

CIWI GmbH

CIWI Builds Transparency

CIWI – Your Partner for Projects

CIWI GmbH is a software company operating on a global scale with its head office in Ulm, Germany. Its aims are to raise the effectiveness of development aid through the use of advanced technologies in project development at NGO's, public agencies and multinational donors. From Ulm, CIWI's team supports clients in more than 60 countries through software for actors in development, consulting, capacity development and connectivity services. CIWI develops customized and flexible information and management systems for integrated financial and project management to globally implement transparency standards in accounting and budget control. CIWI's engagement goes beyond the development of "out-of-the-box" software solutions and their installation. Whether it is professional education for the employees of actors in development aid, technical support or help in implementation of project ideas CIWI will develop personalized solutions for organizations of any size, thereby reducing transaction costs and helping to fight corruption through standards-based accounting practice.

Project and Financial Management Solution Fundtrac®

The employees of the CIWI GmbH are particularly experienced in the area of project and financial management for development organizations. The software Fundtrac® was developed based on this knowledge. It ensures effective planning, budgeting, accounting and evaluation of projects. Based on a centrally managed database, all functions of financial and project management are available to all users – regardless of their location. This way, relief organizations and donors stay informed about project parameters and real-time status data at any time. Supporting its technical services, CIWI offers professional training on any aspect of aid management information systems as well as hands-on project and financial controlling.

Fundraising Management


Today, efficient and effective management of fundraising and fund management activities is a must for organizations receiving or giving donations. The liaison management with small and major donors is as important as the transparent administration of funds received and the rapid and seamless handling of the entire donation workflow. Fundtrac® offers a fundraising solution for individual donor administration and the transparent control of funds and operative assets. Advanced functions for evaluation and reporting assist in strategic planning and complete the portfolio of the Fundtrac® solution.

Project Development

We support clients in the development of their projects from day one to actual on-site implementation. We offer comprehensive advice from the initial idea to strategic planning to evaluation in close cooperation. Whether this

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includes the professional drafting of a project proposal or the search for a network of partners – CIWI’s specialists lend support from the first conceptual draft to the successful completion of a project.

Application Service Providing

With the help of a comprehensive ASP implementation package from CIWI, software solutions can be deployed worldwide over the Internet. Installations run securely and with maximum uptime at the CIWI data centre. This centralised approach to support and maintenance directly through the CIWI GmbH allows clients to fully concentrate on their core business by outsourcing their information management. Regardless of where clients are located in the world, they have all their data available online while colleagues at headquarters can access all financial and project parameters data at the same time from “home”. Paper documents can be managed as scans inside the same system without the need to send anything by mail. Being fully locationindependent, all users have access to the entire set of management functions through a usage model based on affordable monthly fees protecting investments.

Satellite Connectivity

The CIWI GmbH also supplies clients in remote locations with tailor-made connectivity solutions making use of the latest technologies. For organizations operating in regions where Internet access is either nonexistent or unreliable, CIWI offers installation and maintenance of highperformance satellite connections. This does not only allow CIWI’s own solutions such as Fundtrac® to be run over the Internet in a secure environment; clients also benefit from cheap telephony and communication opportunities at a substantial financial advantage.

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CIWI Customers

CIWI in the World

Bread for the World

Bread for the World is the protestant development aid organization of welfare and social work. The organization promotes humanitarian working conditions, education, equitable division of land and healthy living conditions. Fundtrac® was set up with partner organizations to monitor the effectiveness of monetary aid disbursed in Cameroon and Rwanda.

Caritas International

Caritas International is the catholic aid agency for emergency rescue and post-disaster recovery. Caritas is represented in nearly 200 countries and regions of the world through its umbrella organization. By enabling Caritas International to manage its funds centrally and efficiently Fundtrac® helps its executives to permanently monitor the effectiveness of its aid programmes with hundreds of recipients worldwide. It also allows for strategic planning of projects and full and flexible budget control from anywhere in the world in any currency. Moreover, Fundtrac® is set up not only at the Caritas Centre in Germany but also at regional Caritas offices over the Internet (ASP) and on-site with project partners in major global crisis regions.

EED Church Development Service

The German Church Development Service was founded in 1999. It is the central organization of the German Protestant Church for development aid. Fundtrac® was set up for the Church Development Service with more than 20 partner organizations in Central Africa.

