

**Nonprofit Organizations  
Run Better on NetSuite.**



**Nonprofit Industry  
KPIs that Matter**

Sponsored by




# Improved Results from Organizations Like Yours

 <b>Operations Visibility</b>	360° Visibility & Actionable Insight	↑ Increased <b>70% - 90%</b>
	Reporting Time and Resources	↓ Reduction <b>70% - 85%</b>
 <b>Financial Management</b>	Time to Close Financial Books	↓ Reduced <b>50% - 70%</b>
	Audit Completion Time	↓ Reduced <b>30% - 45%</b>
	Time Required for Compliance Support	↓ Decreased <b>30% - 50%</b>
	Billing Efficiency	↑ Improved <b>15% - 25%</b>
	Order Processing Efficiency and Costs	↑ Improved <b>40% - 60%</b>
	Accounting Staff Productivity	↑ Increased <b>25% - 45%</b>

KPI improvements are estimates based on discussions with NetSuite customers

# Improved Results from Organizations Like Yours

 <b>Nonprofit Mission Performance</b>	Program Revenue Leakage	↓ Reduced <b>10% - 20%</b>
	Cost of Servicing the Mission	↓ Reduced <b>35% - 50%</b>
	Number of Donors and Grant Per Donor	↑ Increased <b>50% - 100%</b>
 <b>IT Management and Resources</b>	IT Support Resource Costs	↓ Reduced <b>25% - 50%</b>
	Cost to Purchase and Maintain Servers	↓ Reduced <b>100%</b>
	Business Continuity/Disaster Recovery Costs	↓ Reduced <b>35% - 55%</b>

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# Cloud-Based Business Solutions Suite Delivers Key Performance Improvements

Real-time business visibility and end-to-end business management



***Many nonprofit organizations are using cloud-based ERP to improve their operational efficiencies and further their mission***

## Executive Summary

Nonprofit organizations come in all shapes and sizes and, collectively, depend on a wide variety of funding and operational models. Perhaps most familiar are charities that rely primarily upon donations to support their missions and their internal operations. Even within this category of nonprofits, however, the donors can range from large numbers of individuals to a handful of individual corporate benefactors, or any combination of the two. Other nonprofits raise funds from services offered to paying members or from sales of products, while some are heavily dependent upon government grants, be they local, state or federal.

Whatever the variations on the theme, nonprofit organizations must carefully track and manage their funds – and the sources of those funds – while they attempt to accomplish their missions as effectively and efficiently as possible. These organizations face many of the same operational challenges and requirements common to for-profit commercial enterprises, and may have to meet even more daunting regulatory and reporting requirements.

# Addressing Nonprofit Industry Challenges

Aligning business operations to meet these challenges

## General Business Challenges

- **Financial operations:** Nonprofit organizations must manage budgets, track funding levels and sources, balance the books and pay employees. Those selling products and/or services must handle credit card transactions and comply with PCI and other regulations. Organizations operating internationally must deal with multicurrency conversions, consolidated rollups and varied tax requirements.
- **IT operations:** Whether done in-house or with outside contractors, nonprofits must manage and maintain databases, support on-site and remote workers, and provide other IT services.
- **Reporting requirements:** Nonprofits must be able to generate needed reports for both internal and external consumption, and must have consistent and accurate data on which to base these reports.

## Unique Nonprofit Challenges

- **Donor management:** Many nonprofits are heavily or fully dependent on donors for their funding, so must manage donor relationships, increase their lifetime value and add to their numbers.
- **Fund management:** Nonprofits may get funding from general donations, restricted donations tied to specific projects or geographies, government grants, Medicare funding, and any number of other sources. Many organizations have blended funding models combining several of these sources and all must be closely managed and report



# Business Visibility

Business value for company management

## Before NetSuite

## With NetSuite



### Increased

in 360° visibility and actionable insights

**70%- 90%**

- Siloed applications and data provided an incomplete and point in time based view of business
- Analytics solutions not integrated

- Significantly improved real-time visibility into all aspects of business, allowing faster strategic decision making
- Transparency in mission, governance and reporting



### Improved

operational agility and cost control

- Not possible to quickly assess all aspects of a business in response to opportunities and challenges due to siloed applications and data

- Agility from planning to execution and reporting
- Support better decisions, improve cost control, and increased fund availability to support donor causes



