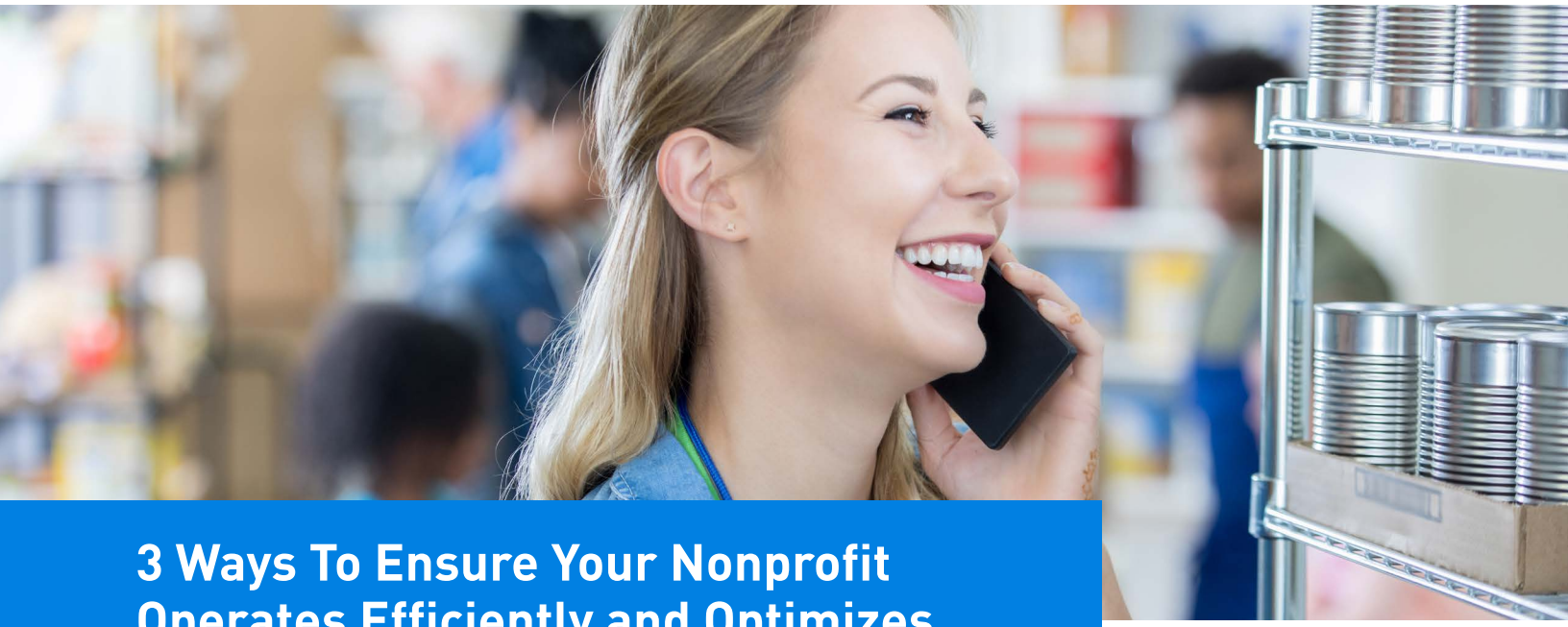

3 Ways To Ensure Your Nonprofit Operates Efficiently and Optimizes Donor & Employee Communications

DIGITAL INTERACTIONS ARE ON THE RISE, TRANSFORMING INDUSTRIES FOREVER – AND THAT INCLUDES NONPROFIT ORGANIZATIONS.

Nonprofit organizations play a critical role in society—offering needed services, strengthening communities, and delivering positive social impact. Whether via health services, support for the arts, or education programs, nonprofit organizations account for 5% to 10% of the country's economy and about 10% of its employment .

As with the private sector and government, nonprofit organizations continue to evolve their technology solutions to meet stakeholder expectations. Communication is one area where needs have changed the fastest, requiring leaders in business, government, and nonprofits to stay current with technology to operate a successful organization efficiently.

It pays to understand the right communications solutions that best help nonprofits connect with donors, volunteers, and other stakeholders. Understanding the areas where a communications solution can make the most impact for your nonprofit organization is a good starting point.

DONOR & VOLUNTEER COMMUNICATIONS

The lifeblood of what makes nonprofits work.

