

Success story Cork ARC



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The cancer support house enhanced planning activities with automated reporting

Cork ARC Cancer Support House is a registered charity and voluntary organisation established in 2001 to provide a holistic centre in which people with Cancer and their families can find emotional support, practical help and trust.

The aim is to provide therapies that complement the medical model to make a difference to the lives of those affected by Cancer at the welcoming and homely “support houses” in Cork City and Bantry, Ireland, free of charge.

With an increasing number of visitors, it started to be challenging to record & analyse all visitor data with high accuracy. The charity soon understood, they needed a data system more sophisticated than pivot tables.



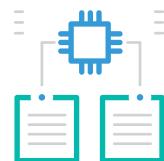
Industry:	Charity Sector
Region:	Cork, Ireland
Salesforce product/s:	NPSP
Number of employees:	10
Number of users:	20
Implementation time:	2 months

1.**Needs that led to Salesforce:**

Up-to-date visual reports about visitors to replace pivot tables & excel sheets



Live data overview to see how many people are interested in what services



One system to differentiate data sharing between Services & Fundraising

2.**How did Mooza solve this?**

As a non-profit organisation, Cork ARC was looking for a simple solution to overcome these challenges rather than a complex system with advanced functionalities.

To better plan our future activities, we needed to automate some of the processes such as scheduling daily reports and reminders for specific tasks due. We offer more than 25 services - from Counselling sessions to Exercise programs to various types of visitors. To have an overview of activity levels, but also visitor data, we needed custom dashboards - so that we could filter visitors by gender, type, their diagnosis, broken down by a time period.

**Trisha Arnold**

Administrator at Cork ARC



Salesforce Nonprofit Success Pack (NPSP) is a perfect fit for charities like Cork ARC. It was essential to find the right implementation partner to ensure the process is transparent, fast and within budget. The proposal from Mooza was clear and well put together. Efficient and honest communication from the very beginning was one of the reasons to join forces. It was easy to track queries & ensure to resolve them. The transition to changes was seamless and the implementation was finished in 2 months.

"It is always fulfilling to get engaged in implementing NPSP. We are happy to make working with data & reports much easier for Cork ARC. I believe the future will bring more projects including the further development of the Campaigns functionality to enable fundraising event management. We have also already had discussions around the volunteers app."

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mooza

Jana Burjačoková

Salesforce Business Analyst
at Mooza

3.

The main benefits of implementation:



Drastically reduced time to run reports - better data collection & reporting



Providing services while working paperless & remotely is more efficient thanks to the live data



Charts with recorded activities are clear to understand thanks to the simple naming convention

4.

Evaluation

After an initial in-depth conversation, we felt Mooza really understood our needs and came back with practical solutions.

Communication was very efficient and clear and we felt very involved at every stage. We hope to engage Mooza with further projects after this positive experience.

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**CORK
ARC CANCER
SUPPORT
HOUSE**

Trisha Arnold

Administrator at Cork ARC



Who stands behind the implementation?

Mooza is an award winning **Salesforce Partner**, disrupting the existing Salesforce partner ecosystem across Europe. Leaving zero carbon footprints with remote-only implementation is in Mooza's DNA.

Mooza helps companies & individuals grow betting on the bulletproof skills in multiple Salesforce clouds - especially Revenue Cloud integrations like Mulesoft & Tableau.

Team of certified Salesforce experts with transparent approach combined with sustainable business practices, holding **6 Salesforce awards** - including Partner of the Year FY20 and FY19.

Find out more at www.mooza.io or contact us directly.



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Contact us

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