### Reduction

in reporting time and resources by

**70% - 85%**

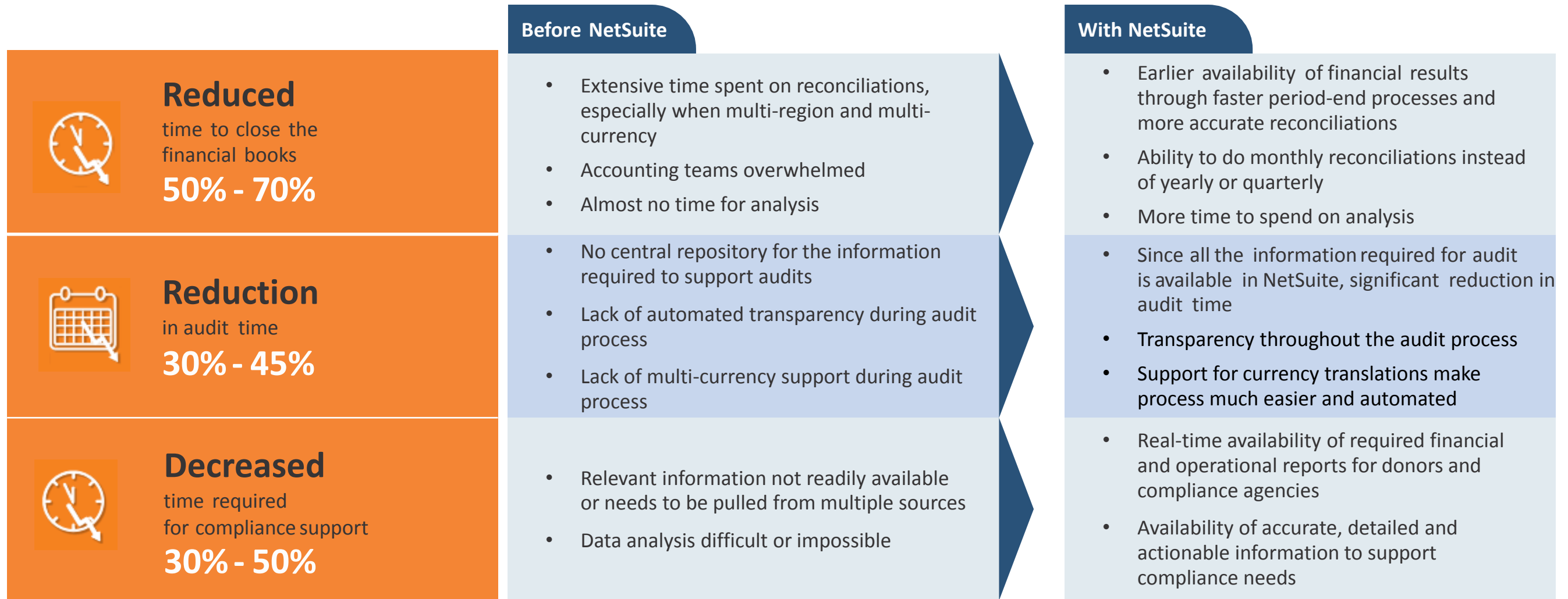
- Difficulties in getting reports in a timely manner, often days after they are needed
- IT required to develop custom reports

- Report access and delivery when needed
- Generate reports not possible before
- Easily generate project specific reports to send to donors
- Quick and comprehensive response to donor and compliance questions

