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Stakeholder Relationship Management Solution for NGOs

June 2023

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Our Purpose

Use the power of community to break the barriers standing in the way of social good.

Internal

Human resources management

Accounting /
Financial management

Data management /
Business intelligence

Program management /
Funder & KPI reporting

Workflow management

Inventory /
Rental management

Marketing & engagement tools

Sales management

Client information management

External

Membership management

Event management

Volunteer management

Case management

Contribution management

Booking management

Facility / venue management

E-Commerce store

Learning management

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Stakeholder Relationship Management Solution for NGOs

Our unique value to NGOs

Connect with community

Engage your people

Work together effortlessly

Connect with community

Let the public know about your organisation and your services (promote your organisation)

Reach more people for your volunteer opportunities, experiences, services and fundraising activities

Get connected with corporates, associations and foundations to benefit from their CSR initiatives and grant programs

Engage your people

Increase your stakeholders' interaction and engagement with your organisation

Offer your members a better user experience for engaging with your organisation

Manage your stakeholders with less efforts by streamlining the way your staffs engage them (incl. funders)

Work together effortlessly

Give access to your staffs to the data and information needed to perform their roles efficiently

Save hours and days of work spent on manual and repetitive administrative work

Keep all data up-to-date and accurate and ready to be used for reporting and analytics

Our SRM in practice

Example for an Integrated Children and Youth Services Centre (ICYSC)

NGO

Promote activity

User

Register for an activity

User

Sign-up for membership

NGO

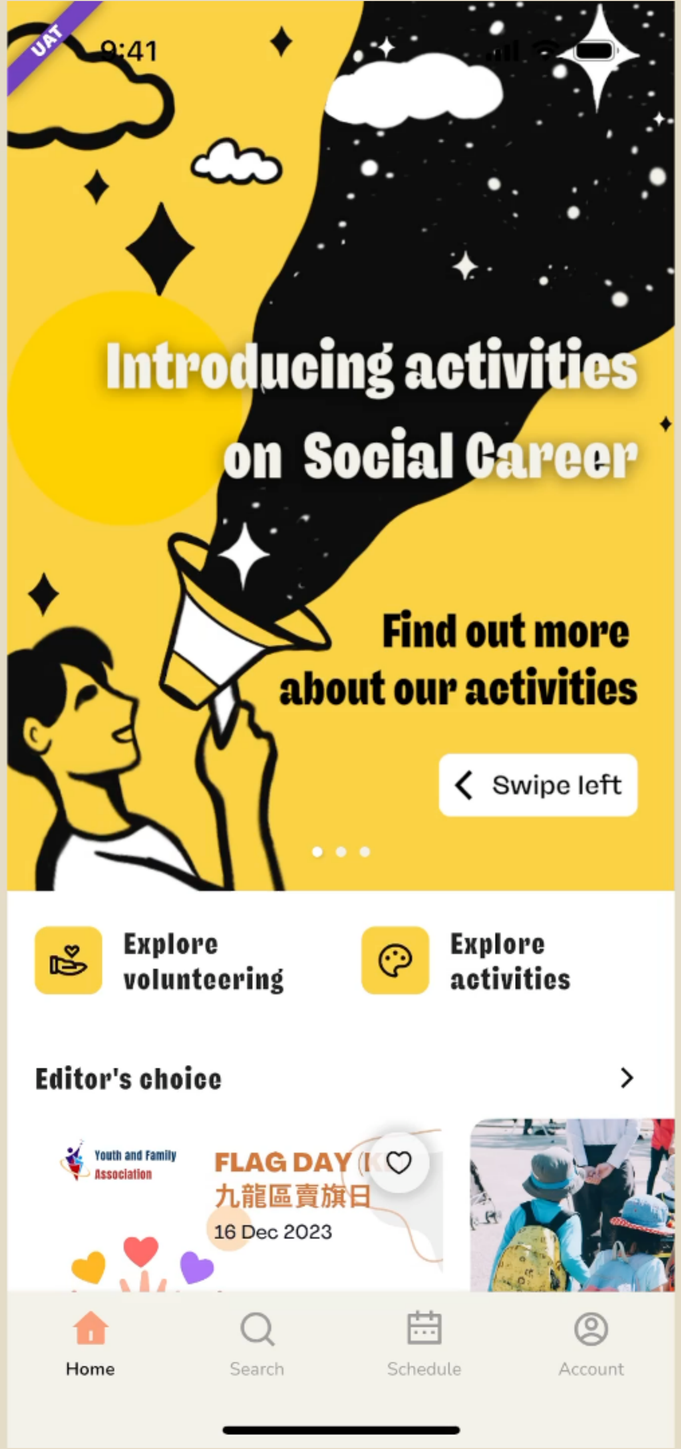
Confirm attendance

NGO

Create report (output)

