



# Diabetes UK Case Study

## Testimonial



"I regularly recommend SunSystems to other charities, my experience of SunSystems is it is good, solid software."

**Tony Reynolds**  
Systems Accountant



Leading UK charity supported by SunSystems with FinanSys

### Profile

Diabetes UK is the leading diabetes charity that cares, connects and campaigns for people affected by and at risk of diabetes. Diabetes UK's main focus is on research, having invested nearly £60 million over the last ten years.

Established in 1934, co-founded by the author H. G. Wells, who was himself diagnosed with the condition. Today the organisation operates around the UK with 400 employees and an income of £37 million.

The organisation has been a longstanding SunSystems user having originally installed version 3 in 1998. Today, they use the latest release, version 6, in combination with iPOS procurement for users around the UK.

### SunSystems Partner Selection Process

In 2013, the organisation made the decision to transfer away from their existing SunSystems provider as they were unhappy with the level of support they were receiving.

Tony Reynolds, Systems Accountant at Diabetes UK, comments, "We felt like a very small fish in an ocean, we wanted more hands-on support – one where we felt like we meant something when we rang up."

"We went out to tender, we received the tenders back, our current provider wasn't cost effective and let us down on support."

"FinanSys were better value and offered the support we wanted in every facet, we also felt we would get the response we were looking for – not just another number on the call list."



# Benefits of SunSystems with FinanSys

## SunSystems Key Features

There are a number of areas which Diabetes UK benefit from using SunSystems with FinanSys:

**Flexible analysis** – Cost centre and program are particularly important to the organisation. Tony comments: “the fact we have the flexibility built in means we don’t have to worry about making regular changes. The analysis structure is good and we can use it in a whole variety of ways to break down and analyse the data.”

**Online Procurement** – The organisation uses iPOS procurement extensively to support internal purchasing policies and to give them visibility of spend; Tony comments “I’ve been using iPOS since it’s been available in the UK, it’s flexible yet robust ... the procurement controls work and access for staff is easy.”

**Systems Integration** is key to reducing manual input, Tony highlights “the systems update between themselves, data goes into our Customer Relationship Management and then into Sun. Our CRM collects data and donations and then the data flows into Sun seamlessly.”

## SunSystems with FinanSys

Commenting on the care that FinanSys provides Diabetes UK, Tony says, “We were initially only going to sign up for a year but we ended up signing up for 3 years, our contract finishes this year and we’re not looking change. The supports gets even better each year.”

“There’s a close relationship with the support desk and they’ve been very good, they’re very knowledgeable and responsive.”

“I have also had tremendous support from, Jaroslav, your Technical consultant, who has been both efficient and very proficient; he provides a brilliant service to us.”

“We’ve sent quite a few of our team on public training courses, we’ve all been impressed by the supporting documentation and the delivery of the courses has been very good.”

## Why FinanSys is different

- Only UK partner with a sole focus on SunSystems
- 18+ years of experience
- 100+ implementations of SunSystems in 36 countries
- Dedicated public training courses for the SunSystems community
- Highest ratio of support staff to customers within the SunSystems community
- Agile and personal approach to customer service

Get in contact today to discuss how SunSystems could benefit your organisation

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