

# Customer Success Story

## CUSTOMER SIZE:

2 - 10

## INDUSTRY VERTICAL:

Non-profit

## SALESFORCE PRODUCTS:

NPSP

## INTEGRATIONS:

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## ENGAGEMENT LENGTH:

1 Months

## Empowering Impact: Automating Volunteer & Program Management with Salesforce



### Original Challenge

Created since 2012 a project that aims to create wells in regions without access to drinking water. TOGETHER, they will continue to create wells to as many Guineans as possible to significantly improve their living conditions.

### Outcome #1

We led a complete digital transformation for the client by migrating their business processes from manual Excel-based workflows to Salesforce. This significantly improved efficiency and enabled automation across their operations. We also implemented the "Volunteer for Salesforce" solution, setting up Donation and Volunteer Campaigns to support their mission-driven activities.

### Outcome #2

We configured Program Management in Salesforce to help the client track music concerts, including locations, artists, participants, and related expenses. Additionally, we provided end-to-end Salesforce training for their team, ensuring a smooth transition and empowering them to manage their new CRM platform effectively.