



“The financial package and the CRM system from NetSuite is everywhere now at Forest YMCA, not just in the accounting department.”

*— Joseph Thompson
Co-founder
JNA Consulting*

To deliver the services and take on additional contracts, Forest YMCA confronted an IT dilemma. It had a decaying IT system costing £200,000 a year to maintain. The DOS-based accounting and payroll application had outlived its manufacturer and was unsupported. And almost everything was run on spreadsheets and Access databases. IT was an ad hoc affair. There was no way it could take on the burden of producing reports and preparing proposals to bid for UK government contracts.

“The panic factor was setting in,” said Thompson. Forest YMCA needed a system they could use to produce reports for the local YMCA board, the regional YMCA association and government bodies as well as the national YMCA-England organisation.

The Solution:

Forest YMCA and JNA Consulting turned to NetSuite to heal its IT wounds.

JNA wanted to introduce an IT system that would combine CRM and accounting tools in an affordable, easy-to-use package. Thompson of JNA said, “Forest YMCA made a strategic decision that they were not running an IT organisation,” but wanted a sophisticated application to help them build membership contributions.

Forest YMCA and JNA opted for a complete IT overhaul.

“We looked at other large charities,” said Thompson, “and investigated the use of Great Plains software with full access to the accounting system.” Thompson thought it might be a good way forward, but “you can’t understand the price list without a consultant to take you through the modules,” he said, “and there was no clear upgrade path if we started with fewer than ten users.”

“When you price Great Plains with the Microsoft platform, you can end up throwing lots of money away because of the way the licenses work,” Thompson said. “We needed 8 seats in a simple deployment for the pilot, but if it had worked and we’d wanted to take it wider, we couldn’t have upgraded easily. We’d have had to write off the existing investment and start all over again.”

Contemplating future challenges is what directed Forest YMCA and JNA to choose NetSuite. They selected NetSuite because it offered a complete IT solution without the IT staff costs. NetSuite could be implemented across the entire organisation, and for the price of a Great Plains accounting application Forest YMCA got an enterprise application with licenses for up to 250 users.

“We think that’s pretty good value,” said Thompson.