

# Client Case Studies

Unicef Ireland



## UNICEF Ireland supercharges finances with Sage Intacct

Financial clarity and automation let non-profit focus on making a difference.



“Sage Intacct has given us the clarity and confidence to keep growing and making a difference.”

Colette Harte, Deputy Executive Director, UNICEF Ireland

### The Challenge

With income nearly tripling since 2021, UNICEF Ireland faced growing demands for financial transparency and accuracy. Manual processes and outdated systems couldn't keep pace with expanding reporting requirements, increasing the risk of inefficiencies and slowing decision-making.

### The Solution

To keep up with its rapid growth, UNICEF Ireland turned to Sage Intacct, implemented with support from Pinnacle. The cloud-based system automated reporting, improved data accuracy, and is integrating with fundraising platforms, ensuring financial processes can scale with the organisation.

## The Result

With Sage Intacct, UNICEF Ireland has transformed its financial operations. Automated workflows have made reporting faster and more accurate, and the finance team can now focus on strategic decision-making. With donations managed more efficiently, the organisation is ready for continued growth.

- Automated financial reporting for greater accuracy.
- Significant reduction in manual data manipulation.
- Stronger financial insights to support strategic growth.
- A scalable foundation for future integrations.



## Growing pains and financial strain

UNICEF Ireland's finance team has a lot to handle, with multiple stakeholders, including UNICEF global, the charity regulator, revenue authorities, and board, requiring detailed financial reports in different formats. Previously, the organisation relied on Sage TAS, which had served them well but was no longer supported. This meant significant manual effort to extract and reformat financial data using spreadsheets.

The decision to move to Sage Intacct was partly driven by the need for a solution that could automate reporting, integrate with their new Salesforce-based donor management system, and scale with their evolving requirements. Pinnacle, a Sage partner, played a crucial role in guiding this transition.

Adding to the urgency, UNICEF Ireland had experienced a dramatic surge in income, nearly trebling since 2021. This placed significant pressure on existing financial systems, requiring more efficient processes to manage donations, ensure compliance, and provide accurate forecasts.

**“**It was taking three or four solid days of focused work to complete a report,” says Colette Harte, Deputy Executive Director at UNICEF Ireland. “It was all dependent on me, and that’s not a sustainable way to run finance for an organisation of our scale



Colette Harte  
Deputy Executive Director  
UNICEF Ireland



## A leap forward with Sage Intacct

Choosing Sage Intacct wasn't just about upgrading software, it was about strengthening financial management. UNICEF Australia had already moved to Sage Intacct, providing a useful reference point. A key factor was the ability of Sage Intacct to support multi-dimensional reporting, which allowed UNICEF Ireland to drill down into financial data more effectively than ever before.

Pinnacle provided ongoing support throughout the implementation, ensuring a smooth transition.

Every challenge tackled has led to stronger systems, better insights, and a more efficient way forward. Alongside implementing Sage Intacct, UNICEF Ireland is also integrating Salesforce and its purchasing system—a process that has proved more complex than expected.

## Spreadsheet struggles to smarter finance

Before Sage Intacct, producing financial reports was a manual, time-intensive task. "I built complex spreadsheets to get the data I needed, but no matter how well you build a spreadsheet, there's always a risk of human error," Colette explains.

With UNICEF Ireland's income growing rapidly, the limitations of manual processes became even more apparent. The finance team needed faster, more reliable ways to produce reports that could be adapted to evolving requirements.

Now, with Sage Intacct, previously manual processes like producing our QFS reporting is now automated and takes us less time every day to complete, freeing up valuable time. Quarterly reports, which previously took multiple days to compile, can now be completed in a single day, with far less manual intervention. "It groups income in a way that I can trust and significantly reduces manual adjustments."



“They've been incredibly patient, taking the time to understand our needs and guiding us through the process.”

Colette Harte, Deputy Executive Director, UNICEF Ireland



## Financial clarity in a fast-changing world

UNICEF Ireland's reporting obligations have expanded significantly as the organisation has grown. Now part of UNICEF's top 15 national committees—responsible for 85% of global UNICEF income—the need for accurate and timely financial data is greater than ever.

The ability to meet these reporting demands efficiently has become a necessity, not a luxury. Sage Intacct has given UNICEF Ireland the tools to meet complex financial regulations with confidence and ease.

Automated workflows and real-time insights now provide a more structured and controlled approach to financial management, allowing the team to focus on higher-value activities rather than data manipulation.

## A partnership that delivers with Pinnacle

Pinnacle's support was particularly valuable as UNICEF Ireland navigated one of the busiest periods in its history. With income increasing due to emergency response campaigns and donor growth, Pinnacle's expertise helped the finance team scale operations without compromising accuracy or control.



**“** They weren't just a provider. They were a partner who guided us through each challenge. Whenever we had a request, they never said 'No, that can't be done.' They worked with us to find solutions. We've taken huge steps forward, and with the right support, we're set up for long-term success”



Colette Harte  
Deputy Executive Director  
UNICEF Ireland



## Building for tomorrow, today

UNICEF Ireland's journey with Sage Intacct is still ongoing, but the progress made so far has laid a strong foundation for an even brighter future. The next step is completing the integration with Salesforce to fully automate financial data flows, reducing the need for manual reconciliation.

"Our ultimate goal is to seamlessly connect our finance and fundraising systems, allowing for real-time insights and improved decision-making," says Colette. "Each milestone with Sage Intacct and Pinnacle has strengthened our financial operations and paved the way for even greater efficiency."

For other non-profits considering a similar move, Colette offers this advice:

**||** *Sage Intacct has given us a solid foundation to build on, and I'm confident it will support us well into the future. Choose the right partner, invest time in planning, and be prepared for the journey. It takes time, but when done right, the benefits are worth it."*



Colette Harte  
Deputy Executive Director  
UNICEF Ireland

## Want to find out more?

For more information about Pinnacle's Sage Intacct services, please visit

[www.pinnacle-online.com](http://www.pinnacle-online.com)



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