

CASE STUDY

# Aidmatrix Foundation – non-profit provides supply chain management capabilities to some of the largest humanitarian relief organizations worldwide with the help of Telerik



The Aidmatrix Foundation, Inc. supplies some of the largest humanitarian relief organizations around the world with supply chain management (SCM) to enable processing more than \$1.5 billion in aid annually. At the same time, the majority of those using ‘SCM4Good’ are new to the use of enterprise-wide SCM and Aidmatrix needed to ensure that the UI for its solution was clean and easy to use.

## OVERVIEW

### COUNTRY

United States

### SECTOR

Supply Chain Management, Non-profit

### CUSTOMER PROFILE

The Aidmatrix Foundation, Inc. is a 501 (c) 3 nonprofit headquartered in Irving, TX. More than 40,000 leading business, non-profit and government partners leverage its solutions to mobilize more than \$1.5 billion in aid annually. The donated goods, money and services impact the lives of more than 65 million people, worldwide.

### BUSINESS SITUATION

Since many of its users do not come from technical backgrounds and much of its work is based outside of the US, Aidmatrix wanted to ensure that as new functionality was added to its supply chain management (SCM) system, it did not increase complexity for its user base.

### SOLUTION

Aidmatrix leveraged Telerik’s DevCraft Ultimate suite to update its SCM platforms with a more modern look and feel with better reporting and advanced filtering and search capabilities.

### RESULT

- The updated SCM4Good platform was rolled out in less than a year
- With simple drag and drop capabilities, its ease of use has made for widespread adoption
- Aidmatrix has already begun its migration to Microsoft Azure with minimal disruption, due to the .NET based infrastructure

The screenshot displays a web application interface for supply chain management. At the top, a table lists items with columns: Current Inventory, Category Type, Main Category, Sub Category, and Project #. A dropdown menu is open over the table, showing various filter options such as 'NoFilter', 'Contains', 'DoesNotContain', 'StartsWith', 'EndsWith', 'EqualTo', 'NotEqualTo', 'GreaterThan', 'LessThan', 'GreaterThanOrEqualTo', 'LessThanOrEqualTo', and 'Between'. Below the table, there are navigation and export controls, including 'Export to Excel', 'Export to Word', and 'Export to PDF' buttons. The interface also shows a 'Page size' dropdown set to 25 and a status bar indicating '45 items in 2 pages'.

[www.aidmatrix.org](http://www.aidmatrix.org)

## BACKGROUND

Aidmatrix believes that by working together, we can triumph over the world's most challenging humanitarian crises. Its supply chain management (SCM) technologies make it easy and efficient for everyone from donors to non-profits to governments to get the right aid to people when and where they need it most.

Aidmatrix does not receive financial gain from individual donations made through the Aidmatrix Network. The organization helps connect those who have with those-in-need to:

**Accelerate and increase the capabilities to deliver humanitarian relief.**

**Provide excellent products, service and advice in order to make affordable the best technology available.**

**Keep donor information confidential.**

**Be a trustworthy partner.**

## THE CHALLENGE

With potentially thousands of users logging on to SCM4Good on a daily basis, the system needed to communicate as much data – without overwhelming the user – as possible. The system currently assists users with all means of SCM lifecycle management – field supply chain activities, 6-12 month planning, build models, GAAP analysis and more. Aidmatrix needed to free up spacing on the main pages, where appropriate, adding much needed white space in order to simplify the complex, data-heavy UI and make for a better overall user experience. It also wanted to incorporate advanced filtering and better search capabilities.

The organization decided to update its technology but needed to do so in an economically sound manner. Being a non-profit, Aidmatrix is focused on cost-recovery instead of profitability. The updated technology also needed to cater to a worldwide audience, many of whom had little-to-no technical background, so ease-of-use was a top requirement. Lastly, it needed to be agile to support the growth of the community – which has been growing at a steady clip over the last 18-24 months.

