



Delivering Better Services to Cancer Patients

Challenge

- Each department maintained its own version of data resulting in duplicate data entries making single view impossible..
- Existing systems provided neither required level of reporting, nor 360-degree view of contacts and organizations.
- Most updates and processes were manual and time consuming and hence automation was imperative.

Our Solution

- Implemented Salesforce and NPSP V3 to provide 360 degree view of Volunteers, Donors and Patients.
- Implemented Donation Management, Household Account Model, Fundraising Management.
- Integrated Salesforce with client's website.
- Installed AppExchange products like Eventbrite (for event management), Campaign Monitor (for email marketing) and Volunteer for Salesforce (for volunteer management).
- Customized Salesforce to manage stock of 'gift bags'.
- Prepar data in Salesforce format and push it in Salesforce.

Business Benefits

- Reduced effort in entering new contacts and monitoring constituent communication.
- Decreased level of duplicate information.
- Improvement in information sharing across departments.
- Improved volunteer management, fundraising and productivity/efficiency
- Improvement in administrative tasks such as reporting and stock level management.
- Reduced administration due to integration with the website.

Client Background

- NPO provides personal grooming services to cancer patients during and after their treatment.
- Volunteers help conduct programs and / or one-on-one consultations.
- Use e-Tapestry and spreadsheets to store information related to Organizations, Contacts, Volunteers, Fundraising, Donations etc.

About CloudChillies

Cloud Chillies' Salesforce Certified professionals have the knowledge and passion to solve problems - big and small - and deliver Salesforce projects successfully and affordably. Our team has 13+ years of experience in all facets of Salesforce, covering cloud advisory, Salesforce integration services and Force.com platform development. We assess your needs to provide maximum value through IT to greaten your impact and achieve your mission.



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