LABUR

IT Systems Integration

Global Non-Profit Organization Uses Technology and Data Analytics to Boost Volunteerism

A successful multi-system integration completed for a global non-profit with fragmented data spread across the cloud used to increase monitoring and synchronization. The integration combined data being input into multiple systems by different divisions within the non-profit, allowing for increased insight into program effectiveness, including better identifying high-risk communities and improving the volunteer program.

Client Profile

Global education non-profit headquartered in Massachusetts

Business Challenge

Multiple departments across a global non-profit were storing their own business-critical data in various backend systems that were not all integrated. In order to improve and leverage the data being input, the non-profit needed a full backend integration of the various systems, which included Salesforce, Workday, and Business Intelligence software. With the current fragmentation,

they were not effectively managing volunteer resources, including monitoring training, nor were they able to properly identify high-risk communities in the most need of their services.

Project Overview

LABUR first identified the deliverables of the integration, including strategic, i.e. data governance, and tactical, i.e. integration requirements. The operational strategy, i.e. vendor selection, was not to change from the existing cloud-based providers – including Salesforce, Workday, and SAP Business Objects.

Change management identified impacts to business users and a communication and training schedule was established.

Integration requirements included:

- Loading data from all legacy backend systems

- Securely synchronizing data, including ensuring real-time accuracy and synchronization for all users no matter their location or the time of day they were accessing the systems and data throughout the day

- Extracting data, to serve as a backup and for historical reporting purposes

- Visualization and data mashup, a single dashboard display combined the disparate systems so the native user interface was as a single application

LABUR consultants also supported the client's development of organizational readiness with the non-profit's leadership team and its members. This initiative was maintained through the completion of the integration and included tracking feedback, documenting work completed, and recording business processes.

Delivered Results

In addition to the multi-system integration, LABUR created a successful roadmap for the non-profit, including documenting their protocols and creating a continuing learning and development program based on findings made possible for the integration of all of their data.

- Single dashboard display with data from all backend systems – Salesforce, Workday, SAP Business Objects

  - Departmental business-critical data shared in real-time no matter the location of the user

- Backed by integrated data, the learning and development program that was established ultimately boosted volunteerism for the non-profit