

The King Baudouin Foundation Saves €500K, Scales Up Philanthropic Initiatives With Boomi

Belgium's largest public benefit foundation optimizes resources and philanthropic initiatives by streamlining operations with Boomi.

“We want to make judicious use of our philanthropists' resources. Therefore evolving our technology stack is part of our IT modernization plan. Thanks to Boomi, we have a scalable integration and data layer to support our technology and business roadmaps.”

Thomas Prevost
Head of Technology,
The King Baudouin
Foundation

Business goals

The King Baudouin Foundation, one of Europe's largest community-based foundations and a major international charity, is an umbrella organization that provides personalized philanthropic services to corporations and individuals. It distributes €133M grants annually, supporting 4,360 organizations and individuals.

Since the 2019 COVID pandemic, the King Baudouin Foundation doubled its grant-making capacity, expanded its team to 4,360 volunteers, and increased the number of business systems used. This rapid growth led to significant operational challenges and data management complexities. The foundation needed to optimize its grant-making and donation management processes to better serve its stakeholders within Europe and internationally.

Technology challenges

The foundation's complex application landscape comprised a legacy ERP system with significant integration challenges. Its grants and donations teams used different platforms to manage various data sources such as donations, proposals for grants, payments, and other financial information.

Connecting these independent systems with the ERP and CRM platforms, as well as other internal and external applications, required time-consuming manual data entry, reconciliation, and contract management. This inefficient use of resources hindered the foundation's ability to allocate grants effectively, streamline processes, and provide timely support to beneficiaries.

The IT team at the King Baudouin Foundation sought a robust integration solution that would connect disparate systems, improve data flows, enhance transparency, and allow the business to scale by efficiently handling increasing volumes of donations, grants, and projects as its philanthropic activities grew.

How Boomi helped

On collaboration with Blents, its integration partner, the King Baudouin Foundation selected the Boomi Enterprise Platform to seamlessly integrate various systems and data streams across the Unit4 ERP, Salesforce, and online donation platforms. The Boomi platform automated data flows, eliminated manual errors, optimized resources, and increased the foundation's operational efficiencies.

Boomi's suite of services, including Integration, DataHub, API Management, and Flow, enabled the foundation to streamline integrations and improve data governance while focusing on strategic activities such as co-creating with philanthropists rather than managing complex integrations. Business users, developers, technology leaders, and volunteers benefited from the improved efficiency and scalability of the foundation's operations, which supported rapid growth by processing large volumes of donations and data without compromising performance.

Results & business outcomes

With Boomi, the King Baudouin Foundation transformed operations and improved collaboration between all stakeholders, resulting in:

- **Cost-efficiency:** €500K saved annually by eliminating the need to hire five additional resources to deliver manual integrations, data uploads, and checks
- **Compliance:** Data accuracy and consistency ensured compliance and improved reporting
- **Enhanced Transparency:** The automated flow of information from Salesforce to the foundation's website increased transparency, allowing stakeholders instant access to up-to-date information
- **Greater flexibility:** The scalable platform adapts quickly to the unique requirements of philanthropists, staff, and volunteers
- **Faster decision-making:** Made possible by real-time access to accurate, up-to-date data

CUSTOMER SPOTLIGHT

Industry & Market	Non-Profit (Philanthropy)
Headquarters	Belgium
Employees	200
Key Integrations	<ul style="list-style-type: none">• Unit4 ERP• Salesforce• Online donation platforms



We are more customer-oriented with the Boomi platform, optimizing resources to allocate grants, manage donations, and personalize services for our philanthropists much faster than in the past."

Karin Lippert

Head of Grants and Donations,
The King Baudouin Foundation

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