

CDW SUCCESS STORY

TAKING THE POWER OF TECHNOLOGY AND MAKING IT WORK FOR YOU.

First Children's Finance

INDUSTRY: Nonprofit Finance

SOLUTION: Salesforce Nonprofit Cloud

BUSINESS CHALLENGE

The Covid pandemic in 2020 drove many childcare providers out of business. This sudden market change created explosive demands on FCF in fulfilling its mission and the heightened criticality prompted a significant increase in public concern. With a growing awareness that their current systems (which were heavily reliant on manual process, spreadsheets, and substandard IT solutions) would falter under these new demands, FCF turned to CDW to help them assess their current state and advise on a roadmap for near and long-term improvements.

CUSTOMER PRIORITIES

Effective Work-flows

Reportability

Automation

Modernizing the Time Entry System

HOW CDW ENGAGED

First, CDW executed their Envision process to engage with FCF stakeholders, define goals, elicit requirements and document a vision and roadmap for a new enterprise IT solution. Ultimately, CDW recommended a solution centered on Salesforce Nonprofit Cloud and proposed a phased implementation plan.

SOLUTIONS IMPLEMENTED

Using a calibrated Agile/Scrum approach, CDW worked closely with FCF's leadership and subject matter experts to define and document detailed requirements, recommend process improvements and ensure data cleanliness in preparation for migration to the Salesforce platform. Next, CDW's consultants configured and customized Salesforce to provide a new time entry system, consolidated real-time reporting and business process automations.

CUSTOMER OUTCOME

New consolidated data available to FCF leadership via Salesforce reporting, enabled them to collaborate on actionable decisions using real-data.

Unified, user-friendly time entry system provided improved compliance and visibility for resource planning and management.

Salesforce automations exponentially improved efficiency, accuracy and throughput of key business processes including funding, finance, training and resource management.

