

# Not for Profit



## Overview of Market

**Not for Profit organisations face multiple pressures. They must deliver against the varied obligations of their beneficiaries, donors and employees, whilst demonstrating efficient use of their funds and grants.**

At the same time, they must ensure they comply with new reporting requirements, achieve complete financial transparency and communicate effectively and efficiently with all stakeholders.

To achieve these objectives and become more efficient, Not for Profit organisations are increasingly investing in information technology to help deliver more for less. Through technology, Not for Profit organisations can find ways to get increased value from their existing systems and use technology to improve their service to beneficiaries.

### Issues

Not for Profit organisations are all too often constrained by the limitations placed upon them by out-of-date, unreliable and inflexible systems.

In order to access the information they need, they have to rely on consolidating data from multiple systems through re-keying or manual data entry.

All the while, Not for Profit organisations are being put under more and more pressure to become more efficient and flexible and deliver the best possible service to their beneficiaries.

### Not for Profit organisations need:

- Streamlined financial management to allow greater efficiency and cost control across the organisation
- A central source of data on beneficiaries, members, volunteers, donors and suppliers for accurate measurement, targeting and reporting
- Accurate and reliable reporting across all aspects of the organisation including financial reports such as automated SORP compliant reporting, fund accounting, activity based cost recovery and partial VAT reports
- Technology that enables collaborative working and secure document management
- Ease of integration with other critical systems such as membership, donor management and trading systems.

Solutions from Touchstone encompass the latest technology to help address these challenges:

### Financial Management

Touchstone offers a suite of financial management applications that will deliver financial control, measurement and analysis right across the organisation. To prevent overspending the solutions provide “actual” versus “budget” comparison with detailed summary reports and can issue automated warnings when budget is exceeded. Reports can be created over multiple periods and financial year parameters. Our solutions are multi-language and multi-currency to support global organisations.

### Customer Relationship Management

Customer Relationship Management (CRM) solutions from Touchstone allow Not for Profit organisations to manage customers, donors, volunteers, beneficiaries or suppliers. Integrate CRM with the website to allow members to directly update their details or to automate the capture of online donations.

Through effective targeting and personalised communications, CRM enables organisations to enhance the lifetime value of donors and supporters.

### Spend Control

Automating the procurement process greatly enhances productivity and control over organisational expenditure. Touchstone’s solutions have been widely adopted by Not for Profit organisations and are helping them achieve cost-savings and greater operational efficiency.

### Document & Records Management

Document & Records Management Solutions from Touchstone enable collaborative working with advanced electronic capabilities. Inbuilt version control helps manage documents which may be subject to numerous edits or approvals.

Documents can be categorised and published directly to the website or intranet for access by both internal personnel and any third parties.

### Business Intelligence

Solutions from Touchstone enable fast, accurate reporting across the entire organisation to allow better, faster decision making. Create reports on many parameters and across multiple systems to monitor aspects including financial management, activity based cost allocation, donated funds, sales and stock.

### Integration

Our integration can help Not for Profit organisation get more value from existing systems.

Eliminate inefficient processes and empower employees by releasing them from manual data entry and re-keying across multiple systems. Our solutions all have an open architecture allowing ease of integration with other systems including fundraising, membership and retail management systems.

## About Touchstone Group

Touchstone is committed to providing software solutions and services to meet the unique requirements of Not for Profit organisations.

For more than 24 years, Touchstone has worked closely with our Not for Profit customers to understand their challenges and offer effective solutions to address them.

Touchstone’s portfolio of solutions and services enables Not for Profit organisations to streamline and optimise their core business processes, integrate disparate systems and meet their reporting obligations including SORP compliant reporting, partial VAT, fund reporting and cost recovery.

In addition, our customer relationship management solutions help Not for Profit organisations communicate effectively and efficiently with members, donors and beneficiaries.

We have over 270 Not for Profit customers who encompass Charities, Education, Health, Central, Local and quasi governmental bodies and include organisations such as Comic Relief, RNID, Sport England, Unicef, West Yorkshire Police, Gingerbread and NSPCC.

Touchstone is also an active subscriber member of The Charity Finance Directors’ Group and has close links with the NCVO and acevo.