NGO

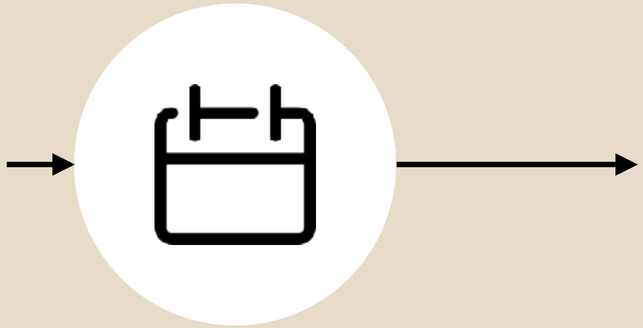
Promote activity

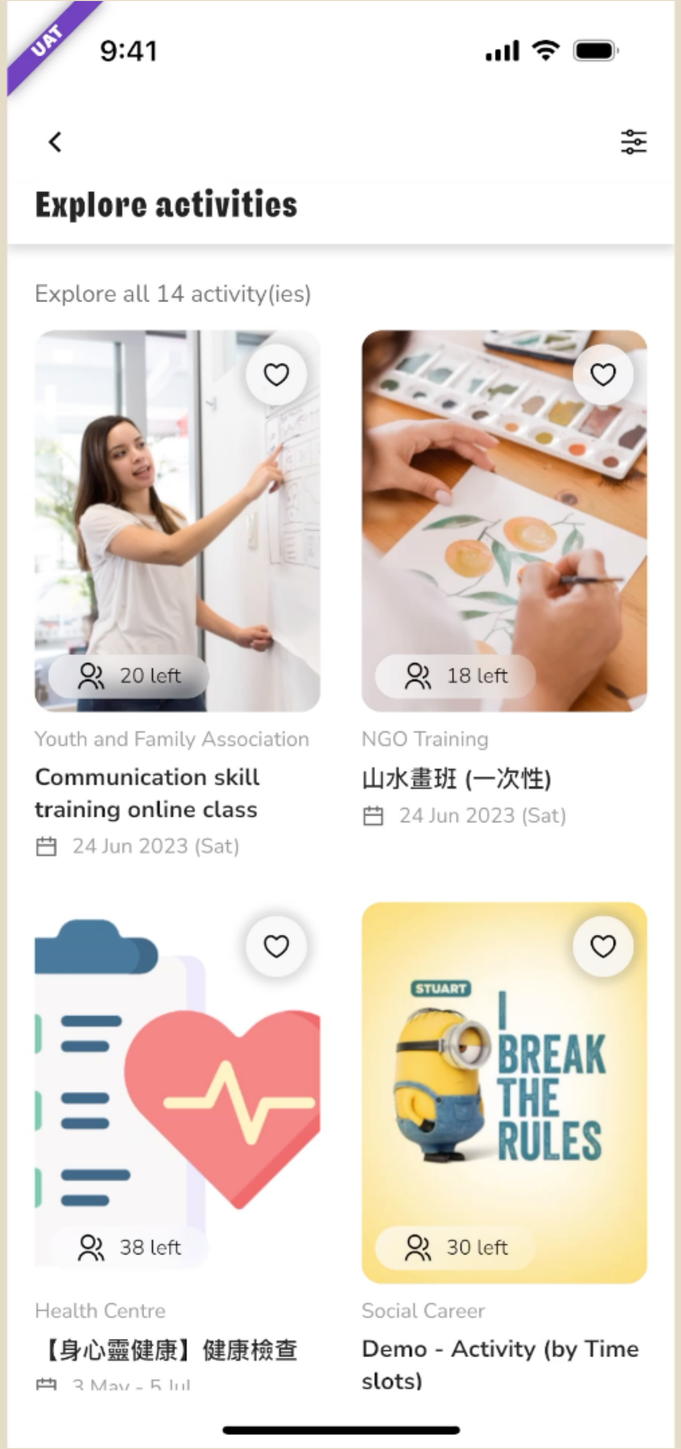


- Promote your organisation
- Reach more people by displaying your activities and volunteer opportunities

