

HOW VOLUNTEERNOW IMPROVED DISASTER RESPONSE DEPLOYMENT WITH CUSTOM SALESFORCE SERVICES

Salesforce

NonProfit

AWS

VOLUNTEER❤️**NOW** VolunteerNow serves as the hub of volunteerism in North Texas. As a national thought leader in volunteerism and one of the largest volunteer centers in the country, providing a wide range of programs and services that build capacity for nonprofits.

2K Volunteers supported

150+ Events managed

10+ Major features added

6 Technologies integrated

Challenges:

- Poor data quality with a disorganized and siloed databases
- Bottleneck processes and poor productivity throughout their various programs
- Lack of infrastructure to support a growing number of volunteer agencies, events, and volunteers
- Inadequate infrastructure for effective volunteer recruitment and deployment during times of disaster

KMS Impacts:



Customized Salesforce to support all of VolunteerNow's programs, automated complex business processes, and migrated data and functionality from several legacy systems.



Custom portal included a matchmaking feature to allow volunteers to find their desired opportunities and allowed volunteer organizations to find qualified volunteers.



Built a scalable and robust web portal using Amazon Web Services and PHP to manage a large number of volunteers and volunteer events across the globe.



Designed a disaster-ready mode for the portal to onboard emergency volunteers rapidly, and support larger partners such as Red Cross.



KMS was a real asset to our non-profit and they have allowed us to technologically support our volunteers in ways that we never could before. We commend KMS for their flexibility and organization.

 CTO