

**CrimeStoppers.**  
Speak up. Stay safe.

# Improved process automation saves time and money for CrimeStoppers Charity

## About the organisation

Crimestoppers is a charity, independent of the police, giving people the power to speak up and stop crime, 100% anonymously, by phone or online, 24/7, 365 days a year. It is regularly contacted by people vulnerable, scared or afraid of the consequences of sharing what they know.

The charity has supported millions of people over the years and its international appeals have resulted in over 140,000 arrests. Crimestoppers Most Wanted gallery, launched in 2005, exposes those wanted by UK law enforcement resulting in over 5,000 arrests to date.

## The Challenge

A review of existing systems and processes at Crimestoppers highlighted three main issues. Firstly, the management data was insufficient, processes were slow and there was a heavy reliance on spreadsheets to both manage and provide management data.

Steve Mann, Director of Finance at Crimestoppers says, **“We couldn’t provide answers to simple questions such as which contracts or customers generated what income and whether staff members were spending too much**

**time delivering tasks manually. A new system solution would save time and support informed decision making.”**

## Solution

Steve explains, **“My previous experience using Microsoft Business Central gave me confidence it would deliver the solution needed, at a cost appropriate for our charity. The board supported the change, so we set about finding the best partner to work with to do so.”**

“Is Crimestoppers really anonymous?”

Yes. 100% anonymous. Always.

Tell us what you know, not who you are.

**CrimeStoppers.**

**0800 555 111**

100% anonymous. Always.  
crimestoppers-uk.org

## Highlights

Increased efficiency and savings through automation and process simplification

Better decision making supported by accurate and timely business intelligence

Rapid and smooth implementation of Microsoft Business Central

Increased collaboration and knowledge sharing through the cloud

The solution has freed up around 12 man-weeks of time each year

Out of three organisations shortlisted Xpedition was selected, following an on-site demonstration and by maximising out-of-the-box Business Central functionality. It's solutions architects exhibited a deep understanding of the product as well as Crimestoppers' needs. The Continia expense management system, being integrated with Business Central was a good solution to replace the previous manual process.

The solution design was refined in workshops with Xpedition, along with data load and setup requirements

before the implementation process commenced. Users and system administration staff were trained and testing began on a weekly basis with Xpedition consultants providing timely support to answer and resolve any queries.

The Crimestoppers solution is wide ranging; supporting the sales order process, financial reporting and expenses management with the Continia app. Project financials with the Jobs module of Business Central and purchase order processing using the inbuilt approval process.

The improved management reporting demonstrates each contract can be tracked and its contribution to the business assessed, giving clarity around the financial outcome of every Crimestoppers campaign and service. Financial processes have been simplified and streamlined, enabling month end closures two weeks earlier than was previously possible.

Significant efficiencies and savings have been achieved in processing expense claims; with over 50 claims per month, the solution has freed up around 12 man-weeks of time each year, enabling more time for colleagues to work together and solve issues. The ability to fully reclaim VAT has also vastly improved, generating an estimated extra £3,000 per annum.

The finance operation has been transformed with the cloud-based solution, which has enabled a reorganisation of the department, eliminating knowledge silos and facilitating collaboration both in the office and remotely.

The charity is now looking to expand the capabilities of the solution to improve purchasing and to increase productivity.

**"We can now easily get the information needed to make strategic decisions about the business, our position against budgets and the value of new work that we win. The pace at which we can deliver improvements is also increasing as we pass the bedding-in period,"** highlights Steve.



## Working with Xpedition

**"You can measure the benefit of a partner by their responsiveness; Xpedition listened, understood our challenges and worked with us to find solutions. Their support staff are well qualified, answered complex questions and walked through the process to find effective solutions."**

Steve Mann, Director of Finance at Crimestoppers



## Benefits

### Improved decision making with business intelligence

Increased visibility of financial surplus and budget tracking have improved the quality and timeliness of business decisions at Crimestoppers.

### Increased productivity

Automated and streamlined processes are reducing the time spent on routine and repetitive tasks; expense claims and month

end closure, freeing up staff time to support colleagues and solve issues.

### Increased VAT claims

Simplified expenses processing has enabled Crimestoppers to claim an additional £3000 in recoverable VAT.

### Easy collaboration over the cloud

Business Central is enabling more collaboration between colleagues at Crimestoppers, both in the office and remotely.

To learn more about Xpedition visit:  
[xpedition.co.uk](http://xpedition.co.uk)  
Or contact us on +44 (0)20 7121 4705

# Xpedition