



# Case Study



National charity, RNIB, work to bring simplification, improved efficiency and reporting

## Background

The Royal National Institute for Blind People is the leading UK sight loss charity. Founded in 1868, the charity offers information, advice and support for almost two million people living with sight loss in the UK. The charity received its Royal Charter in 1948 and in 2008 merged with Action for Blind People, the latter becoming an associate charity of RNIB. Still based in London, RNIB's mission is to empower those who are blind or short of sight, remove the challenges they face day-to-day and to eliminate preventable sight loss.

## Challenges

As a national charitable organisation, RNIB required a robust financial reporting system. However, the organisation was using a 12-year-old SAGE system, which had become increasingly outdated and slow to operate.



Due to a merger with Action for Blind People, the charity was operating three different finance systems and needed to consolidate and invest in something which was more user-friendly. RNIB was ultimately looking for a system that would ensure accuracy, efficient time management and facilitate data entry or financial reporting.

## Implementation

RNIB approached Azzure IT to implement a new system. Richard Billam, Systems Transformation Manager at RNIB said: "We approached Azzure IT to implement a new system, as we appreciated their straightforward, honest approach. We admired their commitment to providing a simple and flexible implementation." Azzure IT installed Microsoft Dynamics NAV and JET reporting. Vital to the sight loss charity were the addition of ZoomText magnifier JAWS screen reader. Initially, RNIB experienced compatibility problems between these programmes and NAV. However, Azzure IT worked directly with Microsoft to make changes to the core product to allow NAV to work natively with JAWS and ZoomText.

## Benefits

Post implementation, RNIB experienced significant financial benefits. Thanks to the simplification and improved efficiency of financial reporting, cutting the need to employ additional staff, the charity has made savings of £200,000 per year. Since implementing JET reporting, the RNIB team has been able to build fast, flexible and powerful reporting inside the familiar Microsoft Excel product. The move to NAV has also provided an over-arching improvement to efficiency, accuracy and data entry.