

A dream come true for Make-A-Wish

Granting wishes faster for
children in need

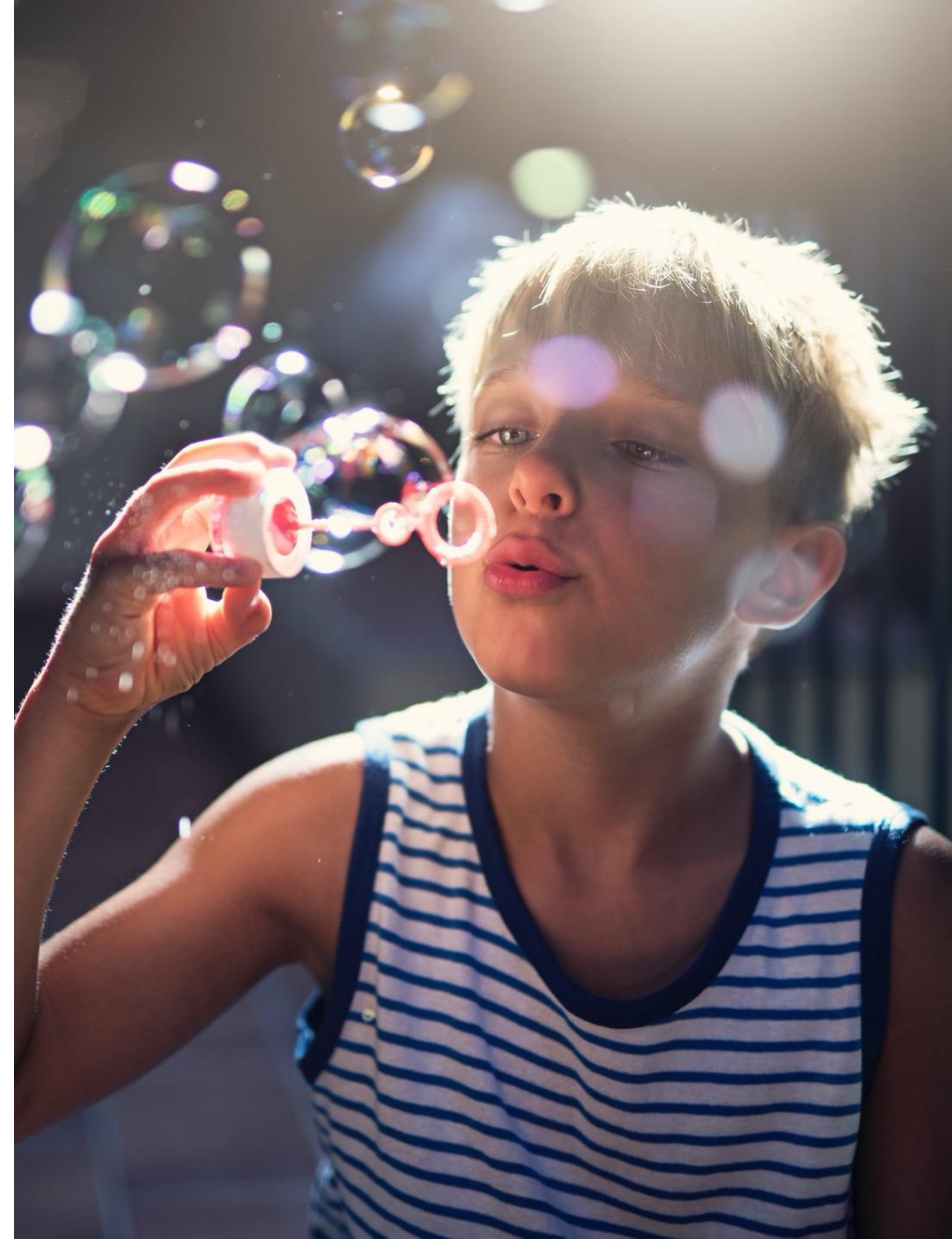


Call for change

Uniting the nation's wish-granters

Make-A-Wish® has granted more than 500,000 wishes worldwide to children with critical illnesses since its inception in 1980. Through a wish come true, Make-A-Wish is able to give wish kids a piece of their childhood back—because every child deserves a childhood. With 59 chapters, each operating different IT systems, the nonprofit decided to undergo a complete digital transformation. By replacing disparate processes and legacy systems— including 60 different databases—with one holistic system and approach, the nonprofit stood to gain greater data consistency, enabling each

