

Unit4 helps humanitarian organization support more displaced people



Norwegian Refugee Council



With Unit4 Cloud, Norwegian Refugee Council (NRC) can deliver humanitarian aid to a new country in as little as 24 hours. The modern Unit4 Enterprise Resource Planning (ERP) platform has helped NRC drive more impactful programs for 25 years.

- Modernizes and maintains mission focus.
- Reduces time spent on manual processes using finance automation.
- Empowers frontline staff, ensures data accuracy, and enables agile, trusted decision-making.

Industry

Nonprofit

Location

Oslo, Norway

Size

Approx. 6,500 employees in 32 countries

Product

Unit4 Enterprise Resource Planning (ERP) Cloud

Protecting people affected by displacement

Norwegian Refugee Council is a humanitarian, non-governmental organization that protects the rights of people affected by displacement. This includes refugees and internally displaced persons who are forced to flee their homes because of conflict, human rights violations, and acute violence, as well as climate change and natural disasters.

The nonprofit has about 6,500 staff and incentive workers across 32 countries, including Asia, Africa, Europe, and the Middle East. One of the many challenges facing the Council is the ability to provide support quickly and effectively in emerging territories.

Hafsa Hassan, Regional Financial Controller, Norwegian Refugee Council, works in a high-risk country impacted by conflict and humanitarian disasters. She understands firsthand the challenges of getting aid packages up to speed quickly. "Trying to reach the people we serve is very difficult," she says. "Expanding into hard-to-reach geographies has been a real challenge for the organization."

Another challenge has been tracking funding sources across multiple complex programs and reporting periods. "Governance and accountability are crucial aspects of our everyday operations," says Espen Ruud, Head of Finance and Accounting, Norwegian Refugee Council. "We need to ensure continued compliance with grant restrictions and regulatory requirements, using specialized, transparent internal controls."

Challenges

Global humanitarian aid provider needed to maximize resources, reduce costs, and increase accountability to deliver more impactful programs across Asia, Africa, Europe, and the Middle East.

1

DAY

Time needed to onboard a new geography

25

YEARS

A lifetime of trusted Unit4 partnership

“The fact that we have partnered with Unit4 for almost a quarter of a century is testimony to the quality of this collaboration. Back then, we were a small NGO. Today, we are a major player in the international humanitarian sector. Unit4 has played a pivotal role in that growth.”

Espen Ruud

Head of Finance and Accounting, Norwegian Refugee Council

A satisfied Unit4 customer for nearly 25 years

The Council has been using Unit4 for almost a quarter of a century to adapt quickly into new areas of humanitarian aid, enhance processes, control data, and gain greater visibility into everyday operations. “Using Unit4, we have all our financial data and information in one unified environment. It’s real-time and accessible by everyone,” says Hafsa. “This has played an instrumental role in Norwegian Refugee Council’s success.”

“We have up to approximately 50 different donors, each of which has its own reporting requirements,” says Espen. “From the head office here in Oslo, we have organized several hundred projects with Unit4. This enables us to report to the different donors in their necessary format.”

The Council’s Oslo headquarters also has the flexibility to aggregate this data and reporting in a clear, consolidated manner. “This unified view of operational data drives more agile, informed, and trusted decision-making,” Espen adds.

The cloud has also been a game-changer for the Council. “The cloud redefines how we operate,” says Hafsa. “Working in these conflict countries with data managed by a trusted service provider on a remote server is one less worry for us. Knowing that our Unit4 data is fully protected, available, and shared allows us to concentrate on humanitarian aid — not tech issues.”

This agility helps the nonprofit onboard new geographies quickly as demand for aid arises. Espen explains, “We use a standard Unit4 set-up which we duplicate when we open a new country office. It requires less than one day of work in our head office to set up the cloud system and go live. It’s extremely efficient.”

Driving a people-centric NGO

The forward-thinking ERP platform is also helping to drive a more people-centric organization. Using Unit4 Payroll, Norwegian Refugee Council can be certain the 6,500 staff and incentive workers in 32 countries are paid accurately every month. “Beyond reliable payroll, we can manage complex calculations from a single system. For example, we can create custom reports using all

employee and payroll data, visualize the insights, and make better-informed decisions,” Hafsa says.

Integrated finance and procurement have also helped drive NRC’s growth. “During our monthly budget meetings, we can examine the amount being spent locally and around the world. We can integrate this data seamlessly with planning and procurement data to stay in front of change — it helps ensure projects are run more efficiently,” says Hafsa.

Espen concludes, “The fact that we have partnered with Unit4 for almost a quarter of a century is testimony to the quality of this collaboration. Back then, we were a small NGO. Today, we are a major player in the international humanitarian sector. Unit4 has played a pivotal role in that growth.”

