



S U C C E S S S T O R Y

A non-profit on a mission to work smarter, not harder.

Background

THINK TB & HIV Investigative Network is an organisation that conducts internationally acclaimed clinical research to develop vaccines, new diagnostic tools and treatment regimens for TB and HIV. Since its founding in 2013, THINK has provided over 130 000 people with treatment adherence counselling and support.

As a health delivery and research organisation, THINK is supported by international research institutions, the pharmaceutical industry and global health partners including Global Fund, USAID and Doctors Without Borders (MSF).

THINK currently has 300 employees; however, this varies depending on the number of projects they have running at any given point in time. Their head office is in Durban, South Africa and they operate across multiple locations throughout the country.

With all they have achieved, THINK's teams are not resting on their laurels. They have plans to grow and contribute more to the communities they serve.



Company
THINK

Location
South Africa

Industry
Healthcare NGO

Solutions
**Sage Intacct
Sage 300 People**

Partner
SynergERP

Project Background

THINK had been using Sage 50 (formerly Sage Pastel Partner) as their financial management system. As the organisation grew, they started to look for an ERP solution that would help them to work more efficiently across the organisation. “I believe in working smarter, not harder,” said Trevor Mvundura, CFO at THINK, “and I look to technology to support this aim.”

When THINK started looking at ERP solutions Trevor explains “I was looking for software that would cut down at least 50% of our administration - pushing paper, spending time on Excel and creating reports.” THINK needs access to approval workflows and financial reports at the click of a button.

As a growing non-profit looking to work across borders, they required a solution that would support their multi-currency operations and be scalable to support the organisation as it grows and takes on new programmes, projects and donors.

THINK is a tech-savvy organisation. An example of this is the way they use apps to simplify data collection in the field during their clinical trials. This means that the operations supporting the fieldwork need to stay technology-forward too.

The payroll function had previously been outsourced and THINK were considering bringing this in-house, so they were looking for a solution that would easily integrate with their financial management system.

Challenges Faced by a Non-profit

In the non-profit sector, reporting and compliance are a critical part of the operations as funders need to see how their funds are being allocated to achieve the best outcomes.

THINK currently has good relationships with their funders and they wished to maintain these through transparency, accountability and providing clean audits. Consequently, any technology they invested in needed to support real-time reporting and easy audit management.

THINK has an organisational culture they describe as “freedom of responsibility”, which means that employees may work as they choose if they meet the required outputs and deadlines. This meant that they required a cloud solution that would support this culture, empowering the team to work from anywhere, anytime.

Due to limitations in the previous system, THINK was forced to create and treat each project as a separate entity, but this workaround made reporting complicated.

There was also a limit on the number of bank accounts that could be set up in the old system. THINK generally needs two bank accounts per project so, at any given time they may require 30+ active bank accounts.



Funders also request reporting to be done in their currency and for different periods because of their different year-ends. Sage Intacct provides this level of flexibility, enabling multi-currency reporting, and user-defined reporting periods.

Mvundura said, “I have a rule that if a funder asks for a report, I have to be able to produce it in 24 hours,” this ensures the best processes are in place and helps to build confidence in the organisation.

For HR management, because of the way that the organisation operates, most employees are on fixed-term contracts that align with projects. THINK required the ability to easily update contracts running over different periods and manage projects with different staffing requirements.

Benefits of Sage Intacct

After consideration of other software vendors, Sage Intacct was chosen because of its innate ability to manage and report against multiple projects, in a manner that demonstrates the effectiveness, transparency and financial responsibility expected by the various funders.

Sage Intacct provided the ability for THINK to work with real-time data and use dashboards for analysis. Reporting to funders was simplified, and information could be provided quickly when requested.

When meeting with funders, dashboards make it easy to convey the organisation’s current position and actions that may be required. “It’s live decision-making,” said Mvundura.

Benefits of Integrated HR

In choosing Sage 300 People to manage HR and Payroll, THINK ensured that their HR function could easily be integrated with their finance function, and payroll could be managed internally going forward.

“You can access Sage 300 People on the go and it’s an easy platform to work on,” said Mvundura.

Working with SynergERP

A critical point in the decision-making process for THINK was the support that they would receive after the software implementation. They were looking for a partner that could work alongside them, that understood their business and would be there to help them realise the full value of their system.

“

The support from SynergERP has been exceptional. I've done a lot of software implementations in my time and this was the best.”

Trevor Mvundura *CFO, THINK*

Next Steps

Now that THINK's finance team are up and running on Sage Intacct, the next phase of their project will be setting up the purchasing functionality. This will enable THINK's project managers to follow an automated purchasing process in line with any unique requirements and approvals, at the same time allowing users to monitor budget vs. actuals on a per project basis.

Similar approval processes will also apply to the Sage 300 People implementation, for example, certain users will be able to amend salaries, or put in a request to recruit, etc. depending on their job role and level of access.

As part of their next steps, managers will be given access to the HR data so that they can view a list of their staff members for each site or project, and they will also be able to create dashboards to help them manage their employees' activity.

Results that Matter

Mvundura said, “We were spending a lot of time on processing data and not spending the time on analysing the information and identifying areas requiring improvement.” The time it took THINK to load an invoice, get the necessary approvals and process the payment, has been cut down by 30% in the first month of using Sage Intacct.

Mvundura also explained, “It's easier for me, as the CFO, it has cut down on the time to do consolidations, now I can produce a consolidated trial balance for all the projects we have, without opening an Excel document.” THINK has run a simulation that demonstrates that it will be quicker for them to produce financials after year-end and the audit process will be simplified as they're able to give auditors direct access to all information in the system.

sage Intacct

Key Outcomes

- The scalable and flexible nature of Sage Intacct supports current and future business requirements for THINK.
- They have cut down manual processes, with a 30% improvement in the time spent on payments during the first month.
- They can analyse financials and report to stakeholders quickly and in different formats and produce audit-ready financials in a timely manner.

Technology helping non-profits to make a difference.



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