UNIT4

In Business for You

DELIVER MORE IMPACT

NONPROFIT

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Deliver more impact

Delivering social impact is your raison d'etre as a nonprofit organization, so anything that gets in the way of that must be reduced or eliminated. Technology can help, but it has to fit your needs and be approached strategically. With modern, cloud ERP systems designed specifically for the sector, you can transform your cost base and your people's work experience – to ultimately transform the world.

Whether your organization's mission is to reduce poverty and hunger, improve health and education, promote equality and justice, or protect the environment, you want to do more for your mission.

Barriers to impact

Unfortunately, there are many barriers to delivering impact. You may find:

- you can't raise enough money or allocate it efficiently enough
- you lack the flexibility to respond quickly to demand
- it's difficult to get hold of the data you need to make good decisions
- it's time-consuming and error-prone to satisfy institutional donor reporting requirements
- you have high indirect costs

Impact booster

On the upside, there is a way you can boost capacity and deliver more impact. Many nonprofits have found that the right kind of business software helps them remove these barriers by giving them the ability to:

- coordinate fundraising and delivery partners in the field
- optimize funding allocation
- get their hands on the data they need to manage operations
- report to donors accurately and easily in the different formats they require
- automate time-consuming administrative tasks
- improve the People Experience so their employees are empowered to make a real difference

For example, by using Unit4 ERP, Heifer International — whose mission is to end hunger and poverty — achieved a 70 percent increase in program impact, which meant it could help an additional 1.3 million people over three years.

Technology isn't the only lever for increasing impact, but it can make a big difference across your organization, and a holistic transformation strategy that considers people, process and technology can create a positive change culture to carry that transformational momentum forward. It's something that's under your control and it needn't be difficult or expensive to implement.

How technology enables impact

Technology is redefining how people interact with nonprofits. Implemented well, it can promote more engagement among donors, staff and partners — and engagement is a strong driver of impact. By automating repetitive administrative tasks that bore your people, technology reduces frustration and gives them more time and energy to work for the mission.

In today's competitive recruitment environment, you also need a modern technology infrastructure to attract, retain and engage the talent necessary to sustain your organization's development into the future.

But not all technology is created equal.

The wrong kind of technology

Not purpose-built

Traditional enterprise resource planning (ERP) software was developed for the manufacturing industry. It was designed to handle high volume processes where there's a direct connection between inputs and outputs, and the operating environment is relatively predictable. Nonprofits that try to use traditional ERP systems find themselves having to force-fit complex, people- and project-based processes into a framework that isn't flexible enough to accommodate them.

Fragmented

Many software solutions aren't integrated, forcing you to either manually integrate them or create a shared data repository so they can talk to each other. A certain amount of time-consuming, manual reconciliation work and syncing usually remain.

End-of-life

Older systems tend to be inflexible, slow to respond, and vulnerable to cybersecurity attacks. As they age and move toward end-of-life, vendors may no longer develop updates or support them, so they become more expensive to maintain.

Extra indirect cost

Traditional IT procurement models involve an upfront capital purchase and a standing maintenance charge, both of which have to be accounted for as indirect costs.

The right kind of technology

Purpose-built

Systems designed for the nonprofit sector are better than traditional ERPs at co-ordinating the numerous stakeholders, donors, member organizations and delivery partners involved in the intricate, project-based work of nonprofits and NGOs.

Optimized funding

The right kind of technology can completely transform your funding allocation. A good grant allocation engine allows project spending to be allocated to the optimal source of funding, resulting in more spend allocated to grants and more spend reported and reimbursed from donors. Another more indirect outcome is that reliable grantees receive more funding since they provide better reporting and comply more exactly to the donor requirements.

Easy to change

Flexible technology built on low-code/no-code principles is quick and easy to configure and change without the help of expert IT staff, even after implementation. This helps your organization respond to demand, initiate projects and allocate funds. Plus, your people are empowered to start delivering impact quickly and have the power to innovate in the future.

Accessible data

Good technology makes it easy for everyone — including mobile field workers — to capture, collate and analyze data from across the organization and use it to make prompt, accurate decisions that optimize impact.

Donor-compliant

With the right technology, it's no longer time-consuming or difficult to report to multiple institutional donors in the diverse formats they require and to demonstrate adherence to grant conditions.

Mobile-enabled

Because they're hosted in the cloud, modern ERPs are accessible from anywhere and, when used in conjunction with mobile apps, users can get the same experience in the field as at HQ.

