

World Vision

Humanitarian organization utilizes
ERP solution to quickly aid victims
of Hurricane Harvey





BACKGROUND

World Vision United States (World Vision) is dedicated to helping children and their communities worldwide reach their full potential by tackling the causes of poverty. Incorporated as a non-profit in 1950, World Vision has approximately 2.5 million supporters, consisting of individuals, churches, corporations, and governments in more than 100 countries. World Vision is child focused, partnering with communities to provide development opportunities for their immediate and long term needs by providing access to essentials such as clean water, food, health services, and focusing on development of education, community, and micro-enterprise infrastructures.

World Vision recognized the need to respond quickly and needed an ERP solution that provided it the ability



to quickly organize, assemble and stage a mobile site within 7-14 days.

Gifts-in-Kind (GIK) donations are a significant source of World Vision's support to communities in need. Tracking the extensive network of GIK donors and products was dependent upon software that had become obsolete and costly to operate. Additionally, the software was determined to be near end-of-life and lacking in key capabilities for World Vision's future business processes.

World Vision and enVista have been longtime partners. In September 2014, World Vision selected enVista to implement Microsoft Dynamics AX (AX) for its GIK product supply chain management platform.

The original Microsoft Dynamics AX ERP implementation project success criteria were:

- Eliminate the risk and cost of operating obsolete systems
- Increase the operational efficiencies in GIK management
- Consolidate of the existing 12 "bolt on" modules, commercial-off-the-shelf product, and custom developed solution into one solution
- Gain efficiency of:
 - o At least 2.5 full-time employees (from GIK logistics, regional specialist, and in the global distribution warehouses)
 - o At least \$50K annually in domestic warehouse costs
 - o Allow World Vision to significantly increase GIK product volume without adding additional overhead cost through 2016

THE CHALLENGE

Hurricane Harvey made landfall in Texas on August 25, 2017, as a Category 4 hurricane, becoming the first major hurricane to strike southern Texas since 1970. It inflicted \$125 billion in damage, primarily from catastrophic rainfall-triggered flooding in the Houston metropolitan area and Southeast Texas. The resulting floods inundated hundreds of thousands of homes, which displaced more than 30,000 people and prompted more than 17,000 rescues.

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World Vision had several goals that potential new sites needed to achieve:

- The mobile site needed to be able to be set up, configured and function like existing sites with point of sale (POS), advanced warehousing and finance systems
- The mobile site needed to be easily and efficiently set up, organized, and mobilized to meet the needs and supplies of the specific emergency/disaster
- The site, particularly software and equipment, must be mobile, like a modern “pop-up” store, with the ability to set up and take down quickly
- The existing equipment must be repurposed to support the new site while managing costs
- The mobile site must be operational by the first week of October 2017

SOLUTION

To react to the urgent need, World Vision partnered with enVista to quickly set up a new mobile warehouse in a week. enVista quickly set up the site and POS, configured for World Vision to use in urgent situations, and also validated and supported the opening of this much-needed site.

Because of the previous successful AX ERP implementation with enVista, when the time came to add an additional AX site and knowing that this project would also require an out of the box solution, World Vision reached out to enVista again to determine an AX solution that would meet its needs.

enVista helped World Vision solve its business problem by:

- Applying its team of experts’ detailed knowledge of World Vision’s business model and the existing solution that was customized specifically to support it
- Determining the specific configurations and setups needed to support a mobile site while still being able to function at the existing brick and mortar sites
- Providing consistent and detailed communication on the status of the project, actions being taken, and where necessary, course corrections to meet the project’s timeline
- Executing a high degree of responsiveness to ensure that the project continued to move forward, making progress to meet the project’s deadline and goals

enVista enabled the set-up of the new site by accomplishing several key goals:

- Set up the new mPOS technical site
- Configure the new POS consistent with the existing sites
- Configure the new warehouse and supporting finance systems consistent with the existing sites

- Test and validate the new site setups and verify consistency with prior locations
- “Go-Live” by conducting production through the new site; providing support during initial day with issue escalation as required (work after initial go-live support transitioned to World Vision’s existing support agreement with consultants)
- Help with ongoing management of the project

RESULTS

Because of enVista’s ability to set up a mobile site and quick response in the immediate aftermath of the hurricane, the World Vision team engaged with 60 church partners and other community organizations in the affected areas to mobilize resources from around the country. In the 17 months after Harvey, between September 2017 and February 2019, World Vision provided emergency relief supplies, building materials, appliances, and other supplies to about 326,000 people. That effort included delivering more than 70 truckloads of supplies to partners in Houston, Corpus Christi, and Lake Charles in the initial weeks and months after the storm.



“The enVista team was prompt and was able to deliver what we requested. After launching this new site and warehouse, we didn’t run into any major problems, and enVista was available for support.”

Reed Slattery

National GIK Program Director at World Vision



Let's have a conversation.TM
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