



AMNESTY INTERNATIONAL

Accelerated process, increased visibility: Amnesty International chooses TouchstoneFMS.

SOLUTION SNAPSHOT

Solution:

- iPos and Spindle alongside SunSystems

Benefits:

- Pre-approval of expenditure
- Real time budget visibility
- Eliminate delays in reporting
- Reduce paper, increase control and save costs
- Increased donor visibility of expenditure

The client

Founded in 1961, Amnesty International (Amnesty) is a non-governmental organisation focused on human rights with over three million members and supporters around the world. Amnesty draws attention to human rights abuses and works to mobilise public opinion to put pressure on governments that let abuse take place. The organisation was awarded the 1977 Nobel Peace Prize for its campaign against torture, and the United Nations Prize in the Field of Human Rights in 1978.

Believed by many to set the standard for the movement, Amnesty has the longest history and broadest name recognition in human rights. It is politically and financially independent of any government, political ideology, economic interest or religion.

All governance, programmes and policies are non-partisan, independent of specific governments, political parties and the business sector.

Amnesty is financed largely by fees and donations from its worldwide membership alongside grants from the UK Department for International Development, the European Commission and the United States State Department.

The challenge

As such a high profile organisation it is critical that Amnesty can justify all expenditure to donors. Though Amnesty does have a lot of 'unrestricted' donors who do not specify where they would prefer their funds should be spent, there is also have a substantial number of donors who identify which projects or causes they would like to see their money go to.

A further complication arises as Amnesty uses unrestricted donations to create pooled funds for regions that cannot fundraise themselves. Again, the movement of this money has to be carefully tracked and reported.

The **smarter** way

Despite having a financial management application in place, Amnesty's use of manual invoice, remittance and purchasing processes led to delays, lack of visibility and accuracy in reporting.

As part of this situation, there was no pre-approval of purchase orders in place, leading to delays in tracking expenditure. As a result, Amnesty implemented a new purchasing policy that mandated pre-approval of expenditure, linking it to specific codes for programmes and departments.

The solution

As an existing Infor SunSystems user for financials, Amnesty turned to TouchstoneFMS to provide the technological support for this new policy. Chosen because of its extensive experience in the third sector and its close relationship with Infor, TouchstoneFMS specified, demonstrated and implemented the iPOS Procurement (iPOS) module.

The iPOS solution offers 'order to pay' process workflow for all business processes, as well as process and procurement analytics. The only product built exclusively for and providing seamless integration with SunSystems iPOS delivers business benefits with the lowest cost of ownership of any procurement solution for SunSystems.

As well as being the most cost effective option for Amnesty, iPOS was chosen as it includes a module to handle contract issues, an intuitive interface, a range of reporting options and – critically – continually updated budget checking.

Sabeena Bagol, Finance Director, Amnesty International comments:

"We looked at a lot of locally based technology partners and went with TouchstoneFMS as it was clear they could deliver not only support for our Infor investment, but also superior service. The enthusiastic adoption of iPOS has enabled us to realise the benefits of implementation much sooner than expected."

In addition to iPOS, TouchstoneFMS also delivered Spindle Professional to automate invoices and remittances. Spindle automatically sends these documents out by email, drastically reducing paper based documents to external audiences and eliminating them for internal use within Amnesty.

The benefits

Programme directors at Amnesty can now interrogate real time budgets and the elimination of paper-based accruals has made budgeting and reporting faster and more accurate.

Bagol continues: We must track expenditure at a very granular level. Pre-approved expenditure goes one step further and enables us to see how these funds are being used in real time.

Spindle Professional has also delivered significant cost savings on stationery, postage and staff administration, as well as automating routine communications, reducing human error. The application has so far saved four days a month in the accounts payable department.

In addition, for those external customers that demanded a paper based statement, often because of a simple lack of email address, Amnesty has been able to undertake a focused customer information improvement programme that has enhanced the quality of the data held.

Looking to the future, Amnesty plans to further expand the use of Infor SunSystems and iPOS to gain financial and expenditure control on a global basis. This will include the implementation of the Infor SunSystems Corporate Allocations module that will automate the apportionment of expenditure to individual projects, providing even greater visibility for donors of fund related expenditure.

Bagol concludes: "We are one of the most high profile organisations in the world, with a complex, unique structure and handling millions of pounds in donations. That demands world-class governance and total transparency and visibility. The technology and service from TouchstoneFMS has enabled us to realise this insight and we look forward to building on the relationship."

FIND OUT MORE:

Touchstone FMS empowers you to make informed financial decisions.

T +44 (0)20 7121 4702 | E info@touchstonefms.co.uk | W touchstonefms.co.uk