



## Case Study



**SOS CHILDREN'S  
VILLAGES**  
A loving home for every child

# What matters to SOS Children's Villages is connecting donors to children in need

**Do what matters**

**When children and young people are left without parental care, SOS Children's Villages is there. Thanks to a new solution designed to link needs with funds, employees at the nonprofit are now more easily able to show donors exactly where their money is going, offering visibility into all the open projects where the need is greatest. Finance and programs are integrated into a single system across the organization, changing the way employees work day-to-day with modern tools that will fit their requirements for years to come.**

## **Inspiring change: Connecting global processes to better support beneficiaries**

SOS Children's Villages – an international nonprofit dedicated to improving the lives of children and young people without parental care or at risk of losing it – understands that each child is unique. Employees across the globe offer care and support that's appropriate to the needs of each beneficiary they work with, taking into account their unique experiences, cultures and wishes. They do this using a three-pillar approach of prevention, protection and advocacy to create systemic change.

With important activities and programs taking place in more than 130 countries around the world every day, leaders wanted to standardize processes across regions using a single ERP solution for operations, accounting and HR management. "We were searching for a system that would allow us to have finance and funds management together in one place for our grants and programs. We wanted to provide full visibility and transparency for our donors into where their money is going," says Christian Schneller, project manager at SOS Children's Villages. "We had moved away from a cost center structure to a project-oriented structure and needed a solution that could automate reporting and budget activities on all levels."

## **Driving innovation: Automating reporting, linking needs and funds**

Since employees were already comfortably using [Microsoft 365](#) tools on the [Microsoft Azure cloud](#), a move to [Microsoft Dynamics 365](#) was a logical step forward.

**Company:** SOS Children's Villages International

**Country:** Austria

**Industry:** Nonprofit

**Solution:** Microsoft Dynamics 365

"We wanted a platform that could not only support our immediate goals and process changes, but that would also make us ready for the next 10-15 years into the future," says Schneller. "It's important that we give our people the most updated technology to be ready for any challenges that might arise. Dynamics 365 gives us that."

Prior to the Dynamics 365 rollout, specific regional needs were assessed. "Every location had its own environment and its own way of doing things," explains Schneller. "We needed to sell them on the benefits of the integrated platform."

We worked together to develop a [Dynamics 365 nonprofit \(NPO\) accelerator](#), ensuring implementation was quick and on-budget. The platform meets the organization's needs for financial and funds management, program and grant management, HR management and planning by keeping all data together and automating reporting.

While the platform revitalizes the nonprofit's back-office operations, leaders at SOS Children's Villages also wanted to unlock its ability to help get money where it's needed most. We developed a tool called "Linking Needs and Funds", which presents all the open projects to donors based on which ones need the most funding. For example, if the nonprofit is building a school in South Africa or a new village in Brazil, donors can see those projects based on their past activities.

"We then have that visibility into who has supported which project and can continue building those relationships for new needs that arise," says Schneller.

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### **Achieving what matters: A bright future of doing what matters**

Since implementing Dynamics 365, the platform has been rolled out in nearly 30 countries, with an additional 50 planned for the near future. SOS Children's Villages has made great progress in standardizing its processes across regions so that employees are all looking at the same numbers and can effectively communicate between departments and support other countries more effectively.

"While it's always difficult for people to embrace completely new processes, our employees understand the capabilities this platform provides them," says Schneller. "They're seeing how it really helps them in their daily work."

For SOS Children's Villages, it always comes back to the core mission of helping children and young people in need. With this new platform, both employees and the nonprofit's donors are in a strong position to continue doing that for years to come.

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**– Christian Schneller  
Project Manager, SOS Children's Villages**

## **About SOS Children's Villages**

SOS Children's Villages, founded in 1949 by Hermann Gmeiner, is the world's largest non-governmental organization focused on supporting children and young people without parental care, or at risk of losing it. Child neglect, abuse and abandonment is everywhere. Families are at risk of separation. Locally led, we work in more than 130 countries and territories to strengthen families who are under pressure so they can stay together. When this is not in a child or young person's best interests, we provide quality care according to their unique needs. Together with our partners, donors, communities, children, young people and families, we enable children to grow up with the bonds they need to develop and become their strongest selves. We speak up for each child's rights and advocate for change so all children can grow up in a supportive environment.

To learn more, visit [www.sos-childrensvillages.org](http://www.sos-childrensvillages.org)



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