KPI improvements are estimates based on discussions with NetSuite customers

# Financial Management (1 of 2)

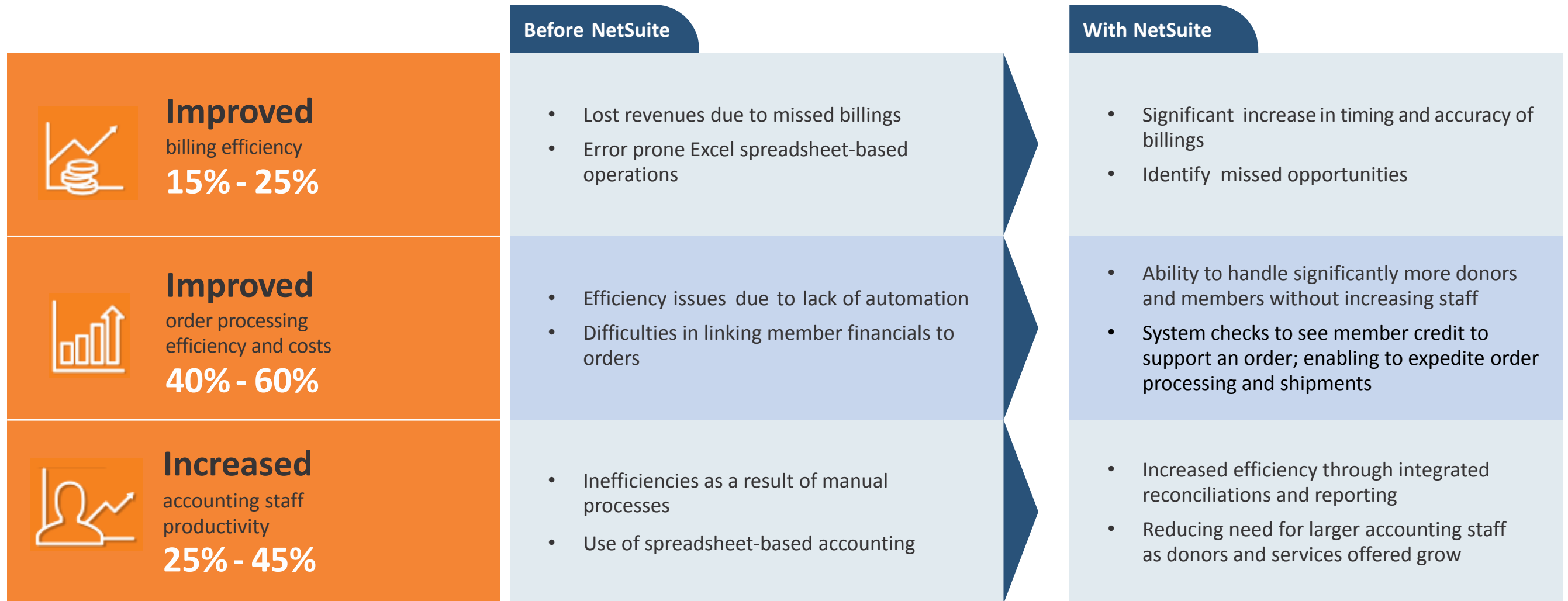
Business value for financial reporting and compliance



