



# Not for Profit Data Solutions



# Is your data helping your cause?

Data that is used in the right way can be a powerful asset. Your data could assist with raising revenue, increased communication effectiveness, potential donor identification, efficient processing of donations and increased donor loyalty. With nearly three decades' experience, DCA can expertly assist your organisation harness the power of your data

## WHAT WE DO

### PREPARE FOR SUCCESS

#### Data Quality and Enhancement

We cleanse your data by combining databases, cleansing records, enhancing and validating data and de-duping records. Our team of experts do this quickly and efficiently to ensure your organisation never misses a day of donor interaction.

#### Marketing Lists and Acquisition

We work with you to compile the best potential donor profiles and then we cleanse, sort and consolidate marketing lists so that you can maximise donor acquisition efforts.

### MANAGE DATA FOR BEST RESULTS

#### Single Customer View

Our team of experts can consolidate data sources, systems and records to give a single view of your donors. From their first transaction to the most recent, you will be able to identify donor sentiment, activity and opportunities.

#### Loyalty Systems

With nearly three decades experience, we have consulted with clients to help ensure they have the best data, system and technology in place to communicate, monitor, keep and nurture donors throughout their relationship with your cause.

#### Data Visualisation and Reporting

Data tells the story of your business and one of the best ways to tell a story is to use pictures. Our team can prepare engaging reports and visualisations to show the success of acquisition or retention campaigns, donor insights and organisational decision-making.

## KEEPING DATA POWERFUL

### Business Process Outsourcing (PCI-DSS Certified)

Sometimes the most efficient way to bring expertise and management to your organisation management is to outsource. DCA has been assisting clients for nearly three decades with their outsourced data management and systems delivery.

### Data Migration

We move data from one or more sources to another application in a smooth and seamless manner. We implement data migration using the DCA Service Process so that your organisation can keep running without unnecessary disruption.

### Data Consolidation

In order to improve the quality of your data it may be necessary to consolidate and combine data from various legacy systems. We can combine databases, cleanse, enhance and validate data, de-dupe and cleanse records, and link records to provide a single-customer view.

## OUR EXPERIENCE IS YOUR ADVANTAGE

As leaders in this field, we have experience working for not-for-profit organisations and on projects of all sizes and scope. Our expertise means we have attained PCI DSS compliance across data, software and Business Process Outsourcing solutions.

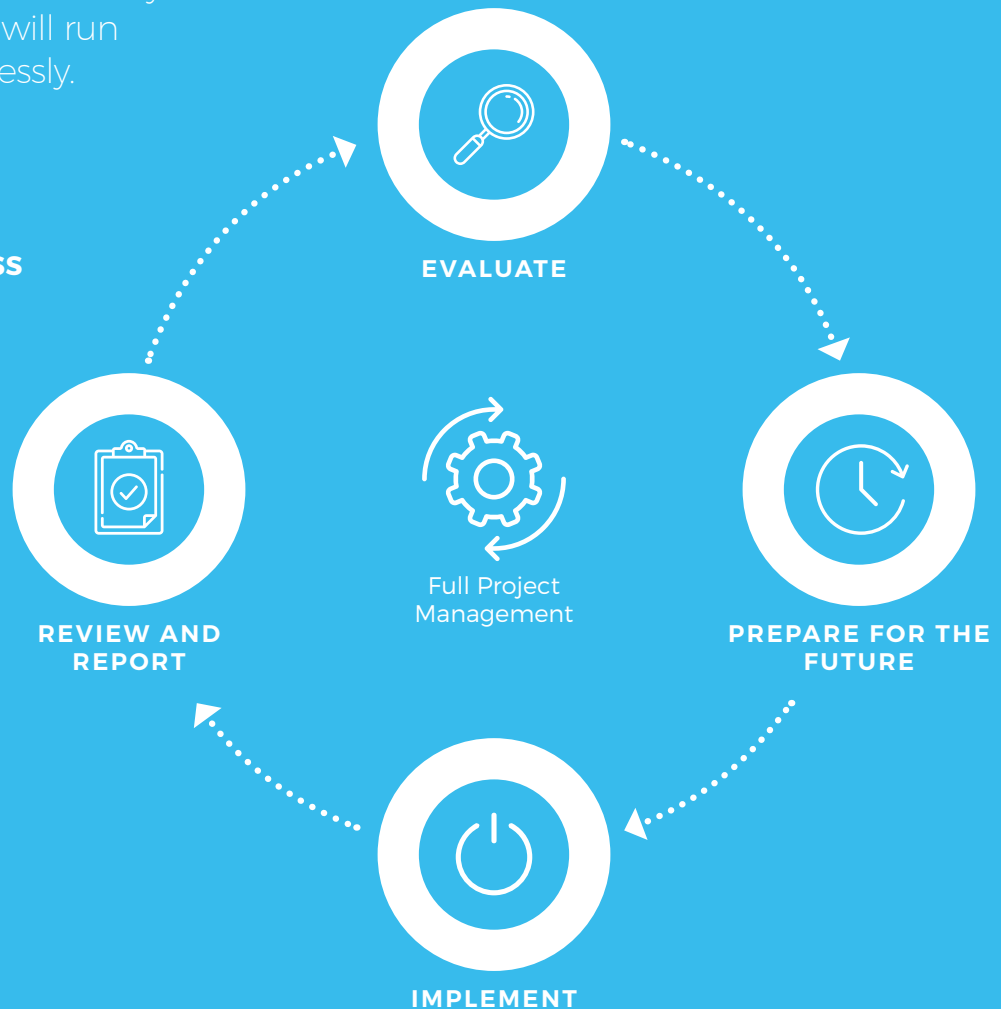
This means we can create one-off, tailored solutions or ongoing, outsourced solutions that include:

