

# Case Studies

## National Heart Foundation of Australia



“The professionalism and experience of Pitcher Partners kept the project on the rails and ensured that we would have a successful implementation.

The methodology that Pitcher Partners employ to manage projects is simple, uncomplicated and most importantly effective. Their focus on managing change by concentrating on the business, the team and the individual was highly commendable”

### Client Snapshot

The National Heart Foundation of Australia (NHFA) is an independent Australia wide, not-for-profit health organisation, funded almost entirely by donations from Australians.

NHFA's purpose is to improve the heart health of Australians and to reduce disability and death from heart disease, stroke and blood vessel disease by:

- Promoting and funding research to gain and apply knowledge about heart disease, stroke and blood vessel disease, its prevention and treatment.
- Promoting and influencing behaviour which improves heart and blood vessel health by conducting education and other programs directed at health professionals, those with heart disease, and the Australian community at large.

As Australia's leading heart health charity, NHFA carries out the following activities:

- Fund life-saving work in research.
- Fundraising programs (e.g. Jump Rope for Heart, merchandising, bequests, Heart Week, etc.)
- Work with partners in the government and corporate arena to fund and deliver cardiovascular health programs.
- The Food Information Program (Tick Program).
- Prevention and education to reduce the loss and suffering caused by cardiovascular disease (heart, stroke and blood vessel disease).

### The Challenge

NHFA is a co-operative federation comprised of a national body and eight state and territory divisions, which

are separately incorporated, but work nationally and locally in a co-ordinated manner. The decentralised structure of the organisation presented many challenges in the finance area around consolidation and financial reporting.

NHFA sought an IT solution covering the integrated finance and sophisticated budgeting requirements of the organisation, including:

- Consistency of data, information and processes across all state divisions.
- Eliminate the need to run a separate database and installation for each division.
- Removal of duplication of data processing and data re-keying.
- Enhanced reporting and information dissemination.
- Increased productivity.

Whilst NHFA had identified the need for a new system and had started to look at possible solutions they recognised a need to seek assistance from Pitcher Partners.

### The Approach

NHFA initially contracted Pitcher Partners to manage the system selection process, facilitate discussions and demonstrations with potential vendors and undertake an analysis of vendor responses, based upon functionality, cost and suitability of both the vendor and implementer.

Based upon vendor demonstrations and evaluation analysis, a preferred vendor was selected by NHFA. Pitcher Partners then assisted NHFA negotiate commercial terms and conditions with the preferred vendor.

Upon successful conclusion of the contract negotiations Pitcher Partners partnered with NHFA to project manage, over the following six months, the implementation of the selected system. This involved co-ordinating the software implementers, business

functions as well as managing overall timelines and budgets.

The project was controlled via a steering committee with representation from the board and senior management.

The implementation encompassed phases for documentation, training, user acceptance testing, data migration and change management, Pitcher Partners had overall responsibility for managing these tasks and provided processes and methodologies to assist NHFA to complete their responsibilities.

### The Benefits

The system selection and implementation was managed to maximise returns to NHFA to ensure that:

- The chosen solution provides overall value for investment.
- All relevant parties have had input into the selection process.
- The key business requirements are fully satisfied.

- The system will be capable of growing with the organisation.

### The Success

The selection of a new IT system provided NHFA significant opportunities for improvements in business processes and practices.

NHFA now have an integrated system providing consistent levels of information across the organisation.

A constant focus on change management has ensured that the new system has been welcomed by staff as they have been actively involved and informed of the process throughout.

Pitcher Partners members are proud of their broad business experience. Team members have a strong business background that enhances their significant IT skill sets. The combination of these skills has provided a depth of service to NHFA that few other organisations would be able to match.

## How We Operate

Pitcher Partners refers to the Victorian partnership and its associated entities including Pitcher Partners Advisors Proprietary Limited, Pitcher Partners Consulting Pty Ltd, Pitcher Partners Corporate Pty Ltd and Pitcher Partners Investment Services Pty Ltd.



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