chapter to access the right data to make timely, informed decisions and ultimately grant more wishes, more quickly. Accenture's requirements repository—a system that accelerates the matching of platform solutions to organizations based on specific needs—was a clear differentiator. The nonprofit partnered with Accenture to identify and implement the best Enterprise Resource Planning (ERP) solution for the job, to ensure Make-A-Wish technology would work as hard to support its mission as its dedicated workforce.



When tech meets human ingenuity

Finetuning for rapid funding

The project began with a series of workshops exploring Make-A-Wish processes and requirements in detail, switching to virtual check-ins when the pandemic struck. The steering committee included representatives from Make-A-Wish chapters, who were tasked with gathering feedback from their peers. This ensured every chapter was represented and invested in the solution's success. The solution also had to match up with the organization's main priorities, which Accenture and Make-A-Wish ranked according to importance. Cloud-based Oracle NetSuite was chosen because of its superior user interface, customization options, and the fact it provides a 360-degree solution across ERP, Financials, and more.

Make-A-Wish chose to kickstart the transformation with its finance functions to gain total oversight of projects, funds, external vendors, and internal stakeholders. The nonprofit required a uniform chart of accounts and clear processes to ensure data consistency and make reporting more streamlined and systematic. Significant process changes were also necessary. For example, in order to grant a wish to a child in one state when the money needed to be spent in a totally different state, the organization frequently moved money from office to office in an offline, analogue manner. Make-A-Wish required a bespoke NetSuite solution to track the spending between chapters.

Once the solution was agreed, with custom workflows created where necessary, Accenture helped to integrate NetSuite with other existing software solutions and configure the system according to Make-A-Wish's highest-ranking priorities. Accenture hosted an incredibly thorough training series for more than 500 people across all chapters, with several dozen interactive webinars, regular check-ins, pre-recorded videos, custom training for 80 workers, and FAQs answering responses to all the outstanding questions.



A valuable difference

Realizing wish-granting goals

The new solution went live in a phased approach across all chapters in summer 2020, in time for the new fiscal year.

Everything from the implementation, interface integration, testing, and training took place virtually. Make-A-Wish now has a modern ERP that helps the 500+ workers using the system more rapidly and efficiently grant children's wishes.

All 60 databases were consolidated into one system, ensuring Make-A-Wish has superior visibility over all financial transactions and processes. As a result, Make-A-Wish is benefiting from: **improved insights** from common data reporting, to inform decision-making; **improved efficiency** thanks to a reduction in manual processes; **improved speed**, for example, in closing its books; **improved transparency** to aid the allocation of costs across chapters for wishes.



A valuable difference

When the state-to-state funding challenges were signposted late in the program, Accenture rapidly pivoted to build a bespoke solution. The shift in strategy demanded quick-fire approvals from stakeholders as well as additional testing and training—all of which was achieved. Now, Make-A-Wish has a central repository and can share records across its chapters in a transparent way. As part of this new future,

Make-A-Wish chapters can make payments for other chapters and accurately allocate costs, eliminating the manual, time-consuming process of non-electronic funds transfer.

Accenture continues to provide NetSuite support and is working on a Salesforce Customer Relationship Management solution for Make-A-Wish that tracks donors, in order to help the nonprofit form closer ties.

Make-A-Wish is well on its way to gaining a complete 360-degree view of its organization, funding, donors and more, to help it grant wishes to more children in need quickly.