



Learn how we empowered a humanitarian organization to manage funds significantly quicker and more efficiently during a global emergency!

Point Alliance truly understood our project needs. They delivered a custom solution that was easy to use, yet sophisticated enough to meet the diverse user needs at different levels of our zone, while significantly improving the efficiency of our current processes. When the earthquake hit Haiti, our branches were overwhelmed with people walking or calling in to donate. BMS' capabilities enabled us to handle the escalated demand and operate smoothly throughout this most urgent situation. Our users are so grateful."

Elaine Borlace
Financial Analyst, Ontario Zone
Canadian Red Cross



Our Solution

Branch Management Solution

The Branch Management Solution (BMS) was developed by Point Alliance as a response to the Canadian Red Cross Ontario Zone's challenges with their current payment and donation collection and tracking process.

The BMS is a PCI-compliant solution that enables charitable or not-for-profit organizations to automate and streamline their donation and payment collection process. The BMS provides detailed reporting and advanced search functionality, allowing agencies to manage donation information, and ensuring that funds are secured in a timely and efficient manner.

The Branch Management Solution provided the Canadian Red Cross with the following capabilities:

- Easy to use system to reconcile payments and donations
- Centralized process to receive, track, and manage payments and donations in a timely manner
- PCI-compliant solution to handle all credit card transactions.
- The ability to complete multiple payments in a single process
- Printable payment and donation receipts at the time of transaction
- Sophisticated fund recording and tracking system
- Detailed and targeted reports available at a branch, regional or zone level
- Multi-level search functions
- Multiple security levels
- Provide exports that can be imported into back-end systems for accounting and fundraising.
- Secure user access based on defined roles
- Comprehensive audit trail

Opportunity

The Canadian Red Cross Ontario Zone required a new process to streamline and automate their donation and payment process. All Canadian Red Cross branch locations at the time were following a manual process for collecting payments and donations that did not maximize resources and efficiency. The following were three goals the Canadian Red Cross wanted their new solution to achieve:

- The solution needed to be PCI- compliant
- The solution needed to allow branch locations to process payments or donations and provide tax receipts at the time of the transaction
- The solution needed to provide data to the finance department to integrate with their accounting and fund raising management systems

Client Snapshot



Canadian
Red Cross

The Canadian Red Cross Society is a non-profit, humanitarian organization dedicated to improving the situation of the most vulnerable in Canada and throughout the world. The Canadian Red Cross is a national society and member of the International Red Cross and Red Crescent Movement—this includes the International Committee of the Red Cross (ICRC), the International Federation of Red Cross and Red Crescent Societies (Federation) and 187 National Red Cross and Red Crescent Societies.

To learn more about our valued client, please visit their web site at: www.redcross.ca



Outcome

The BMS is now the primary solution used to handle all payments and donations for branches of the Canadian Red Cross Ontario Zone. The integration of BMS into the Ontario branches was met with positive response and has already proven to be successful in achieving all project goals. Here is what Lorraine Saldanha, user of BMS, had to share about her team's experience with the solution:

“BMS’ performance , particularly during the peak month of the Haiti Appeal, has provided us with the right tools to work effectively to assist our clients. It has an excellent error management system. Not once have we ever felt any disruption in service!”

“BMS’ handy MS Excel export capabilities allowed us to instantly generate tailored reports when we needed accurate information quickly. Instead of manually calculating the amounts, we were now able to have BMS pull the information for us. This was extremely helpful during the Haiti Appeal where the media would often request donation totals. What an amazing support system!”

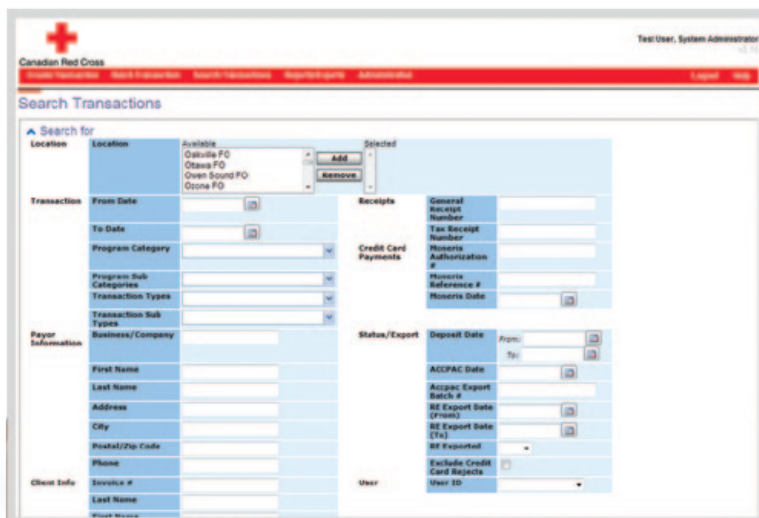
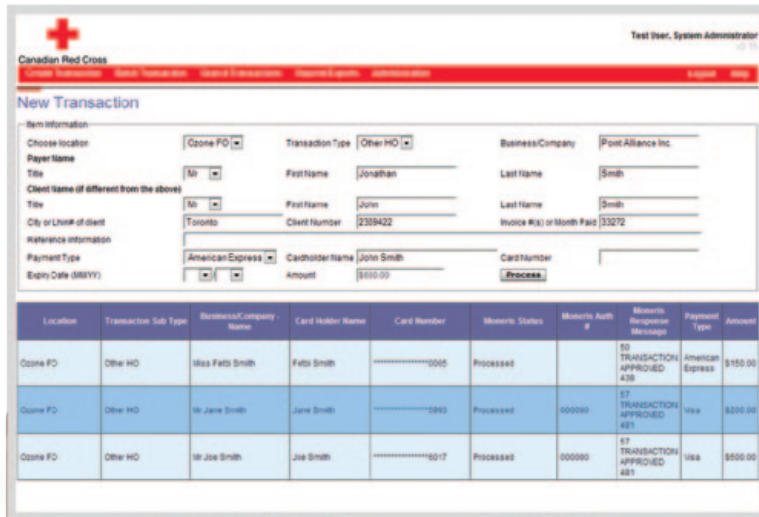
“We are able to search for and print historical transactions with just a few key strokes. We often have clients who misplace their tax receipts. In the past, we would have to contact our head office to assist with the request. At times they had to contact the donor for more information. This whole process could be time consuming and involve multiple people. Now, within minutes, we are able to simply pull up the transaction and print the income tax receipt, all thanks to BMS. It has wowed us continually!”

About Us

Point Alliance is a premiere Information Technology services and consulting provider, specializing in innovative collaborative, web and wireless solutions. Point Alliance delivers a competitive advantage by being able to tailor flexible solutions to meet specific customer needs. Our approach is to architect solutions that build on clients’ existing investments in technology. Point Alliance offers strategy, design, application development, systems integration, and support services to a wide variety of high profile clients. Our firm has a solid track record of successful engagements and offers an unparalleled level of service to a loyal client base.

Point Alliance has been a member of Microsoft’s Partner Network since 2002. As a Gold Certified Partner of Excellence, Point Alliance works alongside Microsoft to develop, integrate and deliver Microsoft- based products and services. Point Alliance’s core Microsoft competencies include:

- Business Intelligence
- Custom Development Solutions
- Data Management Solutions
- Information Worker Solutions (SharePoint)
- ISV/Software Solutions
- Mobility Solutions
- Portals and Collaboration
- Web Development



Professional Services

Our services include:

- Environment assessments and business process review
- Custom application development
- Web content management solutions
- SharePoint implementations/ upgrades
- SQL Server implementations/ upgrades
- Training
- Support