



SCAN ME

COACHING CORPS SALESFORCE NPSP CASE STUDY

"Working with the ECHO team has been absolutely fantastic. They are fast, creative and efficient. And to top it all off they are also a pleasure to work with. We look forward to working with the ECHO team for many years to come."

- Gladys Garcia, Chief Program & Technology Officer at Coaching Corps

CHALLENGE

Coaching Corps fundraising database had an outdated user interface. Running reports from the database was not intuitive for end users and it required hours of manual data manipulation in Excel to produce reports or mailing lists. As a result, staff were maintaining separate master spreadsheets and doing duplicative data entry.

SOLUTION

Coaching Corps partnered with ECHO Technology Solutions to implement Nonprofit Success Pack (NPSP) and centralize all development data and reporting to Salesforce.

- Installed latest version of NPSP and converted Coaching Corps' existing Salesforce instance to the Household model.
- Migrated over 10 years of historical donor data to Salesforce.
- Built evergreen reports and dashboards.
- Created an online donation form, using Form Assembly and Stripe integrated.
- Created acknowledgement letter templates using Conga Composer.

INDUSTRY: NONPROFIT

Coaching Corps recruits, trains and supports community members to use sports to teach kids valuable life lessons and inspire them to reach their full potential.

RESULTS

REDUCED TIME

processing a gift from 30 minutes to 5 minutes on average.

REDUCED TIME

running reports and mailing lists from 4 hours to 30 minutes on average.

INCREASED FLEXIBILITY

for Coaching Corps to manage grant deliverables and events.