Direct Relief International: Coordinating Distributed Groups with the SAP® StreamWork™ Application

Direct Relief International has been providing medical assistance to improve the quality of life for people affected by poverty, disaster, and civil unrest since 1948. Direct Relief supplies healthcare providers in over 70 countries with specifically requested medicines and equipment to care for those in greatest need. The SAP® StreamWork™ application enabled it to **tightly coordinate distributed groups,** making project work more effective.

Strengthening project collaboration

Informing stakeholders with metric visuals

Objectives

- Manage project work, communication flow, and project collaboration for a distributed group
- Improve coordination of people working together on a common problem
- Record and track action items and discussion threads

Why SAP

- Software that supports the management of projects involving participants, stakeholders, and partners and tracks action items, timelines, and decisions
- Functionality for communication and collaboration management
- Successful implementation of SAP® BusinessObjects™ business intelligence solutions

Benefits

- Efficient project management, including visual overview of tickets submitted by users that are still open
- Better decision making based on visualization of relevant project metrics
- Improved communication with stakeholders based on displays of project metrics and tracking information

Future plans

- Integrate partners into the SAP StreamWork™ application
- Determine benefit of integrating with partner Web portals

"When it comes to managing projects, flow of communication, and project collaboration, the SAP StreamWork application is ideal. The software is purposely built for increasing the efficiency of people working on a common problem."

Ross Comstock, Information Technology Director, Direct Relief International

Organization
Direct Relief International

Headquarters
Santa Barbara, California

Industry
Public sector – nonprofit organizations

Products and Services
Worldwide medical relief and disaster response

Employees
About 50, assisted in all respects by more than 400 volunteers

Web Site
www.directrelief.org

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