GTZ

The German Society for Technical Cooperation is represented in more than 130 countries. It aims to improve the living conditions of peoples through international technical collaboration. The GTZ is a nonprofit, private organization owned by the state. Over a time of 18 months CIWI GmbH together with GTZ experts trained more than 250 Egyptian project executives in ICT integration and financial management. In addition, multiple ICT projects were implemented in the Arab region making use of the Fundtrac® software package.

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Malteser International (Reg.)

Malteser International (Reg.) provide humanitarian emergency aid in many countries and regions globally. More than 3.500 employees are active in the delivery of welfare services, 35.000 employees work as volunteers. Fundtrac® has replaced SAP R/3 as the standard aid management solution. At present Fundtrac® is used in more than 40 countries (60 overseas locations) by over 250 users. Their ICT networking infrastructure including individual PC workstations is centrally managed from the CIWI data centre.

CIWI Partners

The Fundraising Institute

The Fundraising Institute focuses on consultancy, research and professional education in fundraising. Founded in 1999, the Institute can look back on many years of experience in fundraising, social marketing and quality management as well as hardware and software development. The core competency of the Fundraising Institute is in “Database Fundraising” as the fundamental and defining instrument of any fundraising activity.

Culmentor (Finland)

Culmentor supports its clients in project development. Our partner assists in the implementation of development projects (e.g. different financing programs) and offers international services as well as a network across all of Europe.

Gitech (West Africa)

Gitech offers its clients customized technology solutions for database management, Internet applications as well as database-driven project management. Moreover, Gitech is certified to set up the Fundtrac® software.

CTC (Georgia)

The „Centre for Training and Consultancy“ offers management training and consultancy services to clients in regional centres. CTC advises organizations in the field of development aid in order to increase the effectiveness of monetary aid by redesigning project management workflows.

C4L (South Africa)

The „Centre for Lifelong Learning“ has recognized the need for qualified specialists in South Africa and Mozambique. It has dedicated its work to the training of adult management experts. C4L also supports development of organizations and the establishment of networks.

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Fundtrac

Integrated Finance and Project Management

Many project executives struggle with their day-to-day duties of project management and financial controlling. They are often unable to stay informed about project parameters and strategically plan their work. This is so because deployed ERP-Systems often only provide information on the financial aspects of a project. For a comprehensive view on subsidiary activities a number of cost units and accounts must be evaluated against purely financial data. Many development organizations and donors therefore manage their funds with applications such as MS Excel or similar tools: individual disbursements are entered into tables in accordance with paper documentation. This way, however, precise information on fund allocation as to what amount has been spent when and in which part of the project is simply unavailable. Accordingly, strategic data on aid effectiveness is virtually impossible to find.

The project management solution Fundtrac® does not only analyse development projects from a financial perspective, the way most ERP-Systems in the market do. By integrating financial and project viewpoints, development aid agencies and their donors stay informed about key project parameters. However complex a project may be, any project can be planned, budgeted, controlled and documented transparently and effectively. The result is full availability of any project-related information to the donor organizations anywhere in the world.


Fundtrac® is fully compliant with standards and workflows of international aid organizations. Project management functions such as Project Cycle Management (PCM) or the Logical Framework Approach (LFA) facilitate regular on-site management work, optimise processes and consequently reduce controlling costs. All classical accounting tools in financial bookkeeping, cost accounting and asset management remain available. Fundtrac® is available in Arabic, German, English, French, Portuguese and Spanish as well as Georgian, Azerbaijani and Russian.

Functional Overview Project Management

Program, Project and Resource Management can be performed for multiple, structurally different projects. Projects can be managed hierarchically as primary and subsidiary projects, activities, actions, measures etc. Templates support the definition of standard operations and budget lines.

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Project Planning and Budgeting support the user with functions for automatic distribution of values, post-budgeting changes, currencies etc.

Multiple Currency Support Fundtrac® supports multiple currencies with changing exchange rates updated automatically. Reports can be generated using any currency and independent of any of the currencies used in the actual booking.

With **Donor Management** projects or individual operations can be assigned to one or several budget lines of different donors at the same time.

Resource Management manages the employees (internal/external) and also fixed and mobile assets like machines or facilities as well as their planning of resources in any units or categories of costs.

