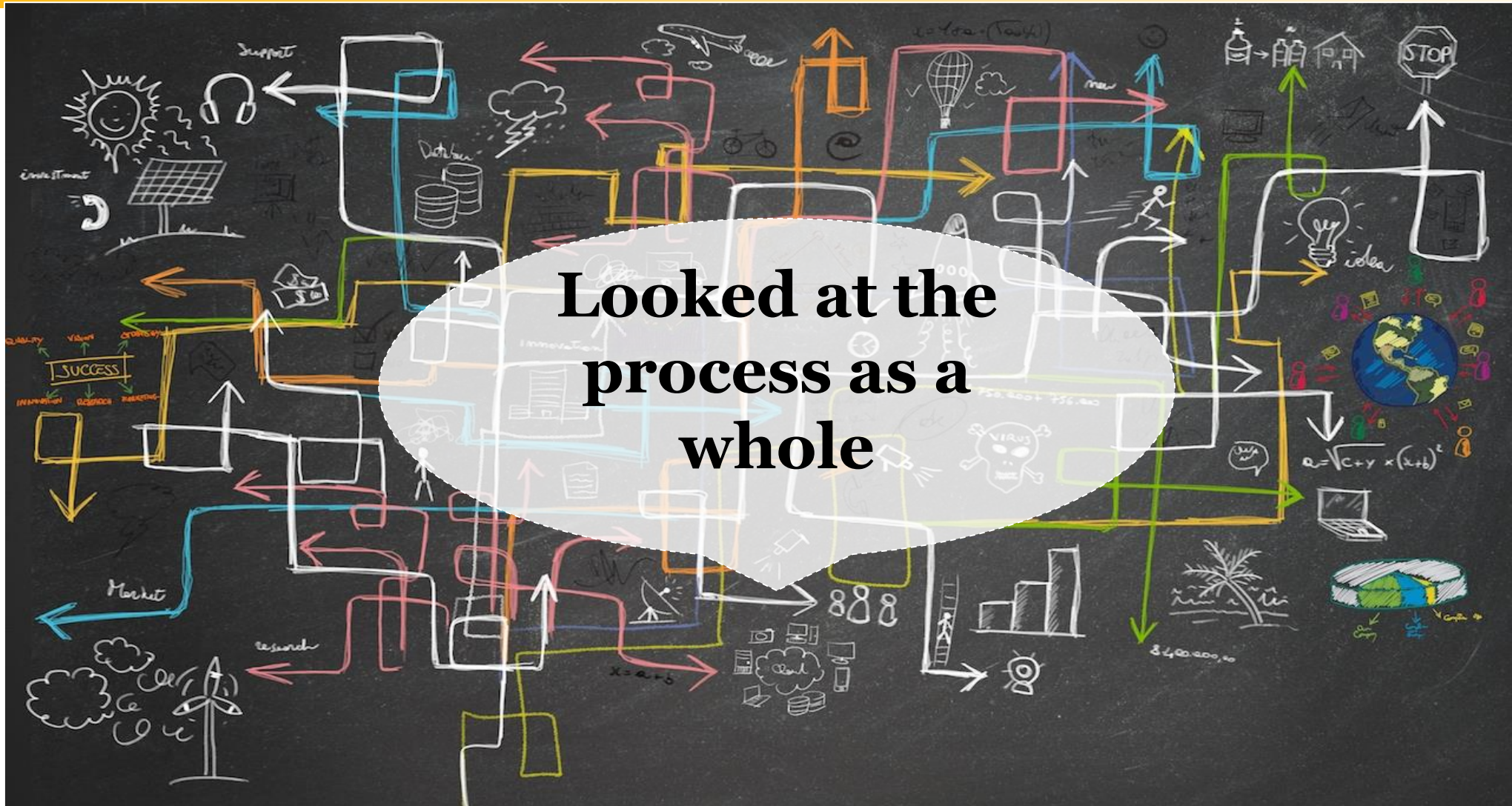
- 1026 invoices proceeded per accountant
- 1265 employees per payroll accountant

Management
information is available

- Satisfaction with availability 8,0 points
- Satisfaction with data quality 8,2 points

What brought success?

