



## JAMES 1:27 TRUST

### SAP® BUSINESS ONE GIVES CARE MANAGEMENT ORGANIZATION TRANSPARENCY AND EFFICIENCY

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Robert Botha, CEO, James 1:27 Trust

#### QUICK FACTS

##### Company

- Name: James 1:27 Trust
- Location: Pretoria, South Africa
- Industry: Healthcare
- Products and services: Care management for orphans and vulnerable children
- Employees: 7
- Web site: [www.james127trust.org](http://www.james127trust.org)
- Implementation partners: Extensible Business Intelligence (Pty) Ltd. and Automated Product Development (Pty) Ltd.

##### Challenges and Opportunities

- Adopt an IT-based approach to managing the care of orphans and vulnerable children in South Africa via donations from corporations and individuals
- Ensure scalability to support the growing number of care cases
- Accommodate increased demand for accountability and control of outcome-based donations

##### Objectives

- Implement enterprise resource planning software to ensure the secure transfer and delivery of funds and services
- Enable full transparency of the donation lifecycle and all related transactions
- Roll out an integrated software landscape for full-care lifecycle management in an organizational network

##### SAP® Solutions and Services

SAP® Business One application

##### Implementation Highlights

- First implementation of SAP Business One in a nonprofit organization
- Unique interpretation of new workflow for the donated funds trail, where the recipient and donor of funds are separate entities
- Testing and implementation of the application was on time and within budget, including customization effort

##### Why SAP

- Good integration with third-party software for lifecycle and talent management
- High level of security for financial transactions

##### Benefits

- Secure, safe processing of donor funds
- Ability to provide transparency of donation lifecycle to donors
- Better support for interfaces and integration between online donation programs, care organizations, and field workers
- Ability to scale in sync with the size of the challenge

##### Existing Environment

- PTC Windchill software for business collaboration
- SuccessFactors software for talent management

“The problem isn’t the money. The problem is how to ensure the secure transfer of funds to beneficiaries,” says Robert Botha, CEO of the James 1:27 Trust, a foundation that partners with care organizations to help them provide managed relief for orphans and vulnerable children in South Africa. To resolve this issue, the Pretoria-based trust introduced state-of-the-art IT from SAP. “The SAP Business One application is the core building block we needed to create an effective system for collecting and distributing money to care organizations throughout South Africa,” says the CEO. The SAP® functionality for financial accounting also makes it easier for the trust to secure donations. “Our donor base, which includes both households and corporations, can now see where their money is going and the effects their donations are having,” he says.

For Botha, the introduction of a financially secure environment represented a huge breakthrough for the trust. The SAP software not only provides the organization with transparency of all donor-related financial transactions; it also offers unprecedented possibilities for integrating the trust’s third-party solutions for lifecycle and talent management with SAP functionality for customer relationship management, logistics, and supply chains. “These are all vital processes for providing care to orphans and vulnerable children,” says Botha. By integrating these core processes, James 1:27 Trust will be able to ensure it operates as efficiently and effectively as possible. However, the greatest benefit SAP Business One affords is scalability. As Botha confirms with great enthusiasm and conviction, “Although we can now leverage resources from the global village by ensuring secure transfers of donations, we need to be able to scale our organization to match the growing needs in South Africa.”

### **A New Approach for a Colossal Challenge**

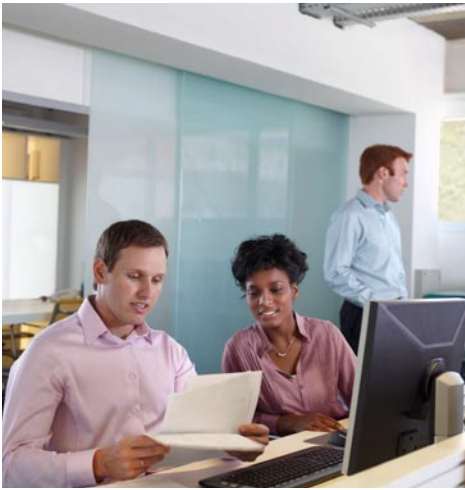
Botha then mentions the scale of the problem that James 1:27 Trust has to deal with on a daily basis: “South Africa has one of the highest numbers of HIV-infected people in the world,” the CEO explains. “We have about 5.6 million people living with HIV – and, as a consequence, we have a very high percentage of parentless and at-risk children. We estimate that there are 1.5 million children who have lost their mothers. And that’s a conservative number. While we are pleased that antiretroviral treatment is available, the concern is that the levels of new infection are outweighing the capacity to cope with the situation.” Furthermore, the figures on what is actually being achieved are of equal concern – with a mere 15% of all orphans actually being reached by care- and faith-based organizations. Botha says, “The number of people or children affected is nothing

short of catastrophic for any nation to cope with. To effectively address the problem, we need to double present levels of care to reach 30% of the children at risk, and then double that to at least 60% of all orphans.”