Empower people

By automating time-consuming, administrative tasks, and even providing digital assistants to help complete common tasks or answer questions, the right ERP platform frees up people's time, enabling them to focus their energy on the mission and giving them the tools to deliver more impact.

How the right software removes barriers

Global Green Growth Institute (GGGI) is a treaty-based international organization with a mission from the United Nations Conference on Sustainable Development to help developing country governments transition toward a model of economic growth that is environmentally sustainable and socially inclusive.

Its challenge

GGGI was facing the challenge of interfacing with the diverse operational models in the 27 countries it collaborates with. Business processes were hampered by inflexibility and poor interoperability between multiple aging systems, making it hard to even report on key results.

"We wanted a system that is user friendly, can produce real-time information, breaks the barriers of distance working in multiple countries, allows us to report back to donors with precise and accurate information, and finally build a controlled environment."

Sivabalan Muthusamy, Director of Finance, GGGI

Our solution

With Unit4 ERP, GGGI has been able to integrate all its different systems into single platform. This has given it the ability to automate many tasks and approvals, and reduce lag time across geographic spread that used to be a barrier to quick and efficient operations. For example, an approval process that used to take 5 days now takes only 1 or 2 and can be accessed any time from any device as needed.

"Having been in an IT career my entire like, dealing with financial systems that evolved to the ERP systems, Unit4 Business World [Unit4 ERP] is the most highly configurable and flexible system I have ever dealt with. For not-for-profit organizations like us, it provides opportunities for scalability."

Rainelda Ampil, Senior Officer ERPP, GGGI

The benefits

GGGI has seen real benefits in terms of efficiency and effectiveness. It is now able to see data in real-time and provide its people self-service solutions that make collaboration across their operations more impactful, encouraging further innovations in productivity. As a Unit4 cloud customer, GGGI is fully confident in its compliance with international standards and use of best practices for IT governance. Paperless reporting, project management, and efficient fund management have all improved since GGGI implemented Unit4 ERP, allowing it to put more resources into its program development and delivery.

"With Unit4 Business World [Unit4 ERP], we've broken the barrier; the system is instantly available, it's user-friendly and particularly gives us real-time information which is very useful for management decision making."

Sivabalan Muthusamy, Director of Finance, GGGI

Let's look at how improving your people's experience helps them deliver more impact >>>

The People Experience: for those whose work is helping others

Nonprofits can achieve transformative results in impact delivery by using software designed with people's experience in mind.

People Experience is about much more than user interface. It's the approach Unit4 applies to develop software that prioritizes human impact to make work more intuitive, effective and inspiring.

Nonprofit software designed on this principle puts users in control. It's easy for people to set up and change things themselves for each new project. It's easy to extend or integrate with other software as necessary. It runs in the cloud so everyone can access it from anywhere. And it uses artificial intelligence to automate low-value tasks.

The net result is that it allows people to focus on what matters – delivering more impact.

The effect on people's everyday working lives

Software designed with people in mind dramatically improves people's daily experience at work by giving them:

- **Visibility** – People can see the resources available to a project, check that money isn't being spent inappropriately or too quickly, and forecast when more resources will be required.
- **Access** – Each person has access to the information they need to do their job, with individualized workspaces for different teams like finance, HR and project management.
- **Mobility** – In the nonprofit sector, people move around within their organizations. With people-centric software, you can just click and drag their record to a new department or project.

- **Immediacy** – Field workers who have to make purchases on the move can use a digital assistant that checks policy, verifies their entitlement, submits expense reports, and automatically assigns the cost to the project budget. Your people can snap a picture of receipts on their phones and it's all sorted in seconds.
- **Compliance** – Every donor and grant has different conditions attached. People-centric software makes it easy to set up reports the way the donor requires them so you can compliantly report on the current project and present results to secure future funding.
- **Empowerment** – Overall, software that delivers a good People Experience empowers workers, makes them feel engaged, and frees them up to get on with delivering more impact.

War Child helps children affected by conflict. Before the organization partnered with Unit4, it was using several different, disconnected, on-premise ERP systems. Here's the effect our software had on its people's experience.

"**The beauty of installing these Unit4 solutions is that we can use our own internal implementation staff. We don't have to hire or pay for the usual software vendor army of highly priced, external ERP consultants.**"

Fiona Buruma, Head of Finance, War Child

Start delivering more impact today

One of the quickest and easiest ways to deliver more impact is to start using the right kind of enterprise software. It can help you achieve more effective projects, satisfy your donors, empower your people and ultimately deliver more impact to those who need you most.

Find out how Unit4 can help you deliver more impact.

For more information go to:
unit4.com

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