YMCA North America

Empowering spend control from the bottom up

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√√ **Basware helped our employees increase their participation in the procurement process and see the savings they were delivering. This created real community engagement and even more support for the mission of the YMCA."**

Heidi Murphy, Director of Procurement, YMCA of the Greater Twin Cities

Read the full story

Industry: Nonprofit

Regions: North America

Solutions: Basware P2P

Introduction

The YMCA of the Greater Twin Cities' mission is to nurture the potential of kids, promote health and wellness, and encourage social responsibility through programs at multiple locations spanning the entire state of Minnesota.

Challenge

The YMCA had zero control over spending across their many branches, with each employee wielding a P-Card to purchase goods and services.

The YMCA needed a way to demonstrate to employees how saving money could better support their mission and provide employees with a new solution that would be even more convenient than a P-Card.

The additional objectives were to raise spend visibility and allow spend control measures to be put in place.

Solution

When the YMCA selected Basware as their P2P technology vendor, they also began promoting spend control across the organization. They positioned this discussion around stewardship of the organization's funds with two core pillars.

The first pillar focused on implementing Basware across the business and educating employees on the new system that was intuitive, accessible, and could accommodate the decentralized structure of the YMCA.

✓✓ **With Basware, our adoption rate surged 30%, and our savings increased 25% over the previous year."**

Heidi Murphy, Director of Procurement, YMCA of the Greater Twin Cities

The YMCA of the Greater Twin Cities went from 0% spend control to 50% of spend under management in 18 months by creating spend stewardship across their user base. Their goal is to hit 90% controlled spending in the next year.

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Optimizing the process

50%	**30%**	**25%**
Spend Under Management	Increase in product adoption	Increase in savings

The second pillar focused on communicating to employees how they directly contributed to the YMCA's cost-savings goals. YMCA discovered this second pillar was pivotal in user adoption. When the finance team demonstrated employees' direct impact on overall success, it empowered them and instigated genuine changes in their behavior.
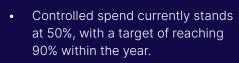
Results

YMCA now has an easy-to-use system where end-users can visit Basware Purchase and have an online shopping experience. There are multiple suppliers available to the end-user, and there is the ability to compare prices between suppliers to ensure the user is getting maximum value on their purchase.

The increased spend visibility has also enabled employees to take pride in observing how making better procurement decisions leads to significant progress in freeing up funds that can be used to support the mission. Strategically, Procurement is now focused on organizing collaboration between multiple locations to maximize cost savings and improve supplier relations. And, Finance has improved payment times and invoice handling times thanks to the removal of P-card receipts.

Take-outs

- Controlled spend currently stands at 50%, with a target of reaching 90% within the year.
- Achieved at least 25% savings on spend from the previous year
- Procurement now focused on strategic initiatives, not fielding complaints
- User adoption increased by 30%
- Real-time access to actionable data

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