



Girl Scouts, Hornets' Nest Council

COMMUNITY IMPACT PROJECT AND TECH THERAPY FOLLOW-UP SNAPSHOT
SUPPORT DELIVERED BY JABIAN CONSULTING AND APPARO

Offering every girl a chance to practice a lifetime of leadership, adventure, and success.

Problem: In 2014, Girl Scouts, Hornets' Nest Council (GSHNC) was dealing with operational inefficiencies due to outdated, mismatched technology infrastructure and hardware.

Solution: Apparo matched GSHNC to a volunteer team from Jabian Consulting for a business process assessment and roadmap. Over the next several years, Apparo has provided Tech Therapy support to help execute the plan.

Outcomes + Impact

Implementing Jabian's recommendation and taking advantage of Apparo's Tech Therapy led to:

- *Improved ability to cultivate and steward donors, driving **nearly 30% increase in fundraising from 2017 to 2018.***
- *Increased ability to reach their clients due to ability to work remotely.*
- *Increased employee satisfaction.*



"Before we worked with Apparo, our volunteers and clients were lightyears ahead of where we were when it came to technology. Jabian helped us align our use of technology to our strategic priorities."

Angela Woods

Executive Director, Girl Scouts, Hornets' Nest Council