

MYOB Advanced

Client Foundation for the Royal Brisbane Women's Hospital
Location Australia Product MYOB Advanced Industry Not for profit



Royal Brisbane & Women's Hospital Foundation: more time for good.

The Royal Brisbane & Women's Hospital Foundation (RBWHF) is the charity arm of Queensland's largest hospital. They raise and manage funds for a spectrum of causes, from cancer-care to supporting women and their new babies. MYOB Advanced enabled the Foundation to better manage these causes while reducing admin, so staff could dedicate more time to more valuable tasks.

Problem

Unmanageable complexity

For the Foundation, their growing success as an organisation was the crux of their problem.

Their existing platform MYOB AccountRight had served them well. CFO Kaelah Bosanquet explains: "From a management point of view, each cause is like a smaller charity we're managing. The previous system just didn't have the capability to manage each cause that the Foundation supports at the hospital."

The Foundation needed total transparency for how donations were being used –even if the recipient activities happened many years later. Without easy tracking in MYOB AccountRight, this made relying on Excel spreadsheets especially problematic.

The charity's success compounded these issues – in recent years the funds the Foundation manages have doubled, from \$8million to \$16million. MYOB Advanced gave them the transparency they needed and reduced their work load at the same time.

"The previous system just didn't have the capability to manage each cause that the Foundation supports at the hospital!"

Solution

Goodbye Excel, hello efficiency

MYOB Advanced ticked a lot of boxes and solved a lot of issues for RBWHF.

The Foundation can now break income down into sub-accounts assigned to each cause. This addressed their most pressing need – more transparency around donations. They can seamlessly track which donations are intended for which causes. Reports can be easily generated for each showing incomings and outgoings over time.

"That's one of the key things MYOB Advanced was able to do for us," says Kaelah. "I love the fact that I can see that we received money from this person on this day and this is how it was spent."

Alongside this, the Foundation can easily access more comprehensive reporting, which means any department can easily see their balance and detailed transactional reporting.

Kaelah also "loves" that MYOB is hosted in the cloud. "Our services can be down and it doesn't matter," she explains. "I can be at a fundraising event and have access to MYOB to enter transactions there and then."

MYOB business partner Exobiz managed the implementation of MYOB Advanced, which included some customisation of the management reporting. The test mode allowed the Foundation to test the system before go-live, which Kaelah says was "really handy and offered peace of mind in the transition process." Exobiz also offered training and ongoing support to keep the system – and its users – running to maximum efficiency.

“Our great working relationship with the RBWHF gave us good insight into their day-to-day operations so we could configure and customise MYOB Advanced to suit their business needs. That was down to communication, which flowed both ways and helped make the implementation a success” says Mike Duncan, CEO Exobiz.

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Outcome

More donor trust, huge time savings

With MYOB Advanced now up and running, the Foundation is not only better equipped to manage the complex operations – it’s saving weeks of man hours each month, too.

Managing more than 400 sub-accounts on spreadsheets and building the management reporting by hand needed two weeks’ full time work every month. Now their data is updated live, and reports are generated at the click of a button, that two weeks can be reallocated to other, more important tasks.

“It’s been a huge time saver for us,” says Kaelah. “The efficiencies created by the MYOB Advanced has allowed our staff to work on more meaningful projects. By not having to spend as much time on transactions and reporting we are able to get out into the hospital more and provide better support.

The system helps the company protect the donor trust – and the donations themselves. “It’s great to have a robust system like MYOB Advanced to manage transparency and trust,” says Kaelah. Once their new CRM is up and running, an integration with MYOB Advanced will deliver even more time savings.

MYOB Advanced’s payroll functions have also made things “more simple,” says Kaelah, while giving them greater control over permissions and easy access to audit reporting.

“It’s very customisable,” says Kaelah. “We can track rate changes, access master files and see who’s made changes and when.”

Looking to the future, the Foundation is excited about digital fundraising – something that also will be able to be supported by MYOB Advanced.

Kaelah can also see opportunities in being able to write more reports themselves, for the Hospital and Foundation board. The added transparency and huge time savings are beneficial in themselves, but as Kaelah says, it’s about what else that means they can do – and ultimately how many more people they can help.

“We’re supporting the hospital and providing transparency to donors. MYOB Advances lets us do that.”

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Before	After
+ Onsite server limited staff access to information	+ Cloud hosting gives staff anywhere, anytime access
+ Time consuming spreadsheets used to track transactions	+ Admin time significantly reduced
+ Manual report building meant more risk of human error	+ Easy access to comprehensive reporting for all stakeholders
+ Little oversight for each department’s finances	+ Capacity for growth - Especially through the digital fundraising.