

# Streamlining Operations for a Large-Scale NGO

NGO that provides meals for various underprivileged children through programs like PM—Poshan, Anganwadi, the Breakfast Feeding Program, and the Homeless Mother Program.



**Industry**  
Non-profit



**Workforce**  
5000+

## Solutions

- **Microsoft Dynamics 365 F&SCM:** A robust deployment enabled centralized business processes, aligning operations across all legal entities and kitchens.
- **Custom CPM Tracker:** Developed a custom solution to track the direct and indirect costs of meal preparation and distribution.
- **Power Automate & Workflow Automation:** Automation of approval processes for material procurement and vendor management.
- **Master Data Customization & Centralized Financial Chart of Accounts (COA):** A centralized COA ensured consistency across all kitchens, legal entities, and processes.

## Services

- Microsoft Dynamics 365 F&O (version 10.0.33)
- Microsoft Fabric
- Power Automate
- Not-for-profit tool
- Workflow Automation
- Managed Services
- Custom CPM (Cost Per Meal) Tracker

## Benefits

- Streamlined procurement with digital workflows and an automated approval system integrated with email.
- Attribute-based finance tracking provided granular department-level cost insights, allowing for accurate project-wise budget control.
- Interkitchen PO and SO automation streamlined the internal purchase and sales orders between kitchens.
- Customized master data facilitated better control and accuracy in financial reporting.