Controlling Functions allow follow-up with donor budgets, funds queries, control of funds receivable etc.

Seamless **Time Tracking** is available for individual employees on multiple projects and includes plan evaluation.

Within an integrated **Documentation** container, a project's complete documentation such as proposals, contracts or logbooks can be centrally managed.

Functional Overview Finance Management

The **Master Data** specification contains all the relevant database information. This includes real accounts, business partners, contacts, personal accounts, banks, systems, cost centres, cost centre types, personal master data, calendar, articles etc.


The **Open Posting Management (OP)** contains personal as well as real accounts (calculation of interests in OP includes compound interest calculation).

Financial and Project Entries are created using one **Base Transaction Receipt** including cost centres, systems, resources, donor budgets etc.

The **Dunning** module includes functions full multilingual support and dunning level management.

Journalling for booking receipts is based on principles of systematic bookkeeping.

Base and deferred fiscal years are reflected in the **Monthly and Annual Closures** and include support for the 13th month as well as separate closures according to real accounts, subsidiary ledgers and cost centres.



Consolidation is possible in Fundtrac® as well as in external bookkeeping systems such as SAP.

Cost Centre Statements of Accounts are implemented as a full cost solution in Fundtrac®.

Asset Accounting takes into account financial as well as cost-related account depreciations.

Functional Overview Reporting

Through **Reporting** the Fundtrac® user analyses all project reports and selects his or her individual evaluation perspective:

- Budgets
- Projects and subprojects
- Resources
- Asset Accounting
- Subsidiary books such as personal accounts or cash
- Financial evaluation of bookkeeping and controlling
- Strategy evaluations
- Donor reports

Data analysed can be graphically displayed and saved for later use. This enables precise overviews of the progress of individual project areas and simplifies planning of the future courses of action.

Fundtrac Light

Connect Easily Across Countries or Continents

Comfortable Document Access including Budget Control

With the finance-integrated Project Management Solution Fundtrac® the organizations can manage their aid and development projects in the field of social economics thoroughly and transparently: From planning, financing and budgeting through the execution up to accounting and documentation.

Depending on the focus of the application, CIWI offers different implementation forms. Organizations that deploy Fundtrac® in their Head Office implement the CIWI solutions often as their local client/server application. Moreover, if Fundtrac® is intended to be used in the crisis and development areas on-site, the ASP Service solution will support it. Here the users can access Fundtrac® worldwide over the Internet. Your installations run securely round the clock without interruptions at the CIWI Computing Centre.

In addition, now CIWI covers another area of application with Fundtrac® Light: The offline use of the Project and Finance Management solution for comfortable access of accounting documents including budget control.

Employees and partners who do not have a direct access to Fundtrac® during a project implementation can now load the current project budget in Fundtrac® Light in advance. Subsequently, the user can access the received records in Fundtrac® Light in the course of his day-to-day work and have the project budget always in view. If a scanner is available, the original documents can also be digitally read. On returning to the main location the offline accessed data as well as the scanned original documents can be transferred over to the main application of Fundtrac®.

How you benefit from Fundtrac® Light:

- Real-time and full access to the received records
- Evaluation of project budget is also possible offline
- No cumbersome re-access after project closure: migration of the data at the click of a button
- Use of Fundtrac® Light as a stand-alone solution

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ASP/Satellite Connections

Availability Everywhere: Satellite Uplinks in Remote Locations

Many organizations in the field of social economics are required to exchange the current project information such as budget status or project progress with their employees or partners at locations in the development and crisis regions. For this purpose, however, the necessary software flexibility to access, inspect or exchange the data over the Internet is often absent. Moreover, in many areas no technical infrastructure such as connectivity to the World Wide Web is available.

Considering this aspect, the CIWI solutions adapt to each situation. Independent of a local client/server installation, the software applications can be operated from any place in the world over the Internet. And if the basic infrastructure is absent, CIWI also provides for acquisition, installation and maintenance of necessary IT components.

Application Service Providing

With the help of comprehensive ASP offering from CIWI, all software solutions from CIWI can be used worldwide through Internet. Your installations run securely round the clock without interruption at the CIWI Computing Centre.

This centralized system care and maintenance through CIWI GmbH allows you to concentrate fully and totally on your core functions. Regardless of where you are located in the world, you get your data online where your colleagues can access all financial and project data simultaneously "at home". All original documents are scanned and are immediately available in the system without having to send them by post over long distances.