Set up by Botha in 2004, the organization is dedicated to finding new and innovative ways of getting help to these children. It doesn’t deliver services or critical resources directly, but it helps partner organizations and delivery agents operate efficiently and effectively, build management and control systems, institute policies, implement projects, monitor and evaluate results achieved, and expand accordingly. The key to helping the at-risk children lies in the organization’s ICT platform. “We created the Management System for Orphans and Vulnerable Children, or MSOVC – based on SAP Business One – to help us get them access to social security and support our efforts to provide holistic development opportunities, coaching and mentoring, and training toward adult independence,” explains Botha. “And we’re also using MSOVC to indirectly mobilize the donor base.”

### **The Global Village – Helping with Local Tasks**

With an overwhelming number of relief organizations vying for attention and asking for money, this is not an easy task. “Donors – be they private individuals or large corporations – are no longer happy to just throw money into a pot and go home and feel good about it,” explains Botha. “Not only do they want greater clarity on what the money is being used for, they also want a say in how the money is being used. And they demand full accountability from us.” Due to donors’



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increased demand for full transparency, this process can often pose a significant challenge to care-based organizations. For James 1:27 Trust, however, that is not the case.

“We’re using IT to merge the responsibilities of the local village, which takes care of the children in real life, with the larger global village. Methods like social subscriptions and virtual adoption let us bundle ‘care themes’ for so-called donors. We then match these groups of donors with care units in the field and can transfer resources directly,” says Botha. Although the teams of donors, which, for example, provide monies for education or donate sports equipment, do not have the legal status of a local guardian, they play the role of a virtual, global extended

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family. “To meet the donors’ requests for transparency, we have to be able to provide a full overview of all transactions, activities, data, and documentation,” says Botha.

### Business World Ideas for Care-Based Processes

The challenges the trust must address are similar to those faced by many businesses worldwide: how to best manage operations, logistics, inventory, supply chains, and varied customer bases – and, above all, ensure scalability. “The origin of where we are today came from when we asked ourselves what we could learn

from the business world. During the initial stages of building MSOVC, we focused on implementing software for lifecycle management and talent management to help build our core business. However, we soon realized we needed a more comprehensive solution for enterprise resource planning to support sensitive financial transactions.”

It was at this point that the trust’s implementation partners, Extensible Business Intelligence (Pty) Ltd. and Automated Product Development (Pty) Ltd., suggested SAP Business One. “At first we didn’t know whether SAP Business One would be a good fit for an organization like ours,” explains Botha. “For example, our workflows are totally different from normal business models. In our

care-based transaction environment, the money is provided by a donor but the goods or services do not flow back to the person who provided the money. They flow to an independent beneficiary – in this case the orphans or their households.”

The organization soon realized the application would meet its needs perfectly and had the first test model ready for productive operation within three to four months – in spite of having to configure the software to accommodate special requirements for processing the receipt and allocation of donations.

### A Core Component of MSOVC

Together with PTC Windchill software for business collaboration and SuccessFactors software for talent management, SAP Business One enables James 1:27 Trust to work more effectively with international donor agencies, state institutions, nongovernmental agencies, and community- and faith-based organizations. The MSOVC platform – which supports customer relationship management, logistics workflows, and financial reporting and auditing – gives the trust the IT tools it had been looking for.

“While many commercial and corporate businesses may take the robust auditing and reporting functionality of SAP Business One for granted, it is an absolute blessing for James 1:27 Trust,” comments Botha. “Organizations like ours are under the extreme scrutiny of benefactors, especially corporate donors who want to see financial information accounted for in a specific manner. SAP Business One provides the right functionality to satisfy the requirements of these organizations.” The CEO then adds, “On top of that, some of them are surprised that we actually conduct financial affairs on an SAP solution for enterprise resource planning. It’s not something you normally see in our line of business, but it lends us more credibility, which in turn makes it easier to generate donations from our corporate partners.”

### A Bright Future

For Botha, however, the vision doesn’t stop with functionality for financial accounting. The next phases of development for the MSOVC will involve more connection and integration with other care-based organizations. After all, the

ICT platform James 1:27 Trust now relies on is designed not just with the trust in mind but explicitly to enable proliferation of care and support to organizations involved in helping orphans and vulnerable children. The type of network Botha is aiming for is one where citizens can donate directly to the James 1:27 Trust or other similar organizations online and receive full documentation on beneficiaries' progress.

Botha sums up, "The SAP software enables us to more easily reach and mobilize donors by giving them peace of mind that their money is being well spent. And that's why I have no doubt that SAP Business One can help us meet our long-term goals and needs for providing care to at-risk children." As an afterthought he then says, "With the financially secured environment we have for making donations fully transparent, we could be at the start of a social revolution."



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