

A woman with short brown hair, wearing a white blazer, stands in front of a blurred bookshelf. She has her arms crossed and is looking towards the camera with a slight smile.

## Accelerating NGO/NPO Service Delivery Through Process Automation

## NGO/Nonprofit Document Management For Efficiency And Compliance

As a non-governmental organization (NGO) or nonprofit organization (NPO), you have unique struggles that set you apart from profit-driven organizations: those operating for the financial benefit of their owners and/or shareholders. Most people don't realize the attention to detail that non-governmental and nonprofit document management demands.

- **You have specific rules and regulations to follow.**

It's crucial that you maintain structure and consistency in your operations.

- **You must be meticulous in your record keeping.**

Compliance and audits are big-ticket items to your industry and, in particular, your donors.

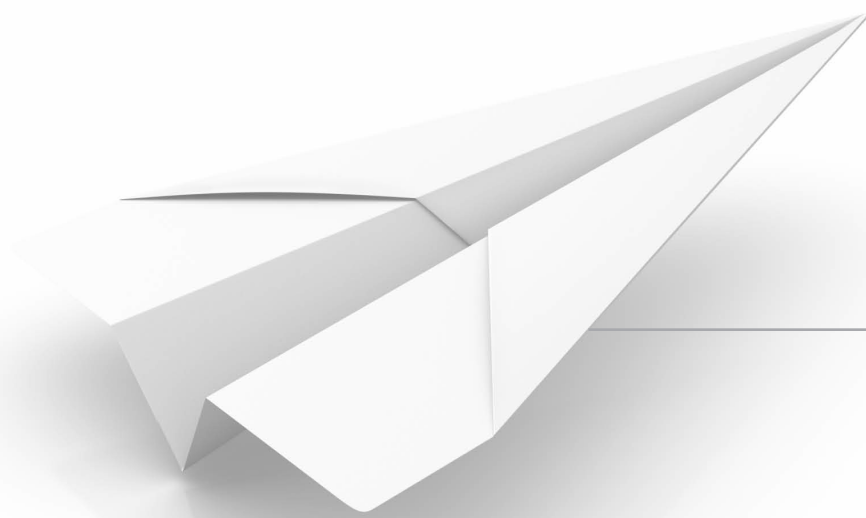
- **You have a time-sensitive budget.**

You're tasked with spending money as quickly as possible by delivering your services or programs with impeccable efficiency.

- **You can't afford to stand still.**

Your never-ending crusade for faster service or program delivery isn't just about getting in the running for PR-boosting awards. Faster delivery is about helping as many people as possible, and galvanizing your organization's *growth* as opposed to maintaining current conditions.

If you want to get serious about accelerating your service or program delivery, you need to **leverage powerful process automation techniques and business process design specifically for nonprofits and NGO's.**

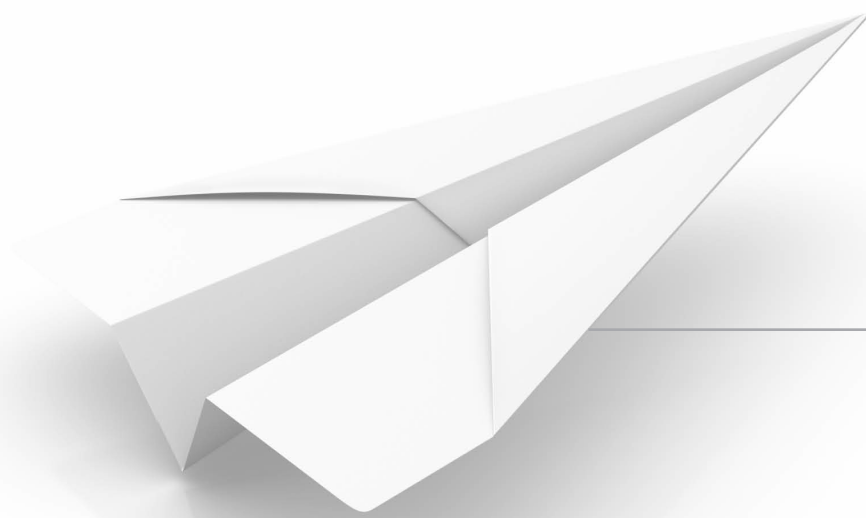


## Build your team without the bottlenecks.

When an NGO or NPO is “setting up shop,” this often means crossing international boundaries. This brings with it a time-sensitive need to include international partners and consultants, as well as to hire local resources and subcontractors. Getting this diverse team in place demands intricate contract management: a process that shoulders the review, approval and signing of contracts from home or country headquarters across multiple borders. Needless to say, this opens up a can of frustrating bottlenecks and inefficient delays.



Global process automation not only adds security and tracking controls to this complex contract management flow, it also allows for instant delivery of agreements to the reviewers. Everyone involved has complete visibility into the process, and approvals happen in hours and days instead of weeks and months.



## Authorize travel without human error.

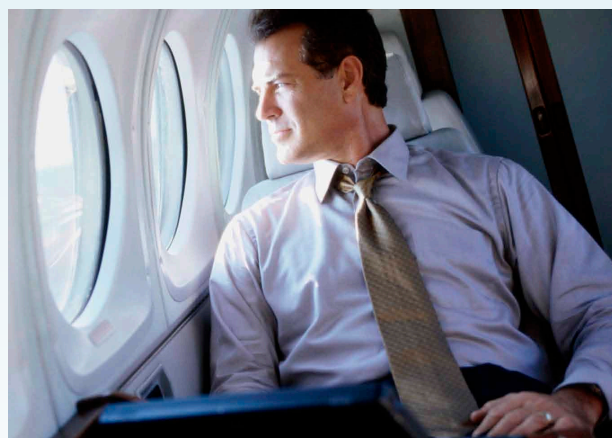
A member of your organization typically needs to travel to remote countries to get your program started. Depending on who the donor is, there are often specific travel policies that must be adhered to in order to receive reimbursement. And travel doesn't stop when the program is set up and in operation: When operations cross country borders, there's a constant need for a physical presence to deliver and monitor the programs in these remote countries. This means there's a constant need for travel approval and documentation.

