Priority

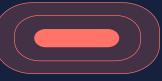## ERP Case Study

COMPANY:
The Education, Culture and Neighborhood Renewal Company

INDUSTRY:
Municipalities, Non-Profit

COUNTRY:
Israel

PARTNER:
Priory-Team

The Challenge

The Education, Culture, and Neighborhood Renewal Company used two separate systems that caused the formation of data silos and prevented them from obtaining a comprehensive overview of the business. They needed a unified solution to help them manage a complex, multi-functional operation, streamline processes, enhance efficiency, and connect the operational functions to the financial operations to increase customer satisfaction.

The Result

The Education, Culture, and Neighborhood Renewal Company gained a complete, real-time business overview and access to mission-critical data. The Company saw a significant revenue surge and expanded its operation without growing the workforce.

About The Education, Culture and Neighborhood Renewal Company

EDUCATION AND CULTURE
IN TEL AVIV YAFO
Meaningful Community Experience

Based in Tel Aviv, Israel, the Education, Culture, and Neighborhood Renewal Company is a non-profit organization established in 1979. The Company operates over 150 institutions and programs in education, culture, society, community, youth work, sports, and recreation and manages over 3500 employees. In addition, The Company is engaged in large-scale construction and maintenance works on behalf of the Municipality, donors, and various agencies.

🏔️ The Challenge

The Education, Culture, and Neighborhood Renewal Company used an outdated, legacy ERP system and a self-developed purchasing portal to manage the entire business operation. The company had to manually synchronize data from various third-party sources, such as the municipality's CRM. Using two separate systems that often did not communicate with each

or other 3rd party systems, caused the formation of data silos that prevented the management from obtaining a comprehensive overview of the business activity.

The Company needed a unified solution to help them manage a complex, multi-functional operation. As every center operates as an independent profit and loss unit, they needed help streamlining processes and enhancing efficiency. They faced difficulties connecting the operational functions to the financial operations, significantly affecting customer satisfaction. In addition, the systems' operational maintenance entailed high personnel costs and additional expenses related to system developments, patches, and bug fixes.

The Solution

After a rigorous analysis that included an internal consultation process, the Education, Culture, and Neighborhood Renewal Company chose Priority, which proved to be the most suitable solution for a complex organization. The Education, Culture, and Neighborhood Renewal Company's CTO, Shahar Rotshtein, was chosen to lead the project.
Shahar chose Priory-Team, a leading Priority partner in Israel, to carry out the project.
"Priory-Team understood our needs and the complexity of the operational structure. From the very beginning, we felt that they were a real journey partner." shares Amichai Richter, the VP of Operations at the Educational Institutions Company. Priory-Team helped The Company implement the financial and logistic modules, a project management module, an API module, and Priority's advanced portal generator, allowing external users access.

Priory-Team accompanied the Education, Culture, and Neighborhood Renewal Company at every stage of the process and trained and guided the users and the IT team. The onboarding was fast and easy, and the project went live in less than six months.

The Result

Today, the Education, Culture, and Neighborhood Renewal Company has a complete overview of the business operations and full, real-time access to mission-critical data anytime and anywhere. The Education, Culture, and Neighborhood Renewal Company utilizes Priority's unique flexibility to easily customize and adapt the system to the organization's needs. As a result, the Company saw a significant revenue surge and expanded its operation without the need to increase the workforce. In addition, the printing quantities decreased significantly, and the organization moved to a paperless work format.

As the Education, Culture, and Neighborhood Renewal Company grows, they plan to implement the HR module and establish a suppliers' portal, facilitating unified data flow to one central system. Richter concludes, "right after going live in 2022, the company management and the communal centers realized that a comprehensive ERP system was necessary to optimize daily operations. Priority provides a real-time, unified view of all the data. After the birth pangs of initial implementation, we are satisfied with its installation and await further improvements that will make our lives easier. We are pleased with Priory-Team's understanding of our organization's needs and the level of support we receive."

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>
> Amichai Richter, VP of Operations at the The Tel Aviv Education, The Education, Culture and Neighborhood Renewal Company

See how Priority works for you   **Book a demo today ▶**