



Case Study : Mennonite Central Committee

# How MCC strengthened process management, and data quality and visibility

## Challenge

MCC had outgrown their previous program, project, and grant management software. Manual processes and siloed data caused inefficiencies and data quality issues, and hindered reporting and use by multilingual staff.

## Solution

MCC implemented NGO Online, a centralised, customisable platform which streamlines project management processes, integrates data, and provides multilingual options and a user-friendly interface. Precio Fishbone provided expert support throughout.

## Outcome

Since implementing NGO Online, MCC have improved process efficiency, data quality, transparency, and collaboration. Centralised workflows, integrated data, and multilingual support have enhanced reporting, internal accountability, and staff engagement.

**NGO online**  
by precio fishbone 

# How MCC strengthened process management, and data quality and visibility

## The challenge: Manual program management processes caused inefficiencies and data quality issues

Nearly 20 years ago, MCC developed software in-house to manage their programs, projects and grants. While it served them well for many years, gaps eventually emerged in its ability to handle program processes and workflows effectively. Emma Smith Cain, MCC's Associate International Program Director, explains:

"Our previous solution primarily functioned as a data repository. We wanted something that could also facilitate processes such as reviewing and approving project proposals, reporting, and financial processes."

Manual project and grant management processes meant MCC staff spent considerable time copying and pasting data between different sources, and sharing documents via email. It was time-consuming and inefficient.

Data quality suffered due to these manual processes and the use of multiple unconnected storage locations for program and grant information. Reporting and information sharing were also more difficult because of this fragmented system.

"We needed a single source of truth to eliminate discrepancies between data stored in different places and time spent resolving these. We also wanted to be able to track and report on metrics like funding by project type or country."

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NGO Online

Additionally, the English-only system didn't reflect MCC's multilingual program portfolio, limiting full and equitable use by staff worldwide.

These challenges, combined with an organisation-wide digital transformation initiative, led MCC to search for a new, non-custom software solution that could better support their program and grant management needs, and integrate with their other digital systems.

## The solution: A customisable program and grant management system with integrated workflows

After evaluating 15 vendors against more than 80 specifications, MCC selected NGO Online as their new program, project and grant management system.

NGO Online offered the process management and data integration capabilities MCC needed, in a centralised platform with a user-friendly interface, standardised templates and workflows, and customisable features. Crucially, NGO Online is built on SharePoint, which MCC were already familiar with, and supports multiple languages.

Implementation began with a week-long design workshop involving multiple global MCC stakeholders, followed by several months of iterative development and testing.

MCC worked closely with Precio Fishbone to tailor NGO Online to their needs. For example, one custom feature enables exporting logframes and documents for partners to input reporting data, which MCC can then upload directly into the system, rather than manually entering data from spreadsheets.

Throughout the design and implementation process, MCC appreciated Precio Fishbone's strong support and expertise.

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## The outcome: Improved process management, data quality, accountability, and collaboration

Although MCC are still in the early stages of using NGO Online, they are already experiencing improvements in project, program, and grant management. Staff are excited to take advantage of even more efficient processes, stronger data quality and visibility, and improved



workload management once they are fully familiar with the system. Integrated workflows, centralised data, and easily accessible templates in NGO Online's resource library have reduced manual data aggregation and increased transparency.

"NGO Online has significantly streamlined our proposal review and approval processes, as well as the way we request and track fund transfers to country offices."

Data quality has greatly improved now that all program and grant-related workflows, aided by NGO Online's SharePoint capabilities, have been centralised. Reporting at the system level is faster and simpler, with more sophisticated and flexible data analysis options.

"Having all program, project and grant data in one place makes it much easier to create reports that visualise data in various ways for different stakeholders, from partners to staff to the Board," Emma says.

"NGO Online has reduced the back-and-forth of emails with attachments. Instead, multiple people have visibility into the process in one centralised place. We really like how this transparency promotes accountability and collaboration across functions, programs, and departments."

MCC staff find NGO Online intuitive and straightforward to navigate, leading to high user adoption rates. "Our staff want to use NGO Online because it's user-friendly, visually appealing, and provides the information they need to do their work."

By reducing time-consuming manual data processing, staff now have more time for higher-value, strategic activities.

"NGO Online helps free up staff members' valuable time from copying and pasting data so they can focus more on our partner relationships."

NGO Online's multilingual capabilities have also been a major benefit: "Being able to use NGO Online in French and Spanish from the beginning has been invaluable. It has significantly increased staff's ability to interact with the platform, and we're working to improve

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MCC are still exploring all the ways NGO Online can help them work more efficiently and effectively. They anticipate further benefits in areas like data analysis, program oversight, compliance, and cross-program collaboration and learning.

**To find out more about NGO Online's unique, comprehensive software solution for NGOs, get in touch:**

**[ngoonline.net](https://ngoonline.net)**



## ABOUT

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NGO Online is a cloud-based program, project and grant management IT solution specifically designed for international humanitarian and development NGOs.

NGO Online is developed by Precio Fishbone, a software and consulting company focused on SharePoint and Microsoft 365 based solutions. We have customers in Europe, Asia and North America supported by approximately 170 employees in Sweden, United Kingdom, The Netherlands and Vietnam.

Together with our partners, we have assisted some 1000 customers with their digital solutions.

Precio Fishbone is listed on Nasdaq Stockholm First North Premier.

## CONTACT

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Precio Fishbone

Sankt Eriksgatan 119  
113 43 Stockholm  
Sweden

[bjorn.bemgard@preciofishbone.se](mailto:bjorn.bemgard@preciofishbone.se)

[WWW.NGOONLINE.NET](http://WWW.NGOONLINE.NET)