

CUSTOMER SUCCESS

SAGE & CPIO GIVE RSPCA PAWS FOR THOUGHT

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THEY SAID...

← The UK's leading animal welfare charity chose Sage and Platinum Partner CPiO to deliver a flexible, future-proof business management system.



Founded nearly 200 years ago, in 1824, the RSPCA is now one of the UK's largest charities, with an income of £140M and over 1,600 employees.

It has a large network of regional offices, 30 animal homes, hospital and clinics, and a team of uniformed inspectors on the streets. The Organisation investigates over 150,000 complaints of cruelty and neglect every year. The RSPCA's vision is to live in a world where all animals are respected and treated with compassion. It works to:

- Improve the welfare of pet animals
- Improve the lives and reduce the suffering of farm animals
- Reduce the use and suffering of animals in experiments

All of its income is raised through voluntary donations, legacies and memberships and fundraising with corporate partners.

NEXT





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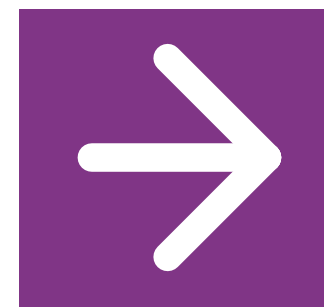
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Phase one went live in July 2017, delivered on time and within budget, and the benefits have quickly spread across the business. *“We estimate we’ve already seen a 20%-40% increase in efficiency by moving from a traditional system of paper invoices and old-fashioned date stamps to scanned invoices,”* Helen said. *“We’re still calculating the reductions we’re seeing in cost per transaction, but that, plus the amount of rework, are two of our key metrics, and we can already see both values coming down,”* she added.

There’s universal love for the new system across the business. With Enterprise Management available on any device, people can now take business data to where it’s most needed. *“Our commercial colleagues do a lot of work supporting teams in the regions. Previously they were more desk based and took wads of paper with them when they did go to site. Now they can go any time and take Sage with them – on their laptop, Chromebook or mobile phone,”* Helen said. The quicker and easier data analysis in Enterprise Management also helps the commercial team to generate better forward-looking planning.



Another key aim of the new system was faster financial closing, particularly at year end. *“We wanted to shift the balance of work to earlier in the process, to make sure we have the data insight earlier in the system,”* Helen said. *“And it’s been a success – the timetable and schedules are better. Even the auditors have seen a real difference: we have better data insight and can respond with much greater agility to their requests for information,”* Helen said. Fewer invoices and less paper has reduced the finance teams’ workloads and admin costs, but Helen says the Society has also seen some unexpected benefits. *“We’ve found we now have a more consistent approach to processes across the team, which allows for more flexible working,”* she said. *“People are collaborating much more, and we can now achieve a clear desk policy. It gives us more space and makes the office a nicer place to work.”*

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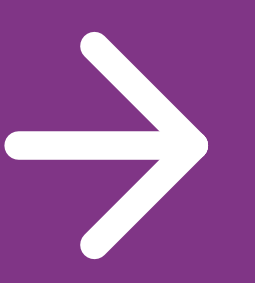
NEXT STEP

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“We were keen to include Sage because they are the market leader—they had also provided our previous finance system. We then undertook a structured and controlled selection process, and it was clear pretty early on that we had found the right solution in Enterprise Management, part of Sage Business Cloud.”

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