User

Register for an activity

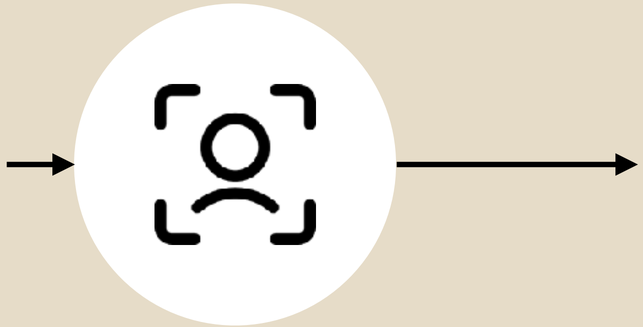




- Simple online activity registration, no more long line-ups at the community centres
- Accept online payments

User

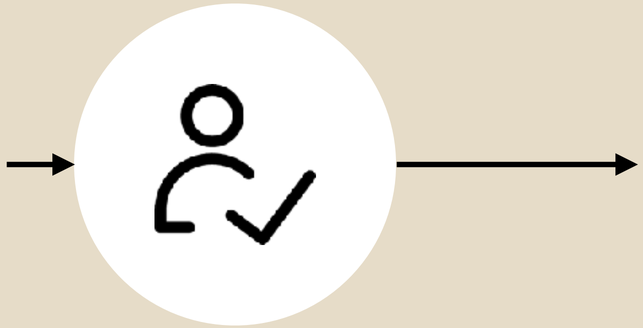
Sign-up for membership

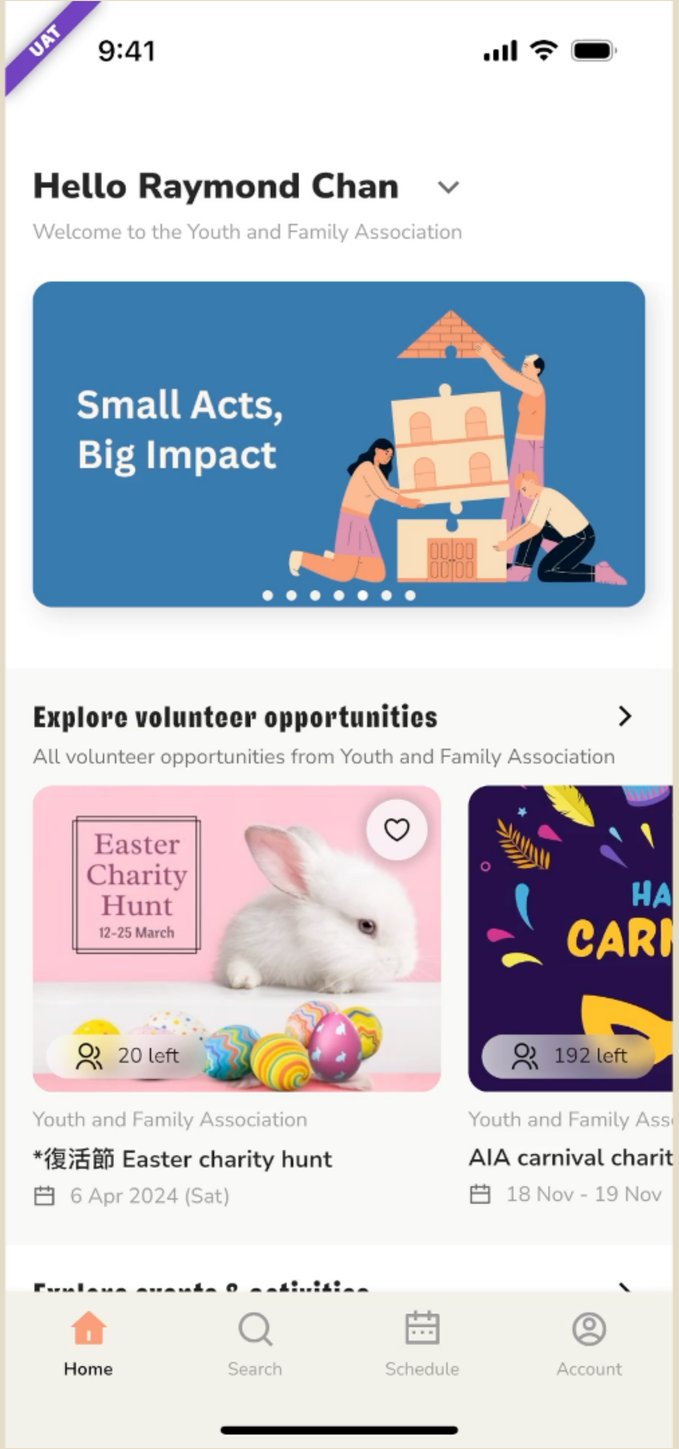


- Get new members to sign-up online via your membership form
- Have your own dedicated organisation page only showing your own activities and volunteer opportunities

