Customer Story

Modern, connected ERP supports life-saving medical care around the world

Medical Teams International

Unit4 provides Medical Teams International with a single, connected enterprise resource planning (ERP) platform to maximize resources, reduce costs, and increase accountability – ultimately driving more impactful programs.

As the modern, cloud-based system is steadily rolled out worldwide, staff will have the trusted data at hand to better manage people, projects, grants, and funding.

Key benefits include:

- Single, connected view of financial processes supporting more agile, controlled delivery of humanitarian aid programs worldwide
- Accurate, complete finance and HR visibility for improved accountability and compliance
- ERP platform designed specifically for nonprofits accelerates worldwide roll-out
- Cloud platform ensures low TCO, flexibility, and repeatability as the organization grows

Care for people in crisis

Medical Teams International provides life-saving medical care for people in crisis, such as survivors of natural disasters and refugees. The charitable organization dares to “love like Jesus,” serving all people – regardless of religion, nationality, gender, or race.

Uganda proved to be the catalyst for a fundamental change in the way the organization manages its international operations. The charity was hampered by rudimentary, fragmented finance and HR processes used to manage its 1,600 staff and volunteers in this East African country. In response, Medical Teams transitioned two years ago to a connected Unit4 ERP platform.

“Unit4 provides us with a single, integrated view of finance, HR, and payroll in Uganda,” says Stephe Dean, IT Director at Medical Teams. “For the first time, we have a complete picture of our finance situation, a clear profile of the

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“With Unit4, we can break free from our legacy in-country systems, standardize our operations worldwide, and scale service delivery. This product is focused on the not-for-profit sector and has the functionality we require, and it continues to evolve with our growing needs.”

Stephe Dean
IT Director, Medical Teams International

Crucially, this powerful process automation also contributes to increased productivity. Instead of teams being caught up in repetitive and manual finance and HR transaction processing, they are now free to concentrate on tasks directly impacting mission. This might range from managing and improving services at a rural health clinic or optimizing the allocation of funds and gifts-in-kind to a program.

The other advantage is improved accountability. The team is building visibility into all transactions and documents, thereby increasing transparency and satisfying regulatory and donor requirements.

“The data that Unit4 gives us is a real differentiator for donors when grant proposals arise. We have dramatically improved our audit results since implementation, and the easy-to-generate reports safeguard trust with our funders because we can easily demonstrate accountability to their requirements,” says Stephe.

Accelerating aid delivery in new regions
This adaptiveness is also making Medical Teams more agile. “If we urgently need to deliver humanitarian relief in a new region, we can ‘copy and paste’ the platform into that region, rapidly supporting the finance, procurement, and HR needs in that region. And because it’s all in the cloud, we could literally have one person there with a laptop connected to Unit4, and operational very quickly. This makes Medical Teams much more responsive to humanitarian events as and where they occur” says Stephe.

Budget holders also now have the independence and flexibility to manage their own budgets. “The budget stakeholders – including our field operations, global services, and market development teams – can track funding sources, view individual invoices, and confirm how their spend stands against the budget. The Unit4 Analyser reporting tool means the data is also timely and trusted for decision-making,” says Stephe.