Customer Profile

World Vision gains global view with Infor SunSystems

Facts at a glance

Product: Infor SunSystems
Infor Corporate Performance Management
Industry: Public Sector
Country: USA

"We already knew that Infor was reliable, provided the attention we needed, and the cost was reasonable. Some of the other vendors were very costly—up to 10 times more than the Infor solution."

—Larry Johnson, Senior Finance Director for Global Operations & Reporting, World Vision

About the organization

Headquartered in Monrovia, California, World Vision is a Christian global relief organization dedicated to improving the well-being of people around the world, particularly children. The group began its mission of caring for orphans and other children in need in South Korea, and eventually expanded to more than 70 countries.

World Vision today embraces larger issues of community development and advocacy for the poor as part of its aim to help poor children and their families build a sustainable future. To learn more about World Vision, visit www.worldvision.org.

Setting the strategy

As a nonprofit relief organization, World Vision must ensure that every dollar is used as it was intended: to transform children's lives. This responsibility of stewardship is an integral part of every decision made at World Vision. As part of that stewardship, the organization is determined to optimize resources and distribute them where they are needed most. To achieve these goals, World Vision knew that it must manage its complex set of financial data in the most efficient way.

In the early 1990s, Larry Johnson, senior finance director for global operations & reporting, searched over a two-year period for software to help World Vision be accountable and meet the organization's diverse needs—applications that worked on PCs and that did multicurrency accounting. "But there was nothing out there," he says. "A short time later I came across SunSystems in an old PC magazine and was able to set it up in 27 countries, which became a standard within the NGOs (nongovernmental organizations). Now most of the largest NGOs are using Infor™ SunSystems." For approximately 15 years, World Vision has been using Infor SunSystems for accounting in about 1,000 locations around the world. Johnson explains, "We've been connected with Infor for our accounting needs, but we realized that we now needed to add a performance management solution to gather key financial information from our partnership countries—to improve our accountability. We wanted everyone to be able to access one source of data at any time, and to slice and dice as needed."

Getting business specific

World Vision began exploring software options to enable global reporting, particularly web-based solutions for access to real-time data. The organization explored numerous vendors and packages, but it quickly focused on Infor Corporate Performance Management for several reasons.

"We chose the Infor Corporate Performance Management solution primarily because of our sucessful history working with Infor and we believe the data connections and consolidation would also be cleanest."

World Vision's key selection decisions were also based on supplier reliability. "We already knew that Infor was reliable, provided the attention we needed, and the cost was reasonable. Some of the other vendors were very costly—up to 10 times more than the Infor solution.

We also wanted the software to be accessible to everyone, have multicurrency capabilities, and be able to grow with us. All practical reasons pointed us toward the Infor product."

Seeing results

Implementation of Infor Corporate Performance Management web-based application at World Vision's numerous locations has been progressing smoothly, according to Johnson. He adds, "I'm based in Manila, and my team's focus is to use Infor's Corporate Performance Management to gather all key financial information from 70 countries across the world that make up 5,000 projects. We easily extract the data and upload it into Corporate Performance Management, where we consolidate the information, analyze it, report, and provide reports to management. The financial controls we now have with Corporate Performance Management help us make much better decisions and improve our accountability. It's offering enormous value to our organization."

One key reason that World Vision selected Corporate Performance Management is that it provided one source of the truth. Historically, the organization either did not have global information, employees believed it wasn't reliable, or it came from different people. Johnson adds, "In meetings people would argue over whether the numbers were the right ones rather than dealing with management decisions or the issue at hand. What we wanted to achieve—and we are—is to have one source of all key global financial information for real-time access to everyone. Both the system and the work we're doing helps to ensure the numbers are right."

Previously, World Vision employees in various international locations needed to email reports or email global operations to ask for specific types of analyses. "Now with Corporate Performance Management, they access the data and quickly slice and dice it according to their needs—all on their own," says Johnson.

"The consolidation process takes much less time and effort on my team's end, and it provides tremendous help to users everywhere to get financial data in a timely way."

Because World Vision is a large international humanitarian organization, it has an array of complex needs. The group not only helps people in 70 countries, but also raises money in 20 other countries with demands from donors.

Add multiple currencies to the list of factors, and World Vision faces many unique challenges. Johnson notes, "Infor Corporate Performance Management's many features—web access, global information, slicing and dicing, and multicurrency accounting—enable us to effectively analyze the data and make informed decisions."

Another key factor in World Vision's choice of Corporate Performance Management was its ability to grow with the organization. "The software had to meet our immediate needs, but because information requirements were growing, we needed to do much more sophisticated reporting and pay close attention to key performance indicators to enhance accountability. We wanted a product that we could expand in our national office and add new types of information. We needed reasonable assurance that the product and its upgrades would keep pace with us. With our success so far, we are confident that Infor will provide that."

In summary, Infor SunSystems and Infor Corporate Performance Management have helped World Vision achieve:

- Easy financial data loading from Financials to Corporate Performance Management for consolidation, analysis, and reporting
- Web-based access to one source of global numbers
- Ability to slice and dice data and perform multicurrency accounting
- Significant improvement in overall accountability

Doing business better

In its quest to further improve accountability and disseminate the most assistance to those in need, World Vision plans to take advantage of additional features of Corporate Performance Management. “We’re setting up a platform for using scorecards and key performance indicators to provide transparent information to upper management,” says Johnson. “We’re also looking at using the application for budgeting at our national office and in 70 countries. The initial tests are going well, and taking that option down the road looks very positive. “We’ve built this great, solid foundation with Infor, and we firmly believe Infor will support us for years to come.”

641 Avenue of the Americas
New York, NY 10011
800-260-2640
infor.com

About Infor

Infor is the world's third-largest supplier of enterprise applications and services, helping more than 70,000 large and mid-size companies improve operations and drive growth across numerous industry sectors. To learn more about Infor, please visit www.infor.com.

Copyright© 2013 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. This document is provided for informational purposes only and does not constitute a commitment to you in any way. The information, products and services described herein are subject to change at any time without notice. www.infor.com.

INF1279932-1291923-EN-US-0313-2