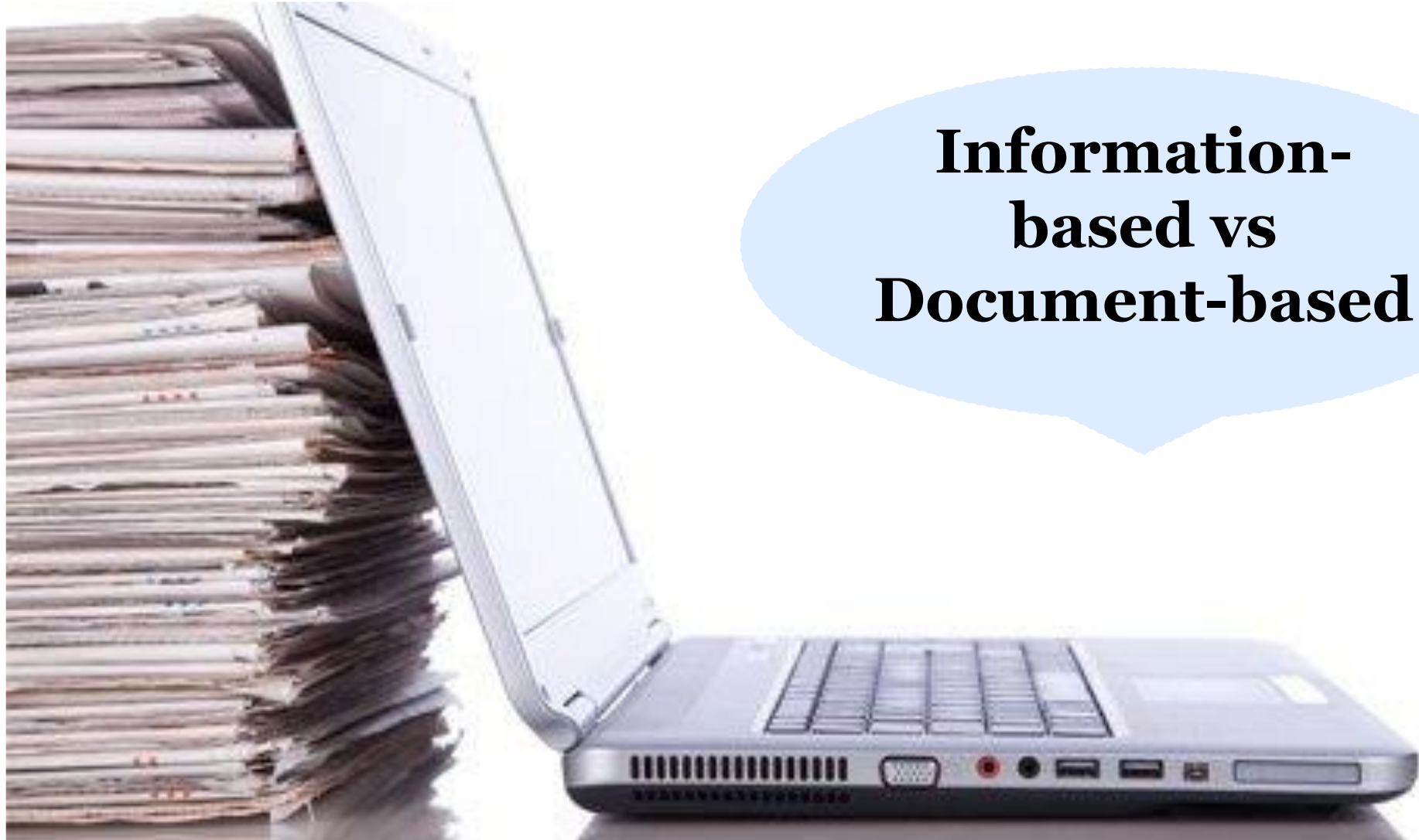
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What brought success?



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Situation of Financial services in 2009



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Provider of services
vs regulator