

## Norwegian People's Aid

Norwegian People's Aid is a complex global enterprise with strict reporting requirements. Unit4's ERP solution has brought clear benefits to the organization, which is now able to work smarter.

Norwegian People's Aid (NPA) is the aid organization of the Norwegian trade union movement and has more than 400 projects in progress in over 30 countries. Around the world the organization has around 400 partners, including donors such as the Norwegian Agency for Development Cooperation (NORAD), the Ministries of Foreign Affairs in Norway and Sweden, the EU and the US State Department. "It's no exaggeration to say that we are a demanding client," says Eli Voksø, NPA's Head of Administration.

### American Audit

NPA receives more support from the US State Department than any other non-American aid organization. Last year this funding amounted to \$24 million USD. Not all organizations qualify for funds from this US donor, since strict reporting requirements are set.

"They demand their own audit. We prepared our reports in Unit4 Business World based on the strict US requirements," explains Voksø.

NPA's support from the US State Department helped build the first landing strip to bring food supplies into Sudan. Together they formed an air bridge into the country during the Sudanese civil war.

### Improved Cooperation

NPA was one of the first humanitarian aid organizations to implement a worldwide ERP solution. Where broadband is not available, it communicates via satellite. The Unit4 solution was implemented first in Norway, Nicaragua and Angola in May 2004. Later the same year the solution was rolled out to NPA's other 17 sites abroad.

"Previously our field offices were run as independent units. They transferred files to our head office in Oslo once a month, but the quality of the reports varied. We only got the final result when the audit was carried out. After implementing Unit4 solutions throughout the organization our head office became regarded as a resource centre. At the same time, we and our field offices got real time financial information and we now benefit from very good cooperation with the field offices," says NPA's Head of Administration.

### Smarter Working

"It has also made it easier to utilize our human resources at our field offices. We have an excellent Finance Manager in Belgrade, for example, who we can also make good use of in Nairobi. It makes moving people around more efficient," she asserts.

Voksø reports that implementing Unit4 Business World has also increased NPA's visibility. The data is of high quality, allowing the organization to carry out useful analysis. They also have better control. Now they can see who is doing what at all times, and can access this information just as easily, whether in Sudan or Norway.

"Business World gives us a completely different kind of control and enables us to manage things to a greater degree than we were previously able to. The solution also enables us to work much smarter and has provided unique efficiency improvements. We purposely use the system to streamline operations and bring benefits," she says.



## High Focus on Costs

Naturally enough, many bodies cast a critical eye over how aid organizations' funds are spent. NPA's overheads amount to around eight percent of its turnover, which is considered low.

"Unit4 contributes to improving efficiency. In the past, for example, we had piles of invoices waiting to be approved, but now we scan everything in," she points out.

NPA uses almost the entire Unit4 solutions portfolio (Finance - Payroll - Projects - Logistics). "Our investment in Unit4 software has been worth every penny and the benefits have been felt sooner than expected. Cooperation with our field offices, for example, has become extremely good in a short time. We also have a good relationship with Unit4 as a company and are very pleased with their helpful attitude," says NPA's Head of Administration Eli Voksø.

## About Norwegian People's Aid

- Norwegian People's Aid is the humanitarian solidarity organization of the Norwegian trade union movement. The organization has around 12,000 members organized in local groups across Norway.
- First aid, mountain rescue and being prepared for disasters form a central part of the groups' activities. Other areas of activity include managing refugee reception centers and volunteer centers, anti-racist activities and work for the elderly and disabled.
- Internationally Norwegian People's Aid is involved in over 30 countries and is one of the world's foremost organizations in the area of humanitarian mine clearance.

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## About Unit4

Unit4 is a leading provider of enterprise applications empowering people in service organizations. With annual revenue north of 500M Euro and more than 4000 employees world-wide, Unit4 delivers ERP, industry-focused and best-in-class applications. Thousands of organizations from sectors including professional services, education, public services, not-for-profit, real estate, wholesale, and financial services benefit from Unit4 solutions. Unit4 is in business for people.

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