NGO

Confirm attendance

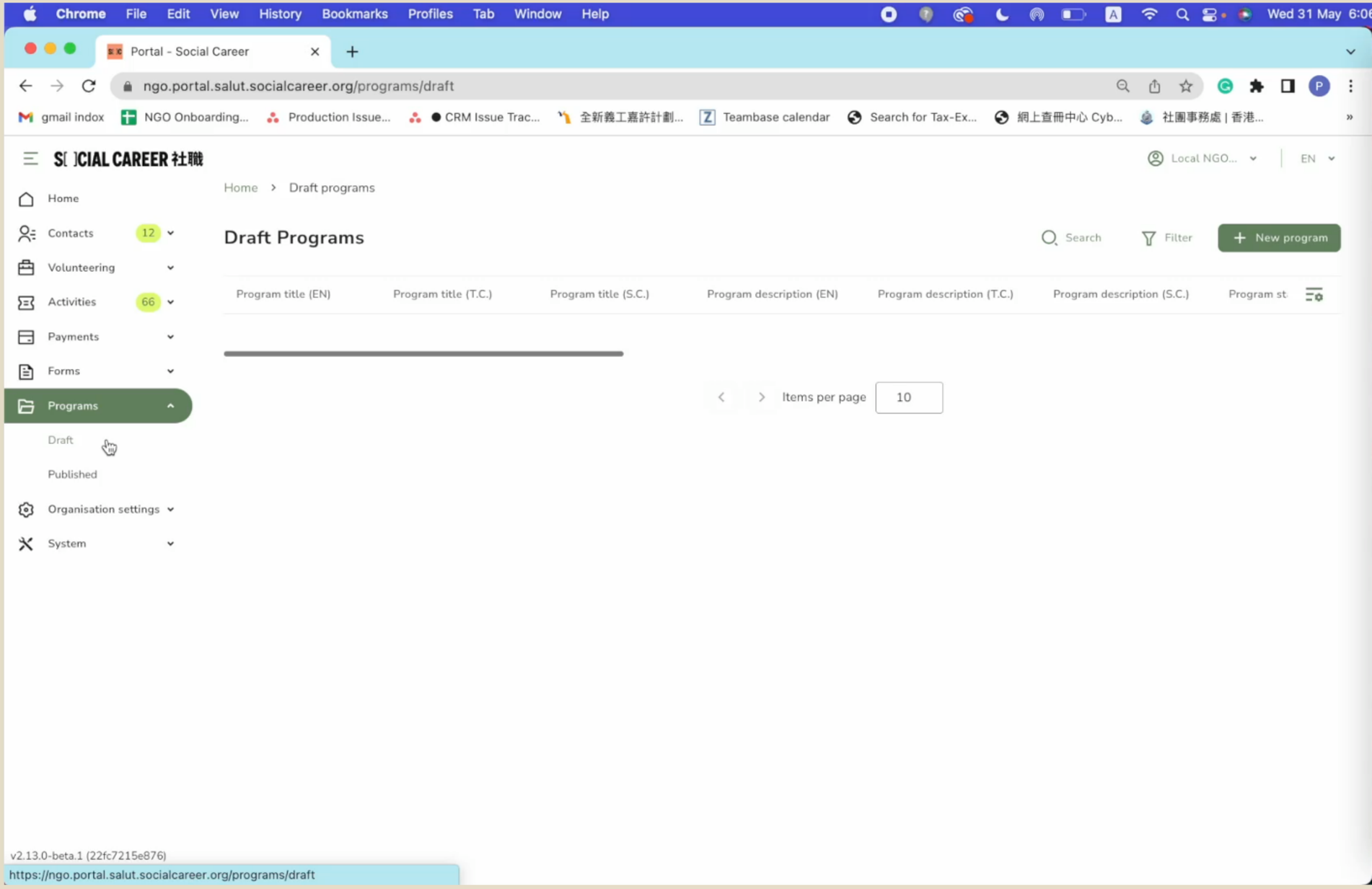




- User can see all his/her upcoming activities in the schedule tab
- Confirm activity participants' attendance via
  - QR code or
  - Virtual attendance checklist

NGO

Create report (output)