KPI improvements are estimates based on discussions with NetSuite customers

# Financial Management (2 of 2)

Business value for financial analysis and management

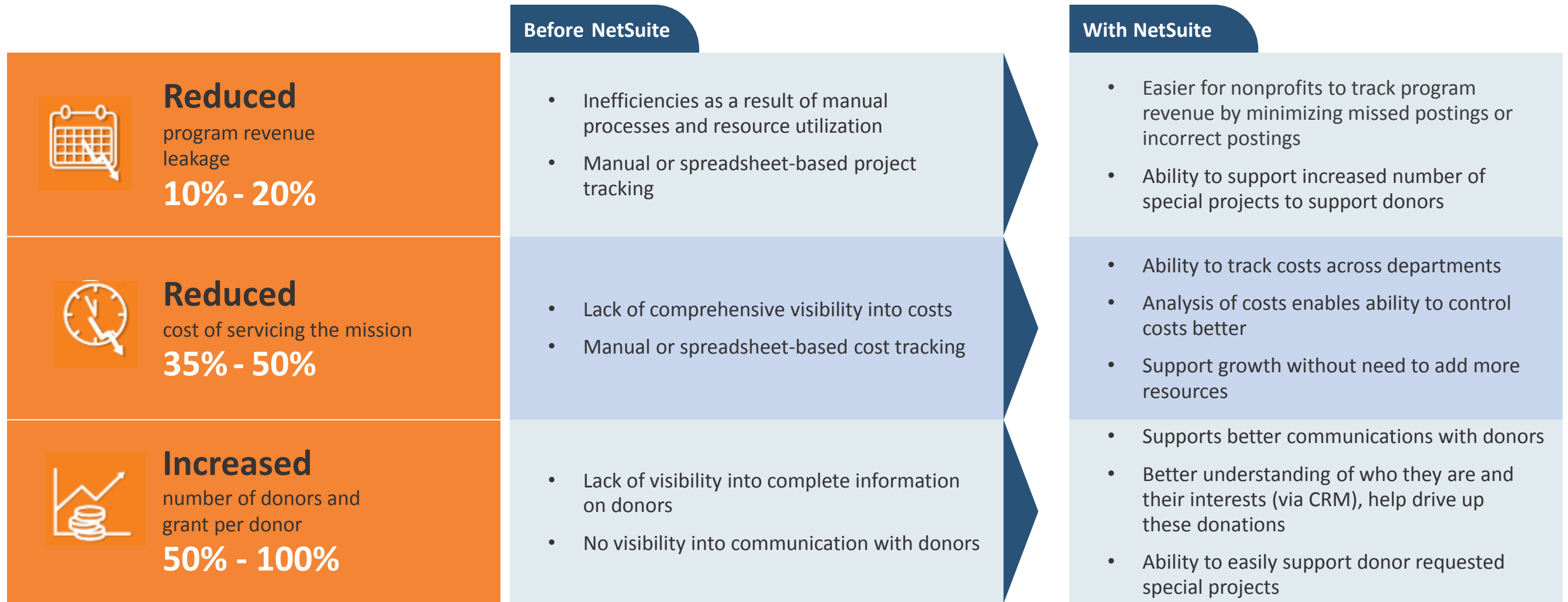


KPI improvements are estimates based on discussions with NetSuite customers



# Nonprofit Mission Performance (1 of 2)

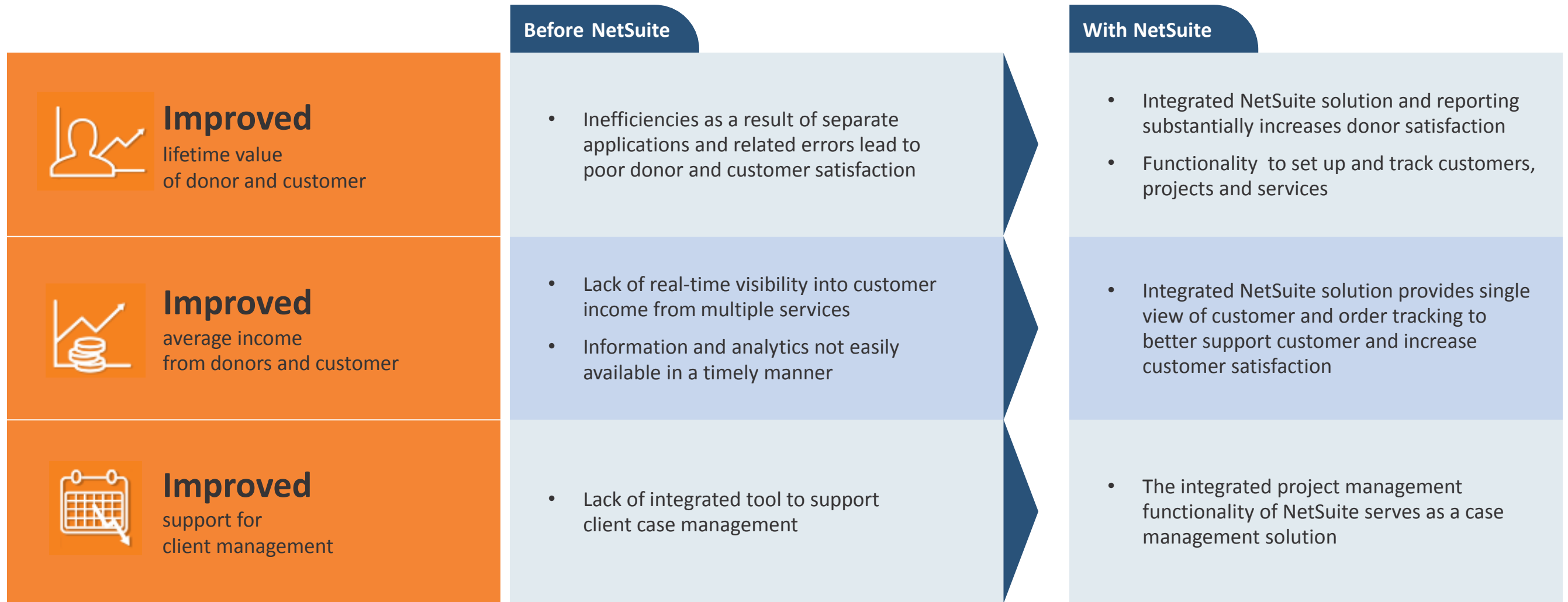
Business value for mission operations and support



KPI improvements are estimates based on discussions with NetSuite customers

# Nonprofit Mission Performance (2 of 2)

Business value for mission operations and support



KPI improvements are estimates based on discussions with NetSuite customers

# IT Management and Resources

## Business value for company IT operations

	<p><b>Reduction</b> in number of IT support people, IT cost savings of <b>25% - 50%</b></p>
	<p><b>Eliminated</b> the need and cost to purchase and maintain servers <b>100%</b></p>
	<p><b>Reduction</b> in need for business continuity/ disaster recovery solution <b>35% - 55%</b></p>

### Before NetSuite

- IT resources needed to implement and maintain on-premises ERP solutions
- IT resources needed to install and maintain IT hardware
- Capital expenditure required to acquire and maintain servers for on-premises ERP application
- IT resources and infrastructure needed to support business continuity/disaster recovery
- Implementation is complex and costly

### With NetSuite

- Cloud-based solutions minimize the need for internal IT staff to support IT infrastructure for ERP application
- Faster to implement and earlier productive use of ERP solutions
- IT now focuses on workflow customizations instead of supporting infrastructure
- No need for IT capital expenses as NetSuite is a cloud delivered solution
- Business continuity/disaster recovery are a significant benefit of the NetSuite SaaS solution
- NetSuite has redundant data centers to support this at no additional cost to customers

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