## THE SOLUTION

Aidmatrix needed a set of .NET developer tools that would work out-of-the-box and would also support its migration to Azure. After evaluating a handful of solutions, the non-profit selected Telerik's DevCraft Ultimate suite.

"We chose Telerik for its ease of implementation. There were certain functions in its RadControls that we needed and by just making a setting or configuration change, we were up and running, rather than having to code by hand. Also the Telerik forum and community are very helpful from the developer point of view and provided us with good guidance throughout the process," said Michael Ross, CIO, Aidmatrix.

In addition to a superior toolset, Aidmatrix found value in the Telerik community, forums and the documentation supplied to them. "We are a small team working under enormous pressure to move quickly and keep costs to a minimum. Not having to spend extra time and budget on consulting was huge for us. The community as a whole is extremely helpful - often times enabling us to find answers to our issues quickly and effectively."

## THE RESULT

In less than a year the new SCM4Good app was up and running. It now has a cleaner look and feel with strong reporting capabilities. Aidmatrix is also able to communicate more data, pulling more pertinent information "above the fold". In addition, Aidmatrix has been able to start its migration to Azure and already is well underway.

"Thus far, performance has been good and we're pleased with the overall experience. There is definitely more that we can do and would like to do in the future, given the appropriate time and bandwidth," said Ross.

“ Moreover, our migration to Azure has been seamless as Telerik’s controls are .NET-based, which makes migration an easier experience.”

Michael Ross, CIO,  
Aidmatrix.

## THE VERDICT

"Telerik's DevCraft suite met and exceeded all of our expectations. Not only were the tools easy-to-use, but the documentation, support and forums available to us were invaluable. We will absolutely look to Telerik in the future."

### ABOUT THE AIDMATRIX FOUNDATION, INC.

The Aidmatrix Foundation, Inc. builds and operates powerful technology hubs that support diverse stakeholder groups in their efforts to work together to solve the world's most challenging humanitarian crises. Its solutions enhance participation, amplify contributions, and accelerate results for humanitarian relief. More than 50,000 leading corporate, nonprofit and government partners leverage its solutions to mobilize more than \$1.5 billion in aid annually, worldwide. The donated goods, money and services impact the lives of more than 65 million people. Aidmatrix is a 501 (c) 3 nonprofit headquartered in Irving, Texas, USA, with offices in Wisconsin, Washington D.C., Germany and India. [www.aidmatrix.org](http://www.aidmatrix.org)

### ABOUT DEVCRAFT BY TELERIK

The DevCraft suites include all Telerik developer tools – from UI components, to data access, reporting and code improvement. A DevCraft bundle is the perfect companion in the journey to become a better software craftsman and create powerful web, mobile and desktop applications.

DevCraft UI provides all Telerik's UI controls: RadControls for ASP.NET AJAX, Silverlight, WPF, WinForms, Windows Phone and Kendo

UI Complete for ASP.NET MVC, plus Priority Support. DevCraft Complete adds: Telerik Reporting, OpenAccess ORM, JustCode, JustTrace, JustDecompile and JustMock.

DevCraft Ultimate adds Ultimate Support for all the products: free updates for 1-year or more, unlimited web portal support, unlimited phone assistance, remote web assistance, issue escalation, and ticket prescreening within 4 hours.

The DevCraft bundles, DevCraft Complete and DevCraft Ultimate replace the former Telerik Premium and Ultimate Collections, respectively.

### ABOUT TELERIK

Telerik is a market-leading provider of end-to-end solutions for application development, software testing, agile project management, reporting, and content management. Telerik's award-winning software development products enable enterprises and organizations of every size to generate tangible productivity gains, reduce time-to-market, and stay on time and under budget.

With tens of thousands of users in more than 90 countries around the world, Telerik's customers include numerous Fortune 2000 companies, academic institutions, governments, and non-profit organizations.

## FIND OUT MORE

Go to [www.telerik.com](http://www.telerik.com)

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