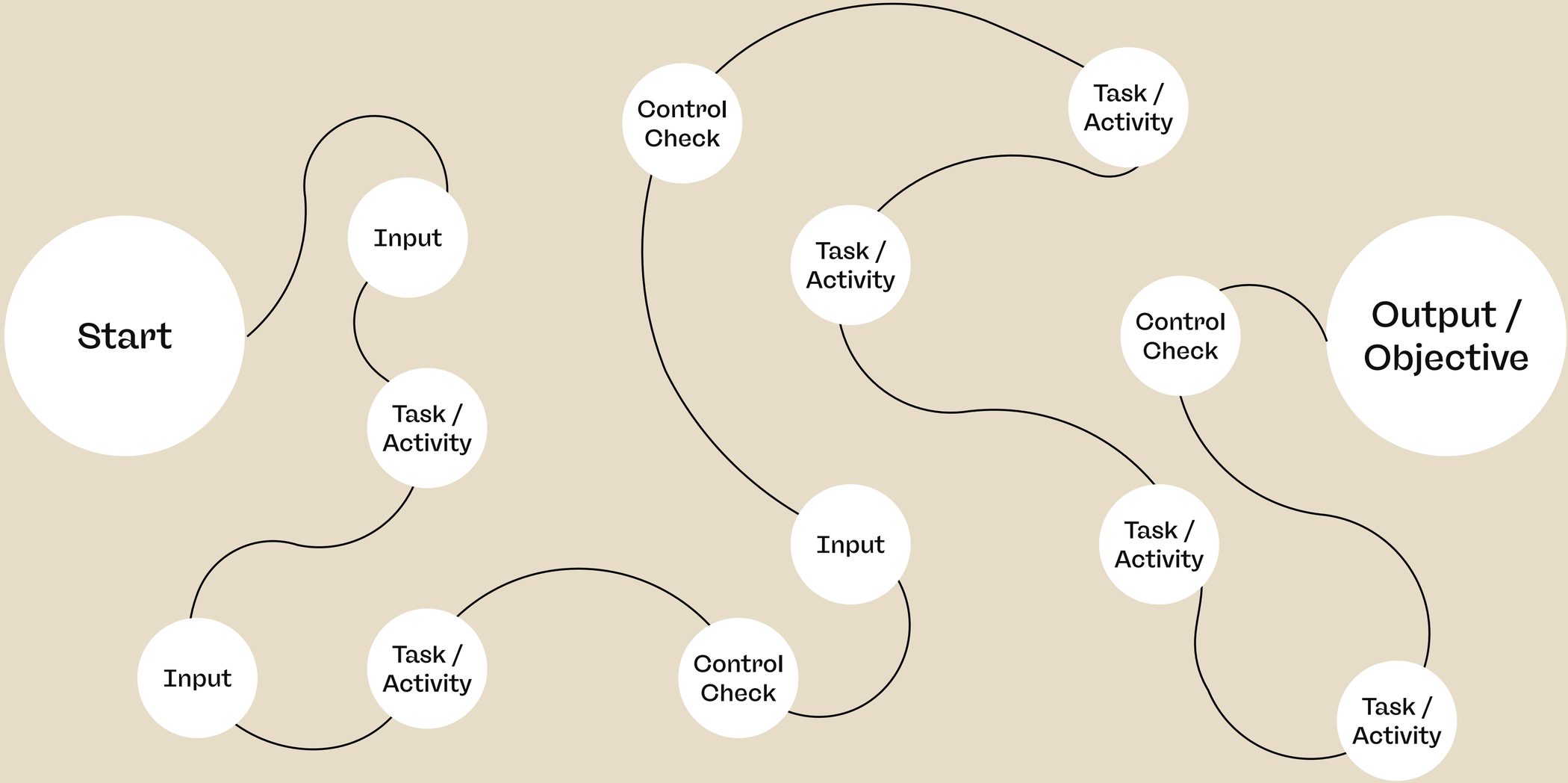


Digital transformation

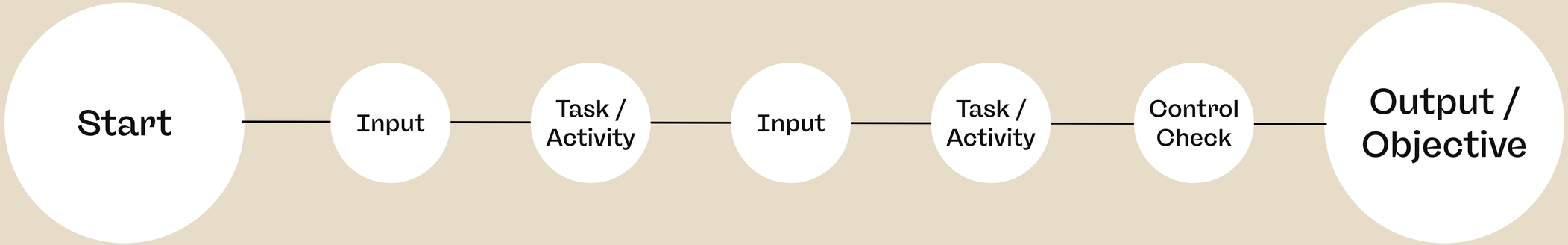
Should people adapt to technology or technology adapt to people?

Business Process Reengineering

This is how the digital transformed process would look if you ask a NGO manager



This is how a real optimised process should look if process reengineering is done right



What is process reengineering

Eliminating unproductive activities

Decreasing management layers

Accelerating information flows

Eliminating errors and rework caused by multiple handoffs

Change management

What is change management

Demonstrating management leadership

Defining clear roles & responsibilities

Building trust and reducing dependencies

Providing training

Where to start your digital journey?

Enterprise Resource Planning (ERP)
vs.
Common Application

PLANNING
SALES
CRM
INVENTORY
ERP
HUMAN RESOURCES
MRP
FINANCIALS
PURCHASING

Developing a ERP Solution

ICC (International Commerce Centre) Kowloon Station

Implementing Common Applications

HKSTP Science and Technology Park Shatin

ERP Applications vs. Common Applications Compared

ERP

- High initial development and implementation costs
- High system maintenance and upgrading costs
- High staff training costs and steep learning curve

- Has the vision and strategy for tech system needed
- Expertise of IT team to choose the right vendor
- Good knowledge of technology stacks and industry standards

- Perform detailed business and problem analysis
- Expertise in BPR and best practices within the sector
- Provide precise system requirements and specifications

- Clear communication on the digital transformation objective from the NGO management
- Readiness of each relevant department or team
- Resource management during the transition phase

Budget	Internal IT Team	Business Analysis & Project Management	Organisation transformation readiness & change management
• Low initial development and implementation costs. No overrun of your budget • Subscription costs instead of high maintenance costs • Moderate staff training costs	• Expertise to choose the right technology approach • Ops team to choose the solution (Ops vs. IT driven) • Knowledge of current tech stack and industry standards is less critical	• Perform application research rather than detailed business analysis • Common applications are built with best practice • Provide output objectives	• Clear communication on the digital transformation objective from the NGO management • Each department has higher flexibility on when to be ready • Less change management issues

Common Application

Change is always about people.
Your organisation’s culture, leadership and talents.

Let’s work together!

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