Case Study

# Project Monitoring and Evaluation System for NGOs providing Relief and Rehabilitation to Disaster Victims

Project Performance, Outcome, Impact, Budget vs. Actuals Monitored and Evaluated Effectively with Project Monitoring and Evaluation System at AFREC

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## Customer Profile

African Rescue Committee (AFREC) was founded in 1992 and is currently registered in Kenya, Somalia and the United States. Its establishment was a culmination of reflections by a group of humanitarian and development minded intellectuals following the increased needs of the region to reach self-sufficiency.

## Business Situation

Major objective of AFREC was to ameliorate human suffering in emergency and disaster situations and facilitate an overall improvement in the standards of living and quality of life for vulnerable groups in both rural and urban settings by implementing a contingent of relief, rehabilitation and development projects aimed at empowering the community to realize the full potential of its local resources and live in harmony.

AFREC had capacity gaps to monitor and evaluate results and impact of its various projects / programmes. The consequence of this was limitations on decision making in project / program management vis-à-vis efficient and effective use of resources against laid out objectives. It also lacked an information database which documents and provides feedback and dissemination of results to its stakeholders. This was evidenced by limited capacity to capture data on projects' outcomes and impact, and in particular, use of standard Forms for tracking outputs with screen capture emphasis and capacity to store details of indicator.

### Major challenges encountered by AFREC include:

- Difficulties in monitoring project activities and tracking change at project level including data collection, collation, analysis and reporting to different stakeholders
- Difficulties in capturing qualitative information from beneficiaries and their opinions on impact of project interventions including success stories
- Inability to link project outputs / outcomes to budget performance monitoring

## Solution

Techno Brain analyzed the need of AFREC and proposed the implementation of its flagship product MEsure – a Certified for Microsoft Dynamics (CfMD) Project Monitoring and Evaluation System. MEsure developed in integration with SharePoint 2010 and Dynamics NAV 2009 SP1 allows for the direct integration of budget and actual financial transactions and also provides comprehensive capabilities that address various challenges faced during the monitoring and evaluation phase of projects.

With MEsure, AFREC was able to monitor and evaluate each and every phase of the project effectively; capture all the important details on project outcomes and its impact; analyze if the planned and actual budgets are matching and generate customized reports of project performance at every

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**Customer:**
African Rescue Committee (AFREC) works towards regional development at community level and respond to increased suffering among communities badly affected by disasters.

**Industry:**
NGO

**Business Situation:**
AFREC was facing serious challenges and difficulties in monitoring and evaluating performance, outcome and impact of its various relief and rehabilitation related projects and programmes.

**Solution:**
Techno Brain deployed a SharePoint and Dynamics NAV based Project Monitoring and Evaluation System at AFREC enabling them to meet their business objectives.

**Benefits:**
- Monitor and track budget vs. actuals
- Effectively allocate resources and budgets to any project
- Ensure timely project completion
- Provide timely reports to stakeholders for effective decision making

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stage. With the new project monitoring and evaluation system, AFREC was able to meet one of its major objectives of providing accurate details to all its stakeholders enabling them to make better and efficient business decisions.

## Technologies

Windows Server 2008 R2, SQL Server 2008 R2, SharePoint Server 2010, .Net 4.0, Silver Light 4.0, Dynamics NAV 2009 SP1, IE V8.0 or above and Internet Information Server 7.0

## Benefits

Techno Brain's SharePoint and NAV based Project Monitoring and Evaluation System has helped AFREC to effectively use its resources against the laid out objectives in various projects and allocate actual financial entries to tasks within a project and monitor budget vs. actuals.

Key benefits of Project Monitoring and Evaluation System:

- Increasing efficiency of project planning by breaking it into tasks

- Capturing of project proposals and initiation documents for reference

- Ensuring project timeliness by configuring timelines for each task and allocating resources to each task

- Capturing project objectives and goals and breaking them down into individual tasks

- Integrating with financial management to update on budget and actuals in real time

- Capturing task / activity output and comparing with target thus providing updates on the progress of implementation at any given time

- Producing timely and accurate reports of the project

- Providing web and mobile based access enabling mobile project staff and external stakeholders to monitor the project progress and update task details

- Publishing of project status reports specific to Donor requirements with the help of MS Office Word and Excel integration

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