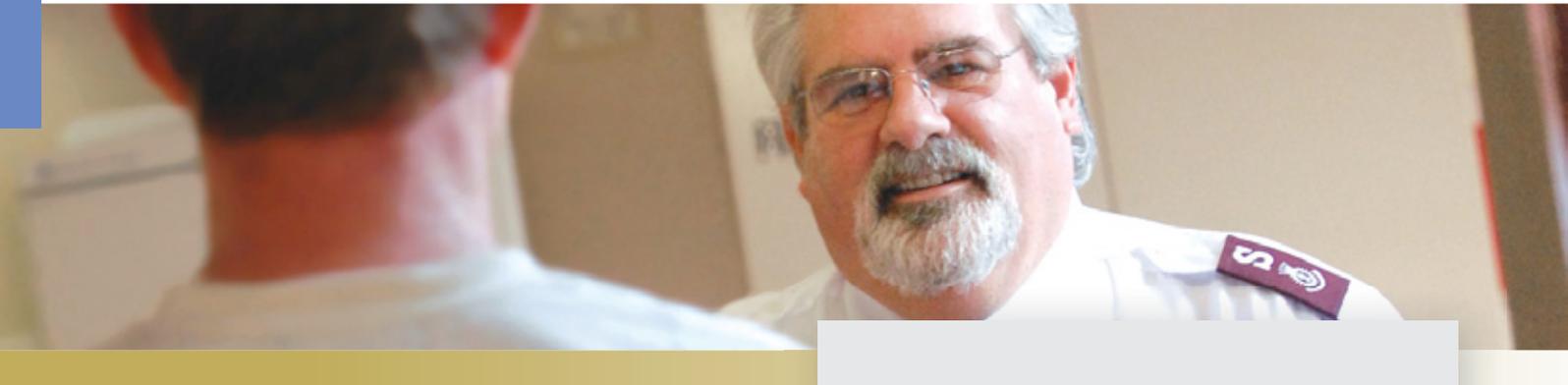# The Salvation Army

The Challenge

The Salvation Army Australia Eastern Territory operation is faced with the same challenge facing most charities – how to drive the charity dollar further by reducing costs, improving the efficiency of its business processes and managing and centralising information as its revenues and staff numbers grow.

The Solution

The Salvation Army has improved business processes including the management of finance, supply chain, asset and property management – not only to overcome fragmentation of information but also to speed up the flow of information.

The Outcome

The time taken to produce end of month reports has almost halved since replacing the decentralised finance system in the late 1990s, while TechnologyOne's Customer Relationship Management (CRM) and Asset Management software solutions have helped deliver improvements in risk management.

The Salvation Army at a glance

4,500 staff

650 Salvation Army corps and social centres

Operating in Australia since **1880**

$334 million revenue

The Salvation Army Australia Eastern Territory operation, which includes Queensland, New South Wales and the Australian Capital Territory, has more than 4500 staff and some 650 Salvation Army corps and social centres (including aged care, drug and alcohol programs, crisis accommodation, counselling services and emergency services).

Solution

TechnologyOne Financials, TechnologyOne Asset Management and TechnologyOne Customer Relationship Management.

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Transforming business, making life simple

> "... we believe TechnologyOne is at the forefront of software development, knowledge and processes. They give us powerful and advanced technology solutions for our business...TechnologyOne takes responsibility for both the sale and implementation of its solutions." Walter Pratt, Systems Accounting Program Analyst

Financials solution delivers multiple benefits

The Salvation Army implemented TechnologyOne Financials in 1998 to aggregate more than 2,700 bank accounts, reduce bank fees and charges, get a better rate of interest on its cash, plus avoid overdrawn fees.

The Salvation Army Australia Eastern Territory Systems Accounting Program Analyst, Walter Pratt, believes the key to the system's flexibility is its multi-ledger design, which provides users with the ability to track, monitor, control, analyse and report on any information within the database.

"For us, this is a key benefit as we are able to build functions and ledgers according to our unique requirements. The TechnologyOne Financials solution enables us not only to report information but also to 'slice and dice' the information so as to present it in different ways according to the varying needs of users," he said.

A second benefit is that by centralising the collection of data and the accounting function, the Salvos have been able to improve the quality of the data and reduce the time taken to produce various financials such as month-end and year-end reports.

A growing partnership

For over a decade, the organisation has had TechnologyOne Financials at the heart of its system and over time has added to the mix a number of other software solutions.

According to Mr Pratt, there are two main reasons why the organisation continues to add new modules.

"The first is that we believe TechnologyOne is at the forefront of software development, knowledge and processes. They give us powerful and advanced technology solutions for our business. The second is that TechnologyOne takes responsibility for both the sale and implementation of its solutions," he said.

Managing facilities, properties and leases

The Salvation Army have recently added TechnologyOne Asset Management, to support the facilities management requirements of the Aged Care Plus division and TechnologyOne CRM, to manage the large number of properties and leases managed by the organisation.

"The Asset Management solution will help us manage the leasing, warranties and maintenance of our IT equipment," Salvation Army Australia Eastern Territory Systems Accountant, Robert Brooks, said.

"We also have a large number of owned and leased properties to manage, which includes purchase, sale, lease, construction, refurbishment and maintenance. We have internal processes for planning projects and maintenance and to manage internal loans. We lease a number of commercial premises for the operation of our Salvos stores plus a small number of South Australian owned properties are on lease to third parties."

The Salvation Army plans to utilise TechnologyOne CRM to satisfy its property management requirements.

"These solutions will also have a role to play in ensuring that in the event of an audit of all of our assets – be it cars, computers or properties – we will pass with flying colours," Mr Brooks said.

"With these two new solutions from TechnologyOne, our aim is to further centralise information – which is currently somewhat fragmented – and link information coming in via either Asset Management or CRM back to our Financials solution."

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