



# The Independence Fund + Perficient

COMMUNITY IMPACT PROJECT: SOFTWARE SELECTION PHASE 2



**Empowering Veterans to overcome physical, mental, and emotional wounds incurred in the line of duty.**

**Problem:** The Independence Fund had grown significantly and was using multiple databases, applications and spreadsheets to track donors, clients, and programs. They needed a comprehensive and user-friendly system where they could keep all their information in one place.

**Solution:** Apparo matched them to a volunteer team to find a software solution to meet their needs.

**Epic Change Agent:** Dan Knezevic

**Volunteer:** Rajan Merchant

## ON THE RIGHT PATH

“*The team really took the time to figure out where we needed to be and get us on the right path. We can't wait to implement our new software.*” - Jeremy Davis, Chief Operating Officer, TIF

- Easier for clients to apply for services and programs
- Improved donor communications
- Identification of new clients that may benefit from specific programs

## Anticipated Nonprofit and Community Impact

By implementing a new software solution, TIF anticipates increasing operating efficiencies for staff and clients. Through these operating efficiencies they anticipate increased revenue and the ability to serve more Veterans.



## ENERGIZING VOLUNTEER SUPPORT

“*This is my second project with Apparo supporting TIF. Throughout many meetings with Jeremy, Sam, and the team, I loved seeing how energized they were about what a modern, robust CRM platform would be able to do for their organization. The decision to implement Microsoft Dynamics will allow them to more effectively run their programs and serve both Veterans and caregivers.*”

-Rajan Merchant, Volunteer

# 49 hours

Time dedicated by Apparo + volunteer

# \$7,350

Value delivered to nonprofit