Maintaining speedy, efficient, clear communications with donors and volunteers—and ensuring they can always reach you, regardless of where you operate—is crucial to a nonprofit's service effectiveness. With virtual or hybrid workers, donors and volunteers distributed geographically, cloud-based phone systems that integrate functions across multiple channels are ideal for ensuring flexibility, reachability, and a high-quality experience.

Elevate is a cloud communications platform that allows your team to shift seamlessly between phone calls, chats, video conferences, text messaging, and secure file sharing. With Elevate, nonprofits gain the ability to place and answer business calls regardless of location—the caller will always see your nonprofit's phone number and details rather than personal contact information. Plus, you can transfer calls easily from your business phone to your mobile device or to your laptop seamlessly while continuing to display your nonprofit's phone number. Deploying 100% remotely, with high reliability and secure communications, Elevate simplifies communications with donors and volunteers so you don't have to worry about where people are located, allowing you to instead focus more time and energy on your nonprofit's mission and cause.

BENEFITS



Your brand up front

Regardless of the device your employees or volunteers use to communicate, the caller will always see your nonprofit's phone number and details.



Stay better connected

When your employees can answer donor or volunteer calls without being tied to a desk phone, they'll never miss a call regardless of where they're working.



Choice of channel

Sending a text message or email to donors may be more effective than a phone call, and a virtual meeting may confirm a donation faster than written communications. With Elevate, you have a choice of options that are all integrated.

OPERATING WITH EFFICIENCY

Cost-effective operations are fundamental to achieving the mission.
Prudent budget management while raising funds and optimizing volunteer hours has always been a key component to managing a nonprofit organization. Nonprofits that manage overhead wisely—looking for solutions that serve multiple needs while requiring fewer resources to manage in the long run—can minimize funding spent on administration while freeing up more for the programs that matter.

Elevate packs so many features into one platform (phone system that works across desk phones and mobile devices, a contact center, video conferencing, team chat and SMS texts, as well as secure and safe file storage and collaboration) and offers all of it at a reasonable price point. Besides being feature/functionality rich, Elevate is an integrated platform, reducing the cost and complexity of having to manage multiple communications solutions. Further, it's easy to set up and does not require expensive IT services to deploy and manage. Having all costs on one monthly invoice also saves your accountant's time, and you're never locked into annual contracts. With our month-to-month contracts, we earn your business every day.



BENEFITS

Efficient to maintain

One management console and no hardware to buy, plus more than 90+ enterprise phone features included in one system, saves you time and headaches so you can focus on your nonprofits' cause.

Easy to set up

Eliminate dropped calls and reduce hold times with intelligent queuing and routing.

Straightforward billing

Flat, per-user rates with no annual contracts or hidden fees mean you don't waste time and energy wrestling with confusing invoices and contracts.

VIRTUAL MEETINGS AND EVENTS

In-person fundraising is always preferred, but so is the flexibility to go virtual when needed. During the height of COVID, more than 50% of nonprofits moved their fundraising events to a virtual format, and many are still uncertain about future event planning. Others enjoy having the option of either adding virtual events to in-person fundraising (e.g., a hybrid model) or continuing with a virtual-only approach. Ultimately, having the choice is what's most important, and being able to manage a virtual event with ease.

Elevate's video conferencing functionality gives you 720p HD quality video while supporting an easy one-click joining process that doesn't require attendees to download any software. You can share your screen, annotate files, and engage "face to face" with ease. Meeting management is also efficient when you use transcription to take notes, the AI Bot to track actions, or the meeting recording feature to save, archive or share all of it. And because Elevate integrates with common productivity apps like Outlook, G-Suite, and MS Teams or Slack, you can ensure attendees never miss a calendar invitation.

BENEFITS



Easy to use

Browser-based applications enable attendees to simply click on the meeting URL to attend. Or they can dial a conference line number and input the meeting code if they're mobile. You benefit by being able to start the meeting sooner and become productive quickly.



More effective engagement

You and your attendees can share whatever is on your computer's screen or in a specific application, and all attendees are able to draw on your shared screen to more easily engage with content and communicate more effectively.



Privacy when you need it

When you want to "close the door" on your meeting, perhaps when discussing finances with your board, you can lock your meeting to prevent unintended intrusions. End-to-end encryption and industry compliance also means your private events stay private.

Contact us today to find out how a fully integrated cloud communications platform can help your nonprofit thrive and deliver on it's mission.

QUESTIONS? CONTACT US TODAY!

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