When travel approvals are managed manually, they're opened up to human error with catastrophic consequences:

- People often get tired of waiting for approvals.
- People don't submit approvals because they dread the long processing time.
- Approvals get lost in the international shuffle.

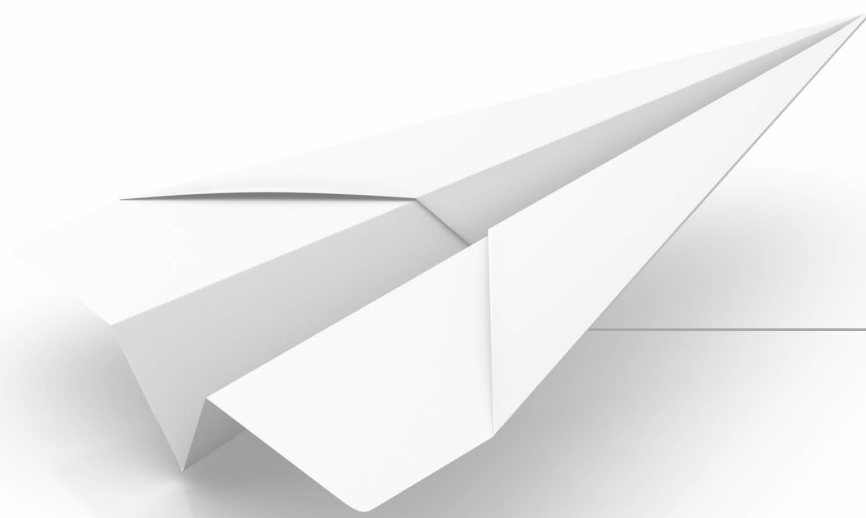
**Business process automation keeps these approvals 1) moving quickly and 2) compliant with necessary policies.**

Approvals are automatically recorded and tracked, ensuring that they are not being backdated. Backdated authorizations are a red flag for auditors, so avoiding these is crucial for all nonprofits and NGOs.



## Procure goods and services without negligence.

Procurement is the one area that's open and vulnerable to misconduct when no one is paying attention. Vendor selection during procurement *must* be both documented and audited to ensure compliance.

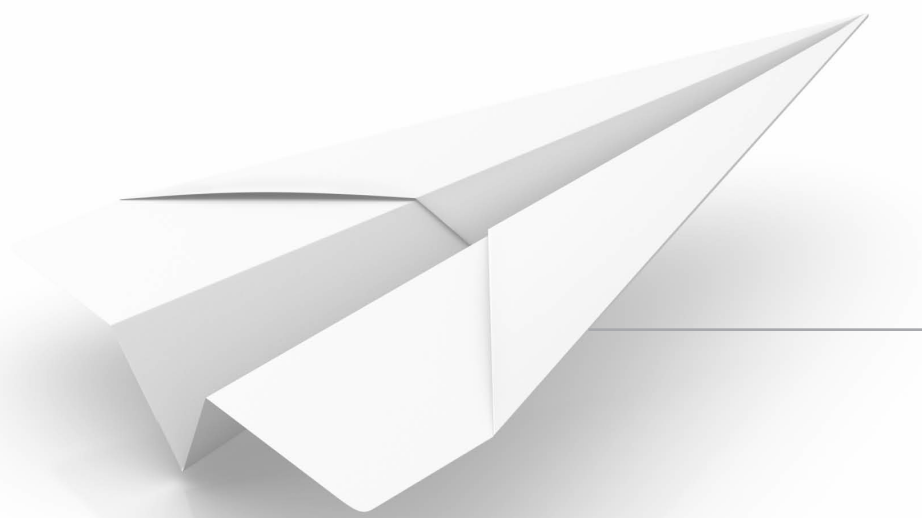






Streamlining the review and documentation process for approvals with a process automation system ensures that 1) regulations are being followed and 2) donor money is being spent wisely. Plus, you open the door to the following money-saving benefits:

- Removal of compliance and audit-request costs.
- Decrease of office-space expenses due to virtual work opportunities.
- Reduction of administrative/labor costs due to time- and resource-saving workflow automation.
- Savings on office expenses (e.g., printing, paper, filing space, faxing, shipping, postage, etc.)
- Insight into what you need to buy *now*.
- Elimination of space-wasting filing cabinets and costs of physical file storage.



## Transfer money without holding up operations.

Most NGOs and NPOs provide funding to country offices on a monthly basis. The approval and transfer of funds involves multiple steps, each with the potential to hold up operations and service delivery.

1. Each month, the office must request funding for the upcoming month.
2. Funding is approved based on the program plan and a documented need for the money, so the country office typically provides reports for the previous month's spending in *addition* to the plan for the upcoming month.
3. This request is then reviewed by finance, programs, operations and accounting, eventually resulting in a wire transfer of funds to the local bank accounts.

To keep the office operating efficiently, these approvals need to happen quickly and seamlessly.

**Prompt delivery and review through process automation is essential to the success of nonprofit document management.**

- Reduce the time and number of steps required to process wire transfer requests.
- Reduce staff frustration with instant insight into the status of requests.

Ready to optimize your nonprofit document management with workflow and process automation? **Fill out this contact form** or call **866.367.3467 ext. 1** to start the conversation with DocuVantage about powerful process reengineering that takes your nonprofit to the next level of service delivery, efficiency and compliance.

