CHALLENGE

To meet the needs of their customers, Computers for Community wanted a CRM that would help manage the collection and refurbishment of computers. In addition to refurbishing computers, Computers for Community repurposes and recycles used, old, and slow or broken devices.

To manage their operations, Computers for Community required a system that would help streamline the requests and leads they received from their parent organization.

SOLUTION

Agile Cloud Consulting built two custom objects to keep track of devices received by the organization and to note which partners received refurbished equipment. A new object was designed to track and record where devices are delivered. The transition to Salesforce was seamless, and it was simple for the customer to move data into the new system. Agile also utilized Salesforce Elevate to configure a customer donation page. The intuitive interface means that in a few clicks, a donor can make a gift to Computers for Community and support the mission and operation of the organization.

RESULTS

The implementation of Salesforce allowed them to adapt to the growing needs of the organization. Computers for Community was empowered to easily take ownership of their newly configured system and the data that flows into the system.The successful launch of the CRM project has enabled Computers for Community to continue to realize efficiencies and reach their ultimate goal which was to record interactions with current and future client.

COMPUTERS
FOR COMMUNITY

"You took someone who had never touched Salesforce and helped us configure our new CRM system that enables us to track contacts and interactions for current and future customers."

-Don Gentry, Executive Director

ABOUT THE CLIENT

Computers for Community is impacting lives and the environment one device at a time. Their mission is to eliminate the digital divide as the organization supplies communities with the digital tools they need to be successful. They collect used laptops from individuals and organizations, reimage them with a Google Chrome operating system, and redistribute devices to the community through their nonprofit partners. Donors can be confident that the reusable devices, donated e-waste, and money allocated to technology sales and integration makes a significant impact.

ABOUT AGILE CLOUD CONSULTING

Agile Cloud Consulting provides end to end product development services. Our expertise extends beyond technology and into business process and strategic planning for the future. We specialize in for-profit, non-profit, higher education, and healthcare utilizing years of experience and hundreds of successful implementations to help you achieve your organizational goals.