

Modern, connected ERP supports life-saving medical care around the world



Medical Teams International



Unit4 provides Medical Teams International with a single, connected enterprise resource planning (ERP) platform to maximize resources, reduce costs, and increase accountability – ultimately driving more impactful programs.

As the modern, cloud-based system is steadily rolled out worldwide, staff will have the trusted data at hand to better manage people, projects, grants, and funding.

Key benefits include:

- Single, connected view of financial processes supporting more agile, controlled delivery of humanitarian aid programs worldwide
- Accurate, complete finance and HR visibility for improved accountability and compliance
- ERP platform designed specifically for nonprofits accelerates worldwide roll-out
- Cloud platform ensures low TCO, flexibility, and repeatability as the organization grows

Care for people in crisis

Medical Teams International provides life-saving medical care for people in crisis, such as survivors of natural disasters and refugees. The charitable organization dares to “love like Jesus,” serving all people – regardless of religion, nationality, gender, or race.

Uganda proved to be the catalyst for a fundamental change in the way the organization manages its international operations. The charity was hampered by rudimentary, fragmented finance and HR processes used to manage its 1,600 staff and volunteers in this East African country. In response, Medical Teams transitioned two years ago to a connected Unit4 ERP platform.

“Unit4 provides us with a single, integrated view of finance, HR, and payroll in Uganda,” says Stephe Dean, IT Director at Medical Teams. “For the first time, we have a complete picture of our finance situation, a clear profile of the

Industry

Nonprofit

Location

Portland, OR, USA

Size

Supporting more than 2.8 million people in 9 countries

Product

Unit4 Enterprise Resource Planning (ERP)

Challenges

Replace disconnected, manual HR and finance processes in multiple regions worldwide. Make the best use of staff and volunteers’ time and maximize the impact delivered from available funding.

Key metrics



COMPLIANCE

Dramatic improvement in audit results



CLOUD

Common view of data worldwide

“With Unit4, we can break free from our legacy in-country systems, standardize our operations worldwide, and scale service delivery. This product is focused on the not-for-profit sector and has the functionality we require, and it continues to evolve with our growing needs.”

Stephe Dean

IT Director, Medical Teams International

people in-country, and a reliable, automated payroll system. This shared view of operational data is essential for Medical Teams to deliver on its humanitarian mission.”

Modernizing and scaling the organization

The deployment in Uganda coincided with a global strategic change in the organization – one aimed at transforming the charity for the future. “We have a rich, 40-year history of refugee health care, disaster relief, and mobile dental programs. Our ambition now is to adopt a more global outlook, modernizing and scaling the organization to be able to help more people, in more countries, in more ways,” says Stephe. “Our five-year goal is to triple the impact of Medical Teams International globally.”

This is where Unit4 comes in. The people-centric ERP platform is purpose-built for nonprofits like Medical Teams and – spurred on by the success in Africa – was the first choice for the wider, global ERP implementation. “With Unit4, we can break free from our legacy in-country systems, standardize our operations worldwide, and scale service delivery,” Stephe explains. “This product is focused on the not-for-profit sector and has the functionality we require, and it continues to evolve with our growing needs.”

Today, Medical Teams International is live on a cloud-based Unit4 ERP platform, comprising integrated finance, procurement, HR, and

payroll in Uganda and Tanzania. The U.S. operation is live on Finance Management, with Colombia and Ethiopia run from this instance (although they will be devolved into their own instance in due course). “This single platform gives us great flexibility and repeatability. We can quickly bring a new region onto Unit4 using process commonality.”

Accelerating aid delivery in new regions

This adaptiveness is also making Medical Teams more agile. “If we urgently need to deliver humanitarian relief in a new region, we can ‘copy and paste’ the platform into that region, rapidly supporting the finance, procurement, and HR needs in that region. And because it’s all in the cloud, we could literally have one person there with a laptop connected to Unit4, and operational very quickly. This makes Medical Teams much more responsive to humanitarian events as and where they occur” says Stephe.

Budget holders also now have the independence and flexibility to manage their own budgets. “The budget stakeholders – including our field operations, global services, and market development teams – can track funding sources, view individual invoices, and confirm how their spend stands against the budget. The Unit4 Analyser reporting tool means the data is also timely and trusted for decision-making,” says Stephe.

Crucially, this powerful process automation also contributes to increased productivity. Instead of teams being caught up in repetitive and manual finance and HR transaction processing, they are now free to concentrate on tasks directly impacting mission. This might range from managing and improving services at a rural health clinic or optimizing the allocation of funds and gifts-in-kind to a program.

The other advantage is improved accountability. The team is building visibility into all transactions and documents, thereby increasing transparency and satisfying regulatory and donor requirements. “The data that Unit4 gives us is a real differentiator for donors when grant proposals arise. We have dramatically improved our audit results since implementation, and the easy-to-generate reports safeguard trust with our funders because we can easily demonstrate accountability to their requirements,” says Stephe.

