

Customer success story
FSG Australia

Industry 
Not for Profit

Location
Australia

Greentree product suite
Financials
Supply Chain & Distribution
Job Costing
CRM
Workflow
eBusiness
Mobile
Business Intelligence

CARING AND GROWING, WITH GREENTREE'S HELP

A not-for-profit has big expansion plans, and an ERP system that expands with it

Dramatic changes are happening for community organisations that support Australians with different abilities – and one of them is looking to Greentree to take it into that future.

Queensland-based FSG Australia (the initials stand for “Freedom, Social Justice, Growth”) provides services for the physically disabled, as well as a wide range of support including for mental health, children, aged care and housing.

Funding for community care services has shifted from state support to a federal funding system called the National Disability Insurance Scheme, or NDIS. Funding is sent directly to the client, who then has a range of options on how they want that money to be spent for their support.

“The demand for our service may change depending on whether that individual wants to continue with us or wants to go and explore other service providers.”

says FSGA’s Chief Financial Officer, Paul Teefy. “However, it also presents us with new opportunities.

“There may be opportunities to provide some of our internal administration and training functions to other organisations as we have some economies of scale – that’s where we see the chance to grow our organisation.

“For example, we could provide HR or finance solutions for them.”

But to do that, FSGA needed to modify its business systems.

One system, primed for growth

“To be ready for NDIS we had to replace our legacy system, because it was at its capacity and it wasn’t flexible enough,” Paul says. “We also needed a CRM component, along with all the other types of functionality that Greentree provides. We didn’t



Paul Teefy, Chief Financial Officer,
FSG Australia

“It was critical to our future success that we upgraded our infrastructure, and Greentree is one of the foundations of that.”



have real-time information because of the disparate systems. We wanted to get some good analysis across our diverse range of programmes, social enterprises and business operations.”

E-commerce capability is also critical for FSGA in its bid to move into a nationwide marketplace and provide web-based client services.

FSG considered modifying its existing MYOB system, and also evaluated Sage and NetSuite. They wanted an on-premise solution with local support, rather than the cloud-only option. Extensive consultations with THE Greentree Partner assured them that Greentree could be delivered either way, and it would be no problem if they changed their minds later.

“We were looking for a single system that can fit a variety of needs across our organisation and could ultimately grow with us,” says Paul. “I think Greentree is a one-stop shop for addressing the range of different components of our business, from accounting through to processing invoices and CRM, and being flexible in the new NDIS world.

“It was critical to our future success that we upgraded our infrastructure and processes throughout the organisation,” Paul concludes, “and the Greentree solution is one of the foundations of that.”



FSG provide innovative, responsive and quality community services through their commitment to Freedom, Social Justice and Growth for all people
www.fsg.org.au

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