

JDRF International



About JDRF

JDRF is the leading global funder of type 1 diabetes (T1D) research. JDRF collaborates with a wide spectrum of partners to pursue therapies with the potential to prevent, better treat and, eventually, cure T1D. JDRF has committed more than \$1.9 billion to T1D research since 1970 and provided \$98 million to fund global research in 17 countries during 2014.

The Challenge

JDRF had cobbled together three different systems – including a grants management system – to manage their research management processes, but found it never really worked properly. “We needed a makeover,” says Emily Milligan, Senior Director Project Management and Administration. “We had a one dimensional system and needed a four dimensional solution. We lacked any ability to drill down and provide comprehensive reports, metrics or meaningful analysis. Plus, we were spending a lot of money trying to get all three systems to talk to each other, eating up a lot of time and resources. It was stale, dated, and no one liked working with it.”

“Through our RFP process, we found that many solutions providers have experience with not-for-profits, but many lacked biomedical research expertise,” adds Sydney Yovic, Senior Manager, Research Administration and Operations. “What we needed was a partner who had a solid understanding of us and our needs.”

Selecting SmartSimple

“We saw products that were really flashy, but weren’t capable of incorporating some meaningful business processes common in research,” continues Sydney, “SmartSimple offered a clean look that also had the flexibility we needed for our business.”

“The people were ultimately what sold us on SmartSimple,” adds Emily, “The team really listened. They didn’t offer a generic, out of the box product; instead, they presented a robust, comprehensive solution that answered our specific needs. We saw SmartSimple as not just another vendor but a company that would be a good business partner in bringing JDRF’s vision to fruition.”

Working with SmartSimple

“Research management can be quite nuanced based on the funding organization, but our SmartSimple Implementation Team took the time to learn and understand our processes. Their experience working with other large research funders provided reassurance in the business requirements phase of implementation. They also defined milestones for testing and training on our RMS360° system, delivering without fail on the configurations that we specified,” adds Sydney.

“Not only did SmartSimple streamline our processes, they took the time to understand why we wanted to perform tasks a particular way,” says Emily, “We now have an incredibly versatile system that will easily grow with us over the years.”

“The ad-hoc reporting is a huge benefit,” says Sydney, “and the role-based portals have greatly improved our ability to communicate with all our stakeholders. We’re working so much more efficiently as an organization. RMS360° takes our grants from the letter of intent to the post-award stage, effectively addressing the specific needs of each user. Whether internal staff, applicants or reviewers, they can categorize and track what they need.” JDRF happily reports that the overall rate of satisfaction from their users is 83% - a huge jump from where they were a year ago.

“SmartSimple understands. They believe in the work we do and how important it is to us and our community,” concludes Sydney.

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About SmartSimple

SmartSimple isn't just software. It's a cloud-based solution that streamlines the administration of your entire grants management process. Completely personalizable, endlessly configurable, and at a price that reflects only what you actually use, SmartSimple puts the control of your system in your hands.

To learn more, visit www.smartsimple.com and request a demo, email us at sales@smartsimple.com, or call us, toll-free, at 1-866-239-0991.