

A Nonprofit Cloud Quick Start Built for Growth

Courageously Ethical — Cape Town · Nonprofit Cloud Quick Start

THE SITUATION

Courageously Ethical, a Cape Town-based nonprofit, needed a Salesforce Nonprofit Cloud setup they could actually run with — not a heavyweight build that would outpace their team, but a solid foundation that could grow as they did.

WHAT WE DID

We ran a full Quick Start engagement from discovery through to live support, sized to fit a lean nonprofit team:

01	02	03	04	05	06	07
Discovery Session	Solution Design	Design Playback	Quick Start Build	Staff Training	UAT	Post Go-Live Support

We started with a discovery workshop to understand how the organisation actually operates day to day, then translated that into a Solution Design — played back to the team before a line of configuration was built, so there were no surprises once the build began.

The build itself was scoped as a Quick Start: a usable, well-architected system on solid foundations, not an over-engineered platform the team would struggle to maintain. Staff were trained directly on the system they'd be using, and the org went through a full round of User Acceptance Testing before go-live — with hands-on support continuing after launch to iron out real-world usage questions.

THE OUTCOME

Courageously Ethical went live with a Nonprofit Cloud system their own team understands and can operate independently — built to be extended as the organisation grows, rather than replaced.

DISCOVER & DESIGN Requirements workshopped directly with the team, then designed and played back before building.	BUILD & TRAIN A right-sized Quick Start implementation, with staff trained on the actual working system.	TEST & SUPPORT Full UAT before go-live, followed by hands-on post-launch support.
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