

ADF posts record growth with NAV and EBS

National not-for-profit organisation Alcohol and Drug Foundation (ADF) has removed constraints on its ability to grow cost-effectively by deploying the Microsoft Dynamics NAV enterprise resource planning system, supported by Melbourne-based business software specialist Evolution Business Systems (EBS).

Business problem: Outdated financial system held ADF back

Alcohol and Drug Foundation (ADF) is one of the Australia's leading not-for-profit bodies that works with individuals and organisations throughout Australia to reduce alcohol and other drug problems in communities.

ADF, which employs about 100 people at offices in every state and territory, runs programs and services to reduce the more than 5000 deaths and 150,000 hospital admissions caused each year by drugs and alcohol.



However, despite an increasing demand for its services, ADF found itself constrained by an outdated Enterprise Resource Planning system that forced finance staff to perform many processes manually.

ADF Chief Financial Officer Daniel Langelaan said the organisation's financial system was limiting its operational abilities. "Previously we had to structure our business around our finances," he said.

"We would receive an allocation of funds, so to report it effectively, we had to allocate that funding to a specific project which employed a specific number of people. It was very inflexible."

"About 90 per cent of our funding comes from government, through about 20 different departments or agencies, but our older system would not allow us to allocate our costs effectively and accurately to the various funders."

"Even doing something such as payroll could take more than a day while we had a full-time equivalent person managing the ecommerce system on our website. As we grew, we were requiring more and more workarounds, the processes were becoming manual, there was a lot of duplication and increased risk. It was quite literally holding us back."

"We needed something that was going to support the increased complexity of the organisation."

Technology solution: Microsoft Dynamics NAV unlocks productivity gains

In 2013, ADF went to tender for a new Enterprise Resource Planning system that would provide it with more flexible reporting systems and greater operational efficiency.

Mr. Langelaan said ADF had a long list of requirements for its new solution. "We determined all our business requirements internally," he said.

"Then we went to market and assessed all the different solutions against our requirements. We undertook a detailed evaluation of four shortlisted software solutions. We had an evaluation team, and rather than judge it based on the sales pitch, we actually compared it to our requirements."

After this detailed examination, ADF selected Microsoft Dynamics NAV, provided by Melbourne-based Evolution Business Systems (EBS).

Mr. Langelaan said ADF chose NAV for its flexibility, integration, usability and potential. "NAV was a simple, compact yet powerful solution for us," he said.



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Alcohol and Drug Foundation Chief Financial Officer Daniel Langelaan

The decision to go with NAV and EBS was the right decision

"It had the ability to meet our complex reporting requirements, but we could see it would generate a lot more efficiencies. Going forward, we knew it could integrate with many other systems, so it was consistent with our IT strategy as well."

"Our implementation went very smoothly in just six weeks. We found EBS to be the perfect partner within that process. EBS provided us with all the help we required and was able to teach us how to use the system along the way."

Business benefits: NAV allows ADF to grow

Mr. Langelaan said Microsoft Dynamics NAV had enabled ADF to grow rapidly since it was deployed in 2013. "In turnover, we've grown from about \$8 million four years ago to about \$12 million," he said.

"Growing at this rate using our old system would have been a huge risk. We expect the organisation to grow significantly again this year, possibly as much as 50 per cent, but our finance team won't require extra people. With development of the system, we can gain a whole set of new efficiencies through workflows, document management and automation."

"NAV provides our managers with information based on their needs in a lot more timely fashion. Program managers can get their day-to-day management information whereas the board can get reports with high-level summaries. Previously we had to take a one-size-fits-all reporting approach."

"Also, with NAV, we can allocate each cost to a funder, to a budget owner or to a state. We have the flexibility



of that multi-dimensional approach whereas our previous system was one-dimensional. It can also report individual profit and loss on the various programs and products that we have."

"The second major benefit of NAV is around process efficiency. The system allows us to easily import data, automate processes and maintains within the system all the detail that was previously collected externally. NAV provides us with a central point of truth."

"NAV has also helped reduce our processing time. For example, the payroll process used to take more than a day whereas now it's down to a couple of hours because NAV streamlined the workflow. NAV also allowed us to fully automate integration with ecommerce from our website."

"NAV gives us other efficiencies. We can now integrate with Salesforce, which is our CRM, and it can integrate with

our bank as well. We're considering employee self-service, beyond the existing payroll functionality, by letting staff raise invoices and purchase orders using workflows."

Mr. Langelaan said ADF's relationship with EBS had gone from strength to strength since implementing Microsoft Dynamics NAV. "As a partner, they work alongside you," he said.

"They are very flexible and personable and easy to work with. Since going live, EBS has facilitated a user group that helps us share information with other users to make sure we're getting the best out of the system. EBS also lets us know what's coming up in the system and how we can use that better."

"We think the decision to go with NAV and EBS was the right decision, and we're really excited about going forward and getting the most out of the system in the future."

More about Evolution Business Systems...

Evolution Business Systems (EBS) is a Microsoft Gold ERP Partner and business management software specialist that equips its clients with software designed to achieve their business goals. EBS offers small to medium sized businesses a complete, fully featured, whole of business system that can meet their needs: Microsoft Dynamics NAV, Microsoft Office 365, Microsoft Dynamics CRM and Microsoft Power BI. It's available for deployment on Microsoft's own Cloud servers - Azure - and packaged at an affordable monthly subscription price. EBS works alongside its clients to understand their business and vision, and offer solutions to support these both now and into the future.

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