



**Malteser
International**

Order of Malta Worldwide Relief

Successful introduction of WINPACCS

WINPACCS Symposium 2024

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AGENDA

Who is Malteser International

Outset

Introduction of WINPACCS

Outlook & Conclusion



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Who is Malteser International

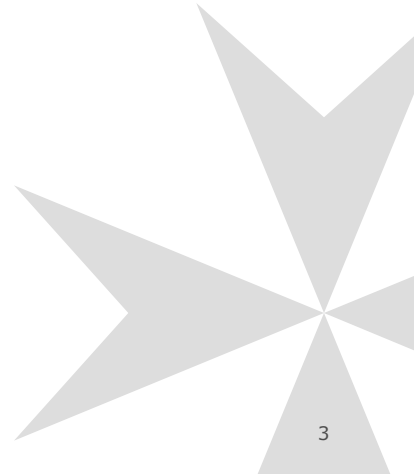
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Who is Malteser International



- International humanitarian aid organization and relief agency of the Catholic Sovereign Order of Malta
- For over 60 years we provide relief and recovery for people during and following conflicts and disasters around the world.
- In over 30 countries in Africa, the Americas, Asia, Europe and the Middle East, we support people in need – regardless of their religion, origin or political convictions.
- Interventions focus on the areas of Health, WASH, FNS & Livelihood
- Employs close to 1,000 Malteser International staff members
- Approx. 97 million € (2023) in program funding in approx. 150 projects



* Malteser International Americas is a legally independent organization based in New York, USA. Both Malteser International Americas and Malteser International Europe manage various projects in the Americas region. Both organizations have a combined program value of € 11.9 million after intercompany adjustments. Further information on Malteser International Americas can be found at www.orderofmalta.org.



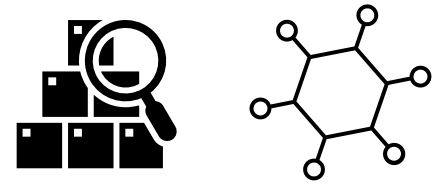
Project countries in 2023

Americas	Africa
1 Haiti	21 Ethiopia
2 Colombia	22 Democratic Republic of the Congo
3 Mexico	23 Cameroon
4 Peru	24 Kenya
5 USA	25 Nigeria
6 Venezuela	26 South Sudan
	27 Uganda
	28 Central African Republic
Europe	Asia
7 Greece	29 Afghanistan
8 Latvia	30 Bangladesh
9 Lithuania	31 India
10 Poland	32 Indonesia
11 Romania	33 Myanmar
12 Slovakia	34 Nepal
13 Ukraine	35 Pakistan
14 Belarus	36 Philippines
	37 Thailand
Middle East	
15 Iraq	
16 Lebanon	
17 Morocco	
18 Palestinian Territories	
19 Syria	
20 Turkey	

MI Regional Headquarters:

Cologne, Germany
New York, USA
* Reporting as of 31 December 2023
* Further projects have already been booked in previous years
* Project expenses were verified in 2024.

Who is Malteser International



- Legally part of MHD e.V., part of the Caritas Verband e.V.
- Annual closure and accounting subject to the HGB (German Commercial Code)
- HQ/ General Secretariat is in Cologne, countries of project implementation considered as branch offices (centralised system)
- Partially self-implementation of projects; but more and more projects are implemented with national partner organizations
- Main donors: The German Federal Foreign Office (AA), German Federal Ministry for Economic Cooperation & Development (various BMZ budget lines), ECHO, EuropeAid, USAID, UN-organizations, Global Fund, wide variety of foundations
- Euro as company currency
- Accounting software used by MI since 2005: Fundtrac 2.8 & Fundtrac Light 3.0 by CIWI GmbH combines project and financial accounting in one system

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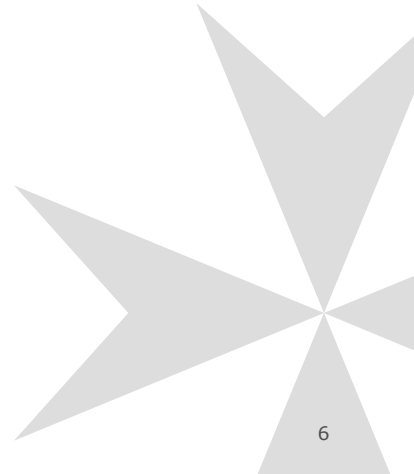
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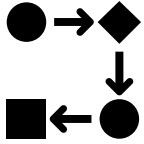
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Outset: Reasons for Change