- Data solutions
- Systems and technology solutions
- Electronic payments
- Call Centre order processing
- Mobile applications and mobile payments
- Weekly processing of all cheque and credit card payments on our client's behalf
- Transaction consolidation
- Outsourced PCI Donor Card Processing

# How we work

Our proven method of delivery ensures your project will run smoothly and seamlessly.

## DCA Service Process



### EVALUATE

- We start by working with you to fully understand your objectives and needs.

### PREPARE FOR THE FUTURE

- Make sure future plans will meet your objectives.
- Check data requirements across the organisation.
- Perform any data-quality services (cleanse, de-duplicate, suppress, validate and enrich records).

### IMPLEMENT WHAT'S NEEDED

- Deliver solutions such as automated donor-centric nurturing campaigns or next generation donor management technology.
- Provide a single supporter view using augmented traditional and social media data.
- Launch any applications needed such as mobile applications and mobile payments.

### REVIEW AND REPORT

- Create compelling data visualisation and donor data analysis.

# How we can help you

Your organisation might be expanding, needing more donor engagement, changing systems, consolidating business units, wanting a single view of customers, moving, merging, being acquired, migrating to the cloud or upgrading systems.

No matter how big or small the project, we can help you to make the most of your data.

## THE DCA DIFFERENCE

With nearly three decades' experience, DCA are leaders in not-for-profit data solutions. Our business is built on having the best people, systems and solutions at hand for our clients. We offer:

- Strategies that reduce risk of data loss or business disruption.
- Simplified processes that reduce the burden on your team.
- Cost efficient solutions.
- Quick and powerful implementation via our proprietary Nirvana software.
- Proven track record in delivering on time and on budget.
- Guaranteed high-quality data transformation.

## RECENT CASE STUDIES AND TESTIMONIALS

"DCA had the know-how with which to deliver an optimised outcome in terms of determining a successor solution to donations management."

**John Staines, CIO, Lifeline Australia**

"We've had a very positive experience across all the projects that DCA have worked on with us."

**Janetta Suarez, ICT Enterprise Systems Manager, MS**

"The technical expertise of DCA is phenomenal, but it's their customer service that really sets them apart."

**Wyan Carter, National Database Manager,  
Leukaemia Foundation**

Visit [data.com.au](http://data.com.au) for examples of our recent work.

## LET'S TALK

DCA are experts in providing innovative data management solutions, data quality governance and bespoke software development.

Our corporate, government and not-for-profit clients in Australia and around the globe rely on our customer-management software, applications and consulting services to make business-critical decisions.

For nearly three decades we have helped organisations of every size to harness the power of their data through our team of experts in our Melbourne headquarters and offices in Sydney, Bangkok and Boston.

Is it time to use your data to help your cause?



**Contact us today**

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