CLIENT STORIES

NECESSIDAD

Lewisham Local

COVID-19 EMERGENCY RESPONSE HUB

CLOUDS IMPLEMENTED

- Experience Cloud
- Non-Profit Cloud
- Salesforce Platform

ADD-ONS

- Gravity-Forms (WordPress)

CLIENT

Lewisham Local is a non-profit organization that connect individuals, organisations and businesses to London borough of Lewisham community and increase awareness of the good causes and needs in the community

CHALLENGES

The client already used core Salesforce and the non-profit success pack (NPSP). At the start of the pandemic, in early 2020, the client required an immediate centralized process-driven yet flexible response to the surge in demand of their services, which ranged from, but not limited to, matching volunteers and partners to services requirements.

SOLUTION

The client was referred to Necessidad by a mutual contact on LinkedIn. Necessidad's approach involved a careful and prompt understanding of the client's requirements. We created a scalable Salesforce platform solution to capture and manage volunteer data, partner management, client data and effective data sharing / migration with external stakeholders.

RESULTS

Thanks to Necessidad's expertise, the client was able to orchestrate an effective and efficient immediate response to the area's covid-19 hub demands using Salesforce as a single source of truth. They were able to develop operational insights with reporting and analytics to make informed critical decision.

TESTIMONIAL

"Necessidad worked with us on our local area's Covid-19 emergency response hub. We used Salesforce to referrals from clients in need and Necessidad used a variety of solutions to work flexibly and quickly to address the urgent needs. They worked hard to understand our requirements without rushing into a solution. The project was difficult because of the time pressures to get things live and they did an excellent job of combining in-built Salesforce functionality with custom solutions where necessary".

– Sam Hawksley, Interim CEO

MARY'S MEALS

INTEGRATED OFFLINE SCHOOL FEEDING PROGRAMME

CLOUDS IMPLEMENTED

- Salesforce Platform

ADD-ONS

- Resco for Salesforce

mary's meals
a simple solution to world hunger

CLIENT

Mary's Meals International is a non-profit organization that provides one good meal to some of the world's poorest children every school day, and has grown to become a global movement, feeding over 2 million children.

CHALLENGES

The client had been operating in various countries using disparate processes and systems that involved pen, paper and spreadsheets. They already used Salesforce for other programme operations.

They experienced high levels of data inaccuracies due to various collection methods and verification processes that resulted in the risk of school food orders being incorrect, delayed, not arriving in time or lost. They also faced various challenges with inventory management; as well as difficulty reporting and analyzing data to help inform decision making.

SOLUTION

The client was referred to Necessidad by Resco.net. Necessidad's in-depth knowledge and expertise in Salesforce and Resco uniquely positioned us to provide best practice solution across both platforms. We carefully reviewed the client's requirements, architecture and configured a scalable zero-code solution on both platforms, maintaining a seamless Salesforce & Resco integration for offline access.

RESULTS

Harmonized systems and processes across programme countries with enriched data quality and offline data collection capability. Enhanced ability to monitor schools, ensuring the correct processes are followed to ensure that every child is receiving the correct meal every day.

Improved efficiency and effectiveness of the stock control process as well as superior reporting capabilities to help inform decision making.

TESTIMONIAL

"Highly experienced and extremely knowledgeable when it comes to Salesforce, Resco and integrating the two to create an offline Salesforce solution. Communicates effectively and works collaboratively to produce high quality work. I would recommend as a partner to anyone wanting a Salesforce partner".

– Neil Pentland, Programmes Operation Lead

resco.net
technology on the move

salesforce