- Colleagues around the world complaining about availability and quality of financial data
 - Challenges faced
 - Late availability of financial data in main system FT 2.8
 - Parallel excel cash books for reporting and budget controls
 - Exchange rate calculation prone to errors
 - Correction of mistakes/ reallocation of bookings only possible in the main system/ in HQ
 - Lots of manual data consolidation and comparison between excel and accounting system
 - Budget control too complicated in system, donor reporting therefore not possible
- Need for better performing, up to date, and user-friendly project accounting software, as outcome of strategic analysis with participation of the field
- No further development of Fundtrac by the software producer planned (technical + content)

Outset: Selection process



- Requirements:
 - tried and tested software that is already in use by other NGOs
 - HGB certification
 - SAP interface
- Market analysis and exchange with other NGOs over several years
- Deep-dive into 3 software solutions



Outset: Why WINPACCS?



- Up to date tool with more possibilities and modern user interface
- Ready-to-use software with little customization requirements
- Reduction of Excel files
- Simplified and extended donor reporting with individual customization possibilities
- Minimization of frequent errors through automatized processes (e.g. exchange rate calculation)
- Partner reporting and connection to partner accounting (new module end 2024)
- Individual WINPACCS Accounting installations per user/ laptop
- Accounting App usable offline and online
- Access to WINPACCS Cloud database possible from anywhere
- Expertise of mbi for more than 20 years in this field

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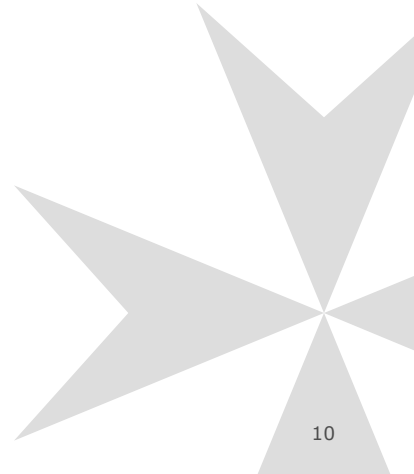
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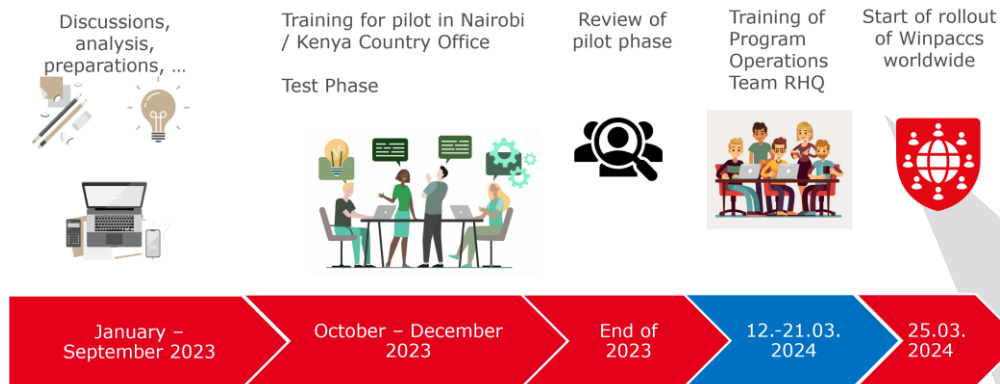


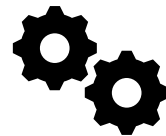
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Introduction of WINPACCS: First steps/Consultation process

1. Reading of white papers and meetings with mbi to get an understanding of the software
2. MI internal: intensive analysis of what processes need to be changed if new software is introduced
3. Regular exchange with mbi on upcoming questions
4. Training by mbi of selected HQ key staff from different departments to get their view on the software
5. Introduction of software in pilot location





Introduction of WINPACCS: Pilot Project

- Before final decision, MI conducted a 4-month pilot project as “field test” in productive environment
- Checking of postings (day- and month-end closures by HQ) to get a better feeling and understanding for the problems on all levels
- Separate offer and service by mbi, with possibility to pull out, i.e. true pilot
- Nairobi selected as pilot location due to:
 - Representative amount of postings
 - “Standard set-up” of MI location, not too complicated
 - Country responsible knowledgeable of financial topics
 - Stable internet connection



