

# Supporting communities and vulnerable people

Case Study: How a not-for-profit was  
able to grow their organisation to help  
job seekers and employers



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# Supporting thousands across Australia to find stability

## A little bit about CVGT

CVGT provides employment services to some of Australia's most vulnerable people in the disability, unemployment and justice sector. With 119 sites across Australia and growing, they help thousands of participants find jobs and provide group training, apprenticeships and traineeships.

But with a rapidly expanding organisation, CVGT were facing growing challenges. They didn't have a clear view of how their organisation was performing. Creating reports took days, and accurately tracking expenses and funds was a nightmare.

CVGT needed to move away from heavy manual processes to a system that allowed them to engage with their clients in a modern way.

To be able to support their participants and grow their operations, CVGT made the decision to move to Wiise.

[Watch the video interview >](#)

**Company:** CVGT

**Year founded:** 1983

**Industry:** Not-for-profit

**Size:** 450 employees



## Meet the team

We sat down with their executive leadership team to learn how Wiise has helped their organisation prepare for the future. This case study includes snippets from our conversation with;

- **Ben, Finance Manager**
- **Matt, Chief Financial Officer**
- **Graham, Chairman of the Board and**
- **John, Former CEO**

# Rapid growth and growing needs

## From 1 to 120 locations ...

Established in the 80s as a not-for-profit with a focus on apprenticeships, CVGT had one staff member and five apprentices. But with a growing range of different skill shortages in the 90s and more programs offered by the government, CVGT quickly got involved. Now a 60 million dollar organisation, CVGT is a major player in employment and training nationally. They have 420 staff and operate in 120 locations across three states.

Graham explains, “The last 12 months, we’ve also acquired a smaller company. That’s necessitated a closer look at our systems and processes to ensure we can meet our strategic objectives and sustain the transformation and growth that we’re driving across the company.”

CVGT were looking to move away from their existing manual processes to a solution that would allow them to grow and engage with their clients. They needed to be able to capture and analyse information using clever systems and smart digital processes.

## Key challenges faced

- Compliance risks
- No audit trails
- Inaccurate data and time-consuming reporting
- Manual, disconnected processes
- Losing paperwork such as invoices and orders
- Workflow approvals taking long

## Separate systems, manual workload and order control

CVGT had a separate accounting and purchase order system. Managing both was time consuming and inefficient. Manual processes and administration were excessive. Reporting was tedious and took days. As Matt says, “We have over 180 different cost code centres and had to run those on an individual basis.”

One of CVGT’s biggest problems was the lack of control around purchase orders and spending. Like all NFPs, they need to monitor their expenses carefully. Their purchase order system was one of the key reasons they switched to Wiise.

“It was very manual, POs went missing a lot. And the system couldn’t support the appropriate approvals for payments”, explains Matt.

# Moving into the digital era

With their existing systems, CVGT were struggling to meet the board and government reporting requirements. This was becoming a corporate risk. From a client perspective, the landscape was also changing. As Graham says, “The power’s with the client to select what service provider to operate with”.

So CVGT adopted a client centred approach, consistent with NDIS principles.

Graham highlights, “To make sure we can engage with our client base, we knew we needed to be able to capture information and use business intelligence and analytics.”

He explains, “...as the generations change, we’ve got to change with it.” CVGT knew they needed to focus in the digital space.

**“We’ve grown to over 400 employees in a 12 month period. The old (accounting) system would have needed double the hands on deck to facilitate the finance.”**



*Matt, Chief Financial Officer*

## A system for growth

CVGT needed a few key functions. Purchase orders and purchase order workflow approvals, Microsoft Office 365 integration and dimensional tagging.

They wanted to manage their finances effectively, report on the financial status of the business accurately and maintain their compliance. Above all, they wanted a system that would grow with them.

As Matt says, “We wanted a system that met our medium-sized business needs... We looked at some of the larger packages but they weren’t in our price structure and they didn’t have the ability to grow with our needs.”

CVGT needed the ability to enter individual delegation limits as well as cost codes and program codes. This meant they needed multiple dimensions which other software companies couldn’t provide.

CVGT chose Wiise because it gave them the option of enhancing the system. “It’s an out of the box package but it has that ability for us to make those enhancements to meet our needs as we go”, emphasises Matt.

# The right tools for growth

Since implementing Wiise, CVGT have been able to improve their processes and focus on growing their operations nationally. Having sped up operations and minimised compliance risk, they now have more time back for the organisation.

As Graham explains, “Wiise has been a great advancement in our in financial reporting and our systems. It’s provided clear line of sight transparency and clarity. From a governance perspective, it’s allowed us to put control mechanisms in place which are consistent with powering and delegating accountability.”

## Productivity gains

Access to real-time information has helped CVGT make more accurate, timely decisions. “Previously we’d spend 10 to 15 business days at the end of the month for the managers to get an accurate report. With Wiise, we can run P&L’s at any time, and get a true reflection of where we’re at financially”, highlights Ben.

Wiise has given CVGT more time back to concentrate on growing the business. Matt says, “The use of Wiise and jet reports has streamlined the reporting process. It allows us to provide the managers with live updates of their financial reporting. And it’s easier to create cost centres based on how we continue to grow and expand in programs and different regions.”

**“We were growing quite quickly and needed to report on the financial status of the business accurately and maintain our compliance.”**



*Matt, Chief Financial Officer*

## Saving time

Ben emphasises, “We’ve probably saved a days’ worth of productivity... through the connectivity between the finance system and the purchase order system.”

“All of our sites can log on to Wiise, raise a purchase order and know that the system will ensure that there’s a proper approval process in place. The executive management team have confidence that the PO system is correct and accurate based on our internal policies”, says Ben.

# A more sustainable future

For their people, seeing the leadership team investing in tools of trade and better ways to do things has increased job satisfaction.

Graham explains, “They’re excited to stay with us because they can see the vision, growth and opportunity. They can see how our investment in contemporary systems can help them do their jobs more easily and help us become more successful into the future.”

Times are changing for NFPs. They need to keep growing and innovating to keep up. CVGT are now better prepared for what’s to come.

Now with the ability to monitor cash flow and pay their suppliers on time, CVGT can continue to focus on helping communities across Australia.



**“...there doesn’t seem to be any limits in Wiise - we can continue to grow.”**

*Ben, Finance Manager*

## Benefits for CVGT

- ✓ Clear, accurate and timely reporting
- ✓ Ability to manage every transaction and assign it to the right cost centres and codes
- ✓ Huge time savings across reporting, admin processes and operations
- ✓ Ability to meet government compliance and requirements
- ✓ Familiar and accessible system for all employees
- ✓ Time back to focus on growing the organisation



## Further reading...

[The Wiise BC Comparison](#)

[Outgrown Xero? The E-Book](#)

[Why Australian Businesses Choose Wiise](#)

[5 Reasons Why Successful CFOs Are Choosing Wiise](#)

[What To Look For In ERP Software For Multi-Entities](#)

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