Being independent of the location, you are free from a rigid IT infrastructure. And clearly affordable monthly usage charges provide protection to you investments.

How you benefit from CIWI solutions:

- Location independence: Decentralized access to the data over the Internet
- Data access in the centralized location regarding all project and finance information of decentralized projects
- Document scanning including data transfer in the Computing Centre of CIWI
- Dispatching of paper documents totally redundant E-mail Support
- IT requirements at location are minimized to PC and Internet
- Centralized handling of all maintenance work on hardware and software at the CIWI Computing Centre
- Hardware availability and process security are always ensured
- Protection of investments: Monthly charges are affordable.

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Satellite connectivity

CIWI GmbH does not let down its clients located in remote areas, as our team supports them with the latest technologies. For organizations working in regions where Internet access is as good as nil CIWI will install and maintain high-performance satellite connectivity. This allows not only CIWI solutions such as Fundtrac® to be setup over the Internet. Moreover, you also benefit from telephony and communication over the Internet at a high cost advantage in any part of the world.

How you benefit from CIWI solutions:

- Acquisition of all necessary components through CIWI
- Installation and service of satellite connectivity worldwide
- Contractual agreements for your satellite connection are managed centrally through CIWI
- ASP-Fundtrac and Mail also in locations without IT infrastructure
- General connectivity to the World Wide Web
- Telephony and communication over the Internet to EU or USA at a high cost advantage
- Generation of new business areas such as Internet café
- Accounting with monthly charge and fixed price for all components

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Fundraising

Manage the Funds You Need to Grow

Today an efficient handling and optimum execution of fund-raising is a must for any organization receiving donations. The relationship management with the small and major donors is just as important as the transparent administration of the donated funds and a fast and frictionless handling of the complete working process. For this reason,

Fundtrac® offers with its Fundraising Management a comprehensive solution for the individual donor care and transparent spending of donated money. Moreover, Fundraising Management is fully integrated with the Finance and Project Management part of Fundtrac®. Organizations in the field of social economics can now build an individual target group relations management, plan, execute and evaluate customized fund-raising campaigns as well as transparently manage donation funds received. With this not only the spending of donation money can be clearly accounted for at any time. Also the status of the actually received donation money can be retrieved on a daily basis.

With the complete planning and implementation of the development project the user can access financial and project management from Fundtrac®. Here, the projects and their individual operations are planned, budgeted and accounted in detail. The user reads the accruing documents digitally in Fundtrac® and assigns them to the different project operations. Subsequently, each donor is informed as to what status the project is in and when and which money will be used for which operation.

The result is: Organizations engaged in the field of social economics map their aid and development projects transparently to a single solution: from planning and financing through budgeting and execution up to accounting and documentation.

How you benefit from Fundtrac® Fundraising Management

- Comprehensive Donor Relationship Management
- Target group oriented campaign management
- Detailed donation management
- Transparent and traceability of spending of donated funds
- Intuitive address management
- Integration of any communication channels (e.g. serial e-mailing)
- Seamless and comfortable handling of bank transactions

How you benefit from Fundtrac® Fundraising Management:

- Automatic creation of grant confirmations and acknowledgements
- Informative reporting (Reporting)
- Customisation of software for organization-specific needs
- Document management

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- Member management
- Non-contacted address management

Functional Overview – Fundraising Specials

Address Management and Target Groups

The “smallest unit” in Fundraising Management are the addresses of donors which can be assigned to many dynamic target groups as desired. Through this the pattern of individual donors in respective groups can be precisely observed, such as shifting of best donors or the initiation of critical donors. For each group statistical data such as turnover, quality or trends is available and is re-calculated in definable cycles. This way, the user can have a detailed overview of the current status of important groups and can compare the results with each other.

Actions

If the target groups have been defined, individual donation actions can be started. For assigning target groups to different campaigns, there are the so-called mass functions available to the user to add or to remove the corresponding groups. Comprehensive action details constantly give data about the actions: From basic data such as the date and number of responses up to Return on Investment.