Introduction of WINPACCS: Roll-out

- 2-year plan: rollout to be completed by end of 2025 instead of big bang
- Wherever possible trainings are done on-site in the project locations
- Check list of to dos before roll-out discussed with locations 6-8 weeks in advance
- Call with location ca. 4 weeks before training to discuss set-up (money flows) and “special” cases
- 3-4 weeks in locations for on-the-job support of the staff members (at least 1 week ahead of the training and 2 weeks after the training for a “live” posting of vouchers and support in processes)
- mbi consultant supports each training for 3 days
- MI team of 3 people: WINPACCS project management, trainings, 1st level support



Introduction of WINPACCS: Rollout – current challenges.



- Change process is always uncomfortable, a lot of adjustments and communication is needed.
Pick-up of field locations well in advance is required (e.g. day-end closure).

Example Terminology :

Fundtrac	Winpaccs	Description
Cash in Cash out Date	Voucher Date	Date of payment
Voucher Date	Invoice Date	Date on the receipt

- Ready-to-use software means that structure must be adjusted to software not the other way around
- Revision/ adaption of software only done when beneficial to all clients
- Despite double entry system, no financial accounting component (yet)
- SAP interface needs to already be taken into consideration, as well as current software

Introduction of WINPACCS: Rollout – current challenges



- Currently, in the transition period, reporting still needs to be extracted from old system because of existing data from ongoing projects and current HQ expenses → full potential of new software cannot yet be felt by all colleagues
- Budget control does not have a forecast function
- User roles are highly detailed (down to almost every function) but tied to defined overall users (not adjustable). MI needs many predefined user roles.

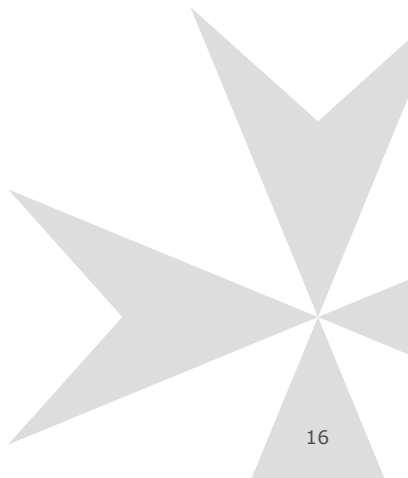


Introduction of WINPACCS:

Rollout – already visible successes



- Successfully rolled out in 9 locations, half of the envisaged trainings completed
- Financial data more up to date (Colleagues of Turkey team were able to post a whole month in one day /150 postings)
- Improved access to relevant reports
- Reporting currency
- Voucher list according to donor requirements
- Processes need to be newly thought through: a chance to update outdated processes



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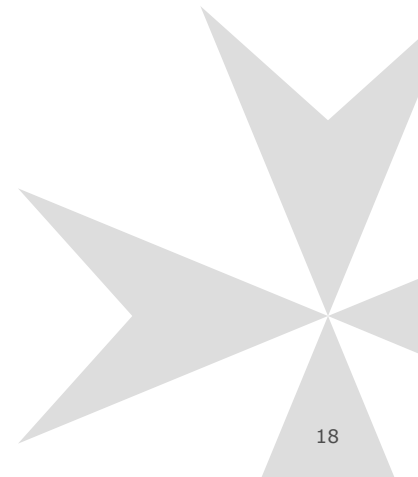


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Outlook & Conclusion: Next Steps



- 7-8 more trainings in locations, rollout in 12 locations to be completed by October 2025
- Pilot with partner organization to import partner data in WINPACCS and be able to create consolidated reports
- Add inventORIZATION feature
- Integration with SAP/4-Hana through direct interface up and down



Outlook & Conclusion: Conclusion



- Lesson Learnt:
 - Focus has to be fully on the trainings: All required staff (including coordinators) have to attend
 - Requires constant “keeping at it” and proactive follow-up by the 1st level support
 - Need for better planning regarding data merging between the systems (interface)
 - Allocate key staff to closely accompany pilot project
- Very open, constructive and helpful exchange with mbi on how to deal with challenges
- At the moment, the introduction is a lot of work and the process is bumpy, but we are still convinced that it is the right project finance software for us
- To put it in the words of a colleague from Kenya: *“It has a lot of potential, and we can make it work well for us”*