Digital transformation of the Mexican Red Cross

CRUZ ROJA MEXICANA

RECORDED IN HISTORY

The past has made it clear that, sooner or later, organizations must choose between one of two paths: evolve and digitalize to dominate the future, or stay in the past with traditional processes and be forgotten.

It is in response to this choice that the Mexican Red Cross, a private humanitarian assistance institution dedicated to improving the quality of life of Mexican citizens, made the decision to start a project to be at the cutting-edge of technology: implementation of its **Enterprise Resource Planning (ERP) system.**

IMPORTANCE OF AN ERP IN A HUMANITARIAN INSTITUTION

We have talked before about the importance of this tool, but before delving into how we achieved optimal implementation together, we want to stress the importance that an **ERP** holds for any organization in this sector. Whether it be doctors, nurses, paramedics or volunteers, they all have one thing in common: their commitment to act immediately to emergencies to save human lives. To increase the success of this heroic mindset, technology becomes an important ally.

THE SECONDS ARE WHAT COME FIRST

For example, the computer systems of these humanitarian institutions have to respond quickly and always be available. A mere second of system failure could literally be the difference in saving a life.

The different delegations of the Mexican Red Cross across the country used different administrative systems, which caused operating difficulties in the administrative management of the organization, as well as difficulties when consolidating the results for the National Headquarters.

INFORMATION ON THE MEXICAN RED CROSS

- One of more than **191 countries** around the world have a Red Cross or Red Crescent.
- More than **47,000 permanent volunteers.**
- More than 555 delegations in the country.
- More than **2,800 sentences in hundred risky units.**
- Of every peso received, only **4 cents** are allocated to administrative processes. The rest is used to support the country.

CHALLENGES TO FACE

- Resistance to change of personnel involved.
- Standardization, consistency and integration of information.
- Depuration, complementation and structuring of the information of its more than **550 delegations.**

"Because if it weren't for a socially responsible company like KIO Networks, we wouldn't have a platform. It's a win-win for the Mexican Red Cross."

Fernando Suinaga
President of the Mexican Red Cross

CHALLENGES OF TECHNOLOGICAL TRANSFORMATION

Despite this, the organization had a high level of diversity in its progress and leveraging of **Information Technologies (IT)**. However, they still had a significant number of processes that were performed manually, since some were performed with the support of paper documents, resulting in a loss of valuable time.

One of the most important obstacles that we faced in the successful implementation of the **ERP**, was the consolidation of the information of over **550 delegations**, and we invested a significant amount of time in clearing, supplementing and structuring that information in order to incorporate it into the system correctly.

The Mexican Red Cross personnel had also gotten accustomed to working in a certain way for many years, and they had to adapt to this digital evolution and learn to use new processes –and systems– to improve the efficiency of their work.

SUCCESSFUL IMPLEMENTATION

Now, the organization's processes and technological tools have been standardized in all of its delegations. This makes it possible to have, for example, a full overview of all the rescue units at the national level: where they are located geographically, how much fuel they use, how fast they go, among other information.

We also were able to improve the structure of various processes: finance, human resources, accounting, electronic billing, and central management, thanks to the **FacE Suite and ERP** we implemented. The institution can also now access true information on a timely basis to improve its decision making.

We are truly proud to be part of this evolution and to have made it possible for the Mexican Red Cross to have complete control over its processes through optimal automation, save on expenses and, most importantly, drastically reduce the time, hours, minutes, and seconds that used to be required for administrative processes and that now can be used to continue improving the quality of life of Mexico's people, always staying true to the humanitarian approach of this great institution.

NOTABLE SUCCESS

- Improved attention.
- Increased service coverage.
- Standardization and alignment of processes and technological tools across the entire institution.
- Inten of technological envirgratioonment and processes.
- Efficient administrative process.
- Operational discipline.
- Support in defining responsibilities.
- True and timely information.
- Cost reduction.
- Economies of scale.
- Centralized information that benefits the administrative areas and the National Headquarters.
- Perfect monitoring with an overview of the information.
- Virtual global platform where Mexico heads up the training of the volunteers and has saved more than **50 million pesos.**
- Ambulances with **GPS**

IMPLEMENTED TECHNOLOGY

- **ERP** implementation under a **Software as a Service (SaaS) scheme.**
- Incorporation of **FacE Suite** to manage the electronic invoicing of the entire institution.

INCREASE THE SUCCESS OF YOUR INDUSTRY

If you want to boost your business through the technological solutions we offer at KIO Networks, please visit **kionetworks.com**

México
+52 (55) 8503 2701
Guatemala
+502 2318 9100
Panamá
+507 380 9600

Dominican Republic
001 (809) 4757500
Spain
+34 86 8011 200