Projects

Projects are the framework of individual campaigns or actions and are freely definable according to the organisational structure. You can:

- Reflect activity areas (e.g. environment, animal protection or deforestation)
- Differentiate action types (e.g. aggressive or informative)
- Document Fundraising Targets (e.g. retrieval of critical donors, activation of bad donors, linking of active donors or acquiring fresh donors).
- Project data gives an overview of the success of actions which are assigned to this project.

Donor Management

Donor booking can be processed directly in the system as well as offline by a batch process. Through automatic generation of a booking reference all bookings become clear and traceable. The real donation utilization is fully documented so that it is always traceable as to which donor has donated for which cause. The data exchange with the respective banking institute is done through a data medium in the DTAUS1 format. Moreover, the Fundraising Management in Fundtrac® makes the necessary data for direct debit ready which can be transferred through a common tele-banking program to the bank.

Donation Receipt

Collective and single receipts are automatically prepared where all donation records get a unique receipt number and are archived. The dispatch of a donation receipt is documented in the address history.

Acknowledgments

The drafting of acknowledgments is automatic. The formats are designed according to individual choice in MS Word or also in Crystal Reports and individualized with the help of text building blocks. For a clear assignment, the note of thanks can be saved in the system with reference to action, purpose of spending, project, account or cost centre. The integrated forms management orders the documents and makes it always traceable where and which document is saved.

Analysis

The standard analysis includes turnover, RFM, Pareto, potential, frequency and trend analysis. The specified analyses can be undertaken for the complete data pool or for certain parts of data (Pincode area, action, address type). All results of the analyses can be evaluated up to the address stage and can be saved as data tables for later use. A simple graphical display enables interactive working with graphics. Moreover, content and display are freely editable with Crystal Reports (or other report generators). Moreover, additional statistics programs such as WinStat 4 or MS Excel can be used for data analysis



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Project Management

Developing and Managing Your Projects Globally

You want to initiate a new national or international project with the help of public funds? With CIWI GmbH you can negotiate the hurdles easily. With full care from strategic planning through execution up to evaluation, no questions are left unanswered. Our offer is divided into six areas where you can club their services according to your requirements.

Strategic Planning

From a simple project idea up to its complete planning can be a long way – most of all with a tight time-frame. CIWI GmbH supports you in this. We work along with you – you decide when and who will be included, whether they are directors, monitoring agencies or those responsible for the project. Together your project planning will be prepared, executed and documented professionally.

Application for Supporting Funds

Your projects depend on public funds? CIWI GmbH knows about the efforts linked with it and helps you to manage them effectively. We identify for you the suitable funding programs and offer you drafting of ready-to-submit project documents. Regardless of whether it is about your company's internal layout or public donor organizations – CIWI takes over the preparation of ready to apply project documents and naturally also the care of accepted project.

Research

Unknown problems in the project development soon put a company before major challenges. The research service of CIWI GmbH can arrest these problems and help you find the appropriate solutions quickly; because CIWI GmbH has successfully executed projects and case-studies with similar questions from previous projects. This way you can avail of the full knowledge pool of CIWI GmbH through exchange of experience.

Networking and Partnerships

Multi-disciplinary teams as well as regional, national and also international consortia are the corner stones of successful project applications and implementation. CIWI GmbH makes available for you the vast experience over the years of its teams in this area. You benefit from our international contacts which we were able to establish through projects around the world.

In addition to this, we support you in identifying the right project partners and help you with concrete co-operation. In this way, for example, we conceptualize partner agreements based on your requirements and work distribution plans.

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Project Cycle Management (PCM)

Today the project and application development are carried out through standardized processes, for example, PCM or Logical Framework Approach (LFA). In this respect, CIWI GmbH offers you “on the job training” and education for your employees. Besides, we support you in performing problem analysis through project build-up until the point of definition of evaluation criteria.

Monitoring and Evaluation

In any successful project all activities are thoroughly controlled and evaluated. For this purpose, we offer you not only external evaluation, but, together with your team, we work out your evaluation strategies and assume the supervision on your behalf. In addition to this, deployment of our Finance and Project Management

Software solution

Fundtrac® offers you controlling in regard to activities and provides transparency to the spending of funds.

People who are sure about their work

The employees of CIWI have not only the theoretical know-how; they have been also working in all the areas of project development for many years – right from the start with looking for ideas, the fundraising and support in drafting of project application through execution up to implementation of the Project and Finance software Fundtrac®.

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