



## Microsoft Business Solutions Customer Solution Case Study



### Overview

Country: UK

Industry: Not-for-profit

#### Customer Profile

Coram Family, thought to be England's oldest children's charity, has built a reputation for pioneering work in difficult areas.

#### Business Situation

With the loss of its existing accounting package, Coram Family needed a stable, reliable alternative. It needed to select a new financial solution with powerful and flexible reporting functionality.

#### Solution

Microsoft® Business Solutions Great Plains® including core financials, reporting, purchase order processing and invoicing modules.

#### Benefits

- Greater integration
- Improved management reporting
- Reduced manual input
- Remote access capability

## Coram Family Adopts New Integrated Solution

“Microsoft® Business Solutions Great Plains® has given us a scalable system capable of supporting our continued rapid growth over the next five years at least.”

*Velou Singara, Project Manager, Coram Family*

Coram Family, previously the Thomas Coram Foundation for children, aims to develop and promote best practice in the care of vulnerable children and their families. Its services include family support and parent centres as well as adoption service. Microsoft® Business Solutions Great Plains® has given this leading children's charity the powerful and flexible reporting capability it needed.



**Microsoft** Business Solutions

## Situation

Coram Family is one of England's oldest children's charities. It has been working continuously with deprived and disadvantaged children since 1739, when Thomas Coram established The Foundling Hospital to provide care for the homeless children he found living and dying on the streets of London.

Today, the Coram Family is a leading children's charity that aims to develop and promote best practice in the care of vulnerable children and their families. The charity promotes strongly its commitment to listening to and respecting children and young people, promoting their rights and challenging discrimination.

With an established reputation for pioneering work in difficult areas, the Coram Family develops new ways of working with children helping them to increase their resilience, take responsibility for their own lives and achieve their full potential. Currently the charity employs 150 permanent staff working with around 6,000 children, families and young people in and around London, East Anglia and East Midlands. In the last three years, it has tripled its annual charitable expenditure.

However, Coram's previous accounting package was no longer being developed by its supplier and a stable, reliable alternative did not exist with the same vendor. Coram had to reconsider their options and select a new financial solution.

## Solution

The selection process undertaken by Coram was rigorous, as Coram's project manager, Velou Singara explained; "The final project approval had to come from Coram's General Committee of Trustees, so we had to be confident in our final selection before it was presented to the board."

Coram Family completed comprehensive evaluations of several products, looking at the product performance and functionality and interrogating the vendor project plans.

A key requirement for Coram was the need for powerful and flexible reporting functionality, which had been lacking in their previous system. This reporting would also need to offer Coram the ability to report through to individual project details without the need for complex manual Excel manipulation. Coram Family also had an organisational objective to gain tighter financial and spending control.

Coram was impressed by Touchstone Tate Bramald's approach to the project and their experience in the not-for profit arena.

"Touchstone Tate Bramald impressed us with their work in the charity sector and its commitment to the sector was an influencing factor. Touchstone Tate Bramald's thorough project methodology also gave us confidence that they were the right supplier to support us through our implementation and beyond," explains Singara.

Coram Family felt that Microsoft® Business Solutions Great Plains® was the right product. The cost was within the reach of a medium sized organisation and the solution could be tailored to meet its specific needs.

## Benefits

Singara was impressed by the functionality of the Microsoft Great Plains product and was confident in recommending it to his board of trustees. "The range and sophistication of features represented great value for money, with the software being more advanced than some costing several times more three or four years ago," he says. "Microsoft Great Plains has given us a scalable system capable of supporting our continued rapid growth over the next five years at least."

## For More Information

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For more information about Touchstone Tate Bramald products and services, call 0800 0345 424 or visit the Web site at: [www.touchstonetatebramald.com](http://www.touchstonetatebramald.com)

For more information about Coram Family products and services, call 0207 520 0300 or visit the Web site at: [www.coram.org.uk](http://www.coram.org.uk)

Coram Family has significant plans to continue developing its use of the system and the business functionality that it can offer. Remote access is planned for Coram's multiple services divisions to enable them to monitor and track their individual financial positions. It will create a much more productive, proactive environment where questions can be answered immediately and with confidence.

## Microsoft Business Solutions

Microsoft Business Solutions offers integrated business applications and services that allow small and mid-sized organizations and divisions of large enterprises to connect employees, customers, and suppliers for improved efficiency. The financial management, customer relationship management, supply chain management, and analytics applications work with Microsoft products such as Microsoft Office and Windows® to streamline processes across an entire organization, giving businesses insight to respond rapidly, plan strategically, and execute quickly. Microsoft Business Solutions are delivered through a worldwide network of channel partners that provide specialized services and local support tailored to a company's needs.

For more information about Microsoft Business Solutions, go to: [www.microsoft.com/businesssolutions](http://www.microsoft.com/businesssolutions)

## Software and Services

### ■ Solutions

– Microsoft Business Solutions–Great Plains

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