



# Non-Profit Organisation

## Case Study

The organisation is a disability service provider and is a trusted partner for over 5,000 people throughout the east coast of Australia providing a range of services to children and adults including supported living and employment, short term accommodation and NDIS support coordination.

ProMaster was implemented after a lengthy evaluation process. At that time, cash was king. There were multiple petty cash facilities and a very manual reconciliation process for their small corporate card program. The organisation recognised their processes were cumbersome for their staff and did not provide the necessary visibility of spend to the business.



### CHOOSING THE RIGHT PARTNER

The evaluation committee had several key requirements including:

- ease of use
- integration capabilities with their ERP; and
- it was mandatory that the selected EMS had the appropriate approval workflow requirements to ensure appropriate governance of their delegations of authority.

### ENGAGING EMPLOYEES IN THE PROCESS

The organisation involved the staff at the coalface in the decision-making process to ensure they understood the benefits and to reduce negative pushback often found when implementing change and a new system. This allowed for an easier transition for staff on go live.

### PHASED APPROACH

ProMaster was implemented in several stages:

Stage 1 - Corporate Cards

Stage 2 - Reloadable debit cards/petty cash which they later switched over to corporate cards with cash advance

Stage 3 - Staff reimbursements

### RESULTS

The program doubled within its first year from an initial 81 users and has now expanded to around 600 users each month.

Whilst they are already using custom exports, they plan to consider further integration including Single Sign On in early 2021.