

# WAR CHILD STORY



## Fiona Buruma, Director of Finance and Operations

### Tell us about War Child

War Child is an organization dedicated to the millions of children affected by conflict. Our mission is for children to overcome their experiences, develop to their full potential, and contribute to a peaceful future. We help this happen in five ways:

- Protecting children from armed conflict.
- Improving access to relevant, quality education.
- Offering support to regain self-esteem and rebuild relationships with friends and families.
- Training in skills and business to offer a real chance at a better future.
- Helping children and young people understand and claim their rights.

### How has Unit4 Business World impacted your business?

Before we chose Unit4 we had several different ERP systems in our countries. They were not connected and not in the cloud. It was very hard for us to do global reporting and to have live information from those systems.

#### Fast facts:

- Not-for-Profit
- 450 associates
- 10 offices in Africa, Asia, South America, Middle East
- Unit4 Business World M7 on Azure: Finance, Procurement, Project Management, HR

#### Outcomes:

- 20% time savings for reporting in first year; 50% expected
- Better utilization of funds to support the mission
- Worry-free back-up, updates and security

We had to put together different Excel sheets and to manually combine.

With Business World we have all information worldwide in one system and accessible from every location we work. Business World is flexible and allows us to track our funding, grants and the different projects we have. With that we can comply with donor requirements, which are getting more and more complex.

Having all data, obligations, grants in one integrated system helps us utilize our funds more efficiently, and track them better to ultimately support our mission. Management reporting has improved to be able to make better informed operational and strategic decisions.

### What has been the biggest challenge in implementing Business World?


By far it has been change management, which was way more difficult than we expected. We thought we prepared the organization well, but it wasn't enough. Implementing a new ERP system has a huge impact on the organisation and its employees which cannot be underestimated

## What would you recommend to others undertaking this journey?

- Communicate earlier and more than you think you need to all the stakeholders about what to expect and the value.
- Roll the solution out gradually – not in a big bang. This is both in terms of functionality and geography.
- Start with the basic functionality to get comfortable with the set up and how everything works. Keep it simple. We started with a small group using finance and procurement and later added HR, expense claims and other modules that impacted the larger organization. This gave us an opportunity to get feedback and improve the system before the larger roll out.
- Make the initial group key users and ambassadors. They can give advice to the new users as they come on.
- Make sure you have a few great capabilities that users will be enthusiastic about. You need them to see benefits at an early stage to counteract any issues or negativity that may arise in the process. It takes patience and perseverance from the organization and having some nice benefits keeps them motivated and engaged.
- Don't replicate all the processes that you were doing in your old system. Use the standard solution without custom builds and change your processes to fit the system. We used this as an opportunity to redesign our processes and become more efficient. Look at your business with an open mind.

Fiona would love to share more of her story and learn about yours, so email  
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## About Fiona



Fiona has worked for War Child for seven years. As Director Finance and Operations Support she is responsible for Financial Accounting, Financial Control, Legal, Logistics and Internal Audit. She is driven by the passion to ensure that funds entrusted to the organisation are spent well on War Child's mission. Besides donations from individuals, War Child manages grants from governments and institutional donors such as the EU and UN agencies. She thoroughly enjoys working in an international environment and leading a culturally diverse team spread over various continents.

Fiona lives in the Netherlands near the beach with her family of four. She enjoys sailing, playing field hockey and is practicing her swimming, running and bicycling skills in preparation for her first triathlon.



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