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The Health Foundation

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The Health Foundation is an independent charity committed to bringing about better health and health care for people in the UK.

The Foundation's aim is a healthier population, supported by high quality health care that can be equitably accessed. From giving grants to those working at the front line to carrying out research and policy analysis, they shine a light on how to make successful change happen. The Foundation uses what they know works on the ground to inform effective policy making and vice versa. They believe good health and health care are key to a flourishing society. Through sharing what they learn, collaborating with others and building people's skills and knowledge, the Foundation aims to make a difference and contribute to a healthier population.

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## The challenge

As the second largest endowed health-focused charity in the UK, the Health Foundation needed a back-office solution to help move them forward.

While already familiar with Microsoft Dynamics, the Foundation were using an older version of Microsoft Dynamics GP and although some issues would have been fixed with a migration, the company needed a more sophisticated option that allowed for future-proofing.

## The solution

Knowing that they wanted to stick with Microsoft and having an awareness of what the future of Microsoft Dynamics GP looked like, the TES team decided that Microsoft Dynamics NAV would be the best option to help achieve their organisational objectives.

TES were among three companies who were short-listed during the tender process and won the contract by meeting the set criteria whilst demonstrating an excellent understanding of The Health Foundation's requirements.

## The results

Previously onerous tasks – such as their manual invoice approval process – have been modernised to increase the Health Foundation's efficiency.

Vast improvements have been seen with effective cash flow control as well as the implementation of online invoice and expense management tools, Continia – a platform the team has found significantly easier to use than their previous system. Now the system is future-proofed, they also plan to eventually roll out Dynamics NAV outside of the finance team.

**“We wanted a partner that understood the NFP sector. TES had a good track record, our consultant really understood us. Not only did they accommodate our requirements, they pushed back with other available options and really worked with the team.”**

**Andy Langler**, The Health Foundation IT Programme Manager







*Pictured:*  
**George Pilling**



# TES will get you there.

Imagine how good you would be at something if you'd done it every day for over 15 years!

TES has developed an extensive understanding of the pains commonly associated with the processes and systems adopted by charities. Long-standing deployment within the sector gives TES a leading edge as a UK Microsoft partner.

The passion for helping NFPs means TES is always on the lookout for ways to improve its own processes so that sector-specific needs can be fulfilled. To quantify this desire for continuous improvement, TES undertakes regular CSAT (Customer Satisfaction) and NPS (Net Promoter Score) surveys.



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