



# Salvation Army improves control and compliance with digital contract management solution

The Salvation Army is a familiar presence on city streets, rural farms and in suburban centres across Australia. Widely known as Salvos, they are on the ground, day and night, bringing practical support and hope to those who need it most.

The organisation relies on a culture of courageous stewardship to live out its mission, delivering a range of innovative and progressive services within a financially sustainable framework.

## Old manual system was inefficient and error-prone

An internal review by the Australian Southern Territory division of The Salvation Army highlighted the need to improve efficiency and transparency in its management of contracts. The areas requiring attention included:

- Compliance monitoring
- Internal KPI reporting
- Audit history recording and reporting
- Contract process automation

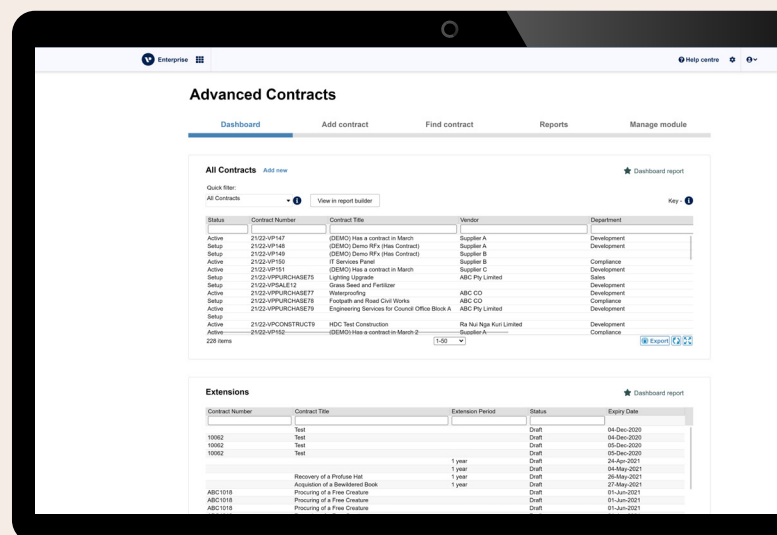
Salvos set out to identify a web-based, automated contract management solution that would promote accountability across the board. The chosen solution needed to address the areas which had been identified as problematic and which would help replace the manual system with a digital alternative.



## Solution configured to internal processes and policies

The error-prone manual system being used to manage contracts was replaced with a configured Contract Management solution, which was successfully implemented in line with The Salvation Army's internal compliance requirements.

A particular benefit of the VendorPanel Contract Management solution is that it is intuitive for users to work with, because it was easily configured to match the organisation's process and workflow requirements.





## Facilitates compliance and a clear audit trail

All compliance, reporting and notifications relating to the management of contracts are now managed in one central location.

The solution automates appropriate notifications, and approvals are included within each workflow. This keeps scheduling on track, avoids missed deadlines and renewals, and keeps the contract management process compliant with the governing policies.

It also helps Salvos fulfil their internal audit responsibilities, as all activities within the solution are recorded and can be reported on.

## Sophisticated reporting for all data

One of the most useful benefits of the solution has been the data insights that are delivered through both pre-configured and user-defined reports. Management therefore has a detailed view of the entire process, with alerts being triggered if red flags arise.

As per the need identified in the initial review, KPIs can now be readily monitored and reported on. These reports can be viewed on configurable dashboards and automatically be distributed to appropriate staff. With these multi-level reports, management can now make financial and operational decisions based on current and accurate data.

VendorPanel Contract Management is a powerful, proven platform that is widely used across industry sectors. It addresses common challenges by:

- Automating contract creation, approvals and management
- Improving visibility and tracking
- Accelerating process times
- Helping you manage supplier performance, compliance and risk

