

International Rescue Committee Engages Trusted Partner roundCorner to Implement NGO Connect Volunteers

“ roundCorner is committed to seeing your implementation through. Their Salesforce expertise and incredible project management skills helped push the implementation forward. ”

Natalia Lopez, Senior Program Officer at International Rescue Committee

The Challenge

For the implementation of NGO Connect Volunteers, the International Rescue Committee (IRC) was seeking an implementation partner who would collaborate with the team in a flexible and transparent manner. It was vital to engage with a partner who treated the project as a joint collaboration rather than a vendor-client relationship. For the product to better fit IRC's unique needs there was an interest to build a customized solution. Thus the ideal partner would have the skills to build customizations within the package; however, staying within budget was important. Additionally, the ideal partner would take ample time to train and educate the team on features, customizations and other technical components unknown to IRC.

The Solution

Choosing roundCorner as an implementation partner worked to IRC's advantage. Not only was the solution built by roundCorner; they have also worked with IRC in the past. When work began, communication and collaboration flowed seamlessly between IRC and roundCorner.

roundCorner's deep product knowledge enabled them to find creative ways to leverage NGO Connect. As a result, IRC's challenges were resolved and customization within the package was made possible, preventing cost overruns. It was then that IRC realized that roundCorner really understood IRC's expectations, priorities and budget limitations, working with the team to prioritize their wants vs. needs.

Whenever there was something a team member did not understand, roundCorner provided a thorough explanation to help the team obtain a better understanding. roundCorner also provided a training session and technical support to educate the team post-implementation. Now, IRC is able to accept and track online volunteer applications and service hours in real-time. This was previously impossible.

Within two months of implementing NGO Connect Volunteers, IRC has received 1,000+ volunteer applications and over 30,000 volunteer hours were submitted through the online timesheet.



About IRC

The International Rescue Committee (IRC) responds to the world's worst humanitarian crises, helping to restore health, safety, education, economic wellbeing, and power to people devastated by conflict and disaster. IRC teams provide health care, infrastructure, learning and economic support to people in more than 40 countries, with special programs designed for women and children. IRC resettles thousands of refugees each year in 26 U.S. cities.

About roundCorner

roundCorner is dedicated to helping enterprise nonprofit organizations, higher education institutions and foundations become truly constituent centered. We empower our customers with comprehensive fundraising, CRM and grants management solutions built on Salesforce.com, so they can connect with each of their constituents from one single place and better achieve their mission.

roundCorner is a Salesforce Platinum ISV Partner. We are also the first Salesforce.org Platinum App Partner for the enterprise nonprofit and higher education markets in North America and a Salesforce Ventures Portfolio company.