

# SOCIAL SERVICE ORGANIZATIONS NEED THE RIGHT I.T. SOLUTIONS



## THE RIGHT PARTNER CAN TURN CHALLENGES INTO OPPORTUNITIES

Social service organizations approach technology projects differently; implementations reflect on organizational values, presenting projects to a governing board, and garnering grant or donation funds. Today's rapid pace of technology change, lack of money, lack of time and insufficient knowledge to make technology decisions can be barriers to effective adoption and use of impactful new IT solutions.<sup>1</sup>

Predictive analytics can increase understanding of the effectiveness of social services programs so interventions and resources can be smartly targeted to provide better outcomes.<sup>2</sup> Unified communications and social collaboration tools can help organizations communicate more effectively with clients, constituents and collaborating organizations.<sup>3</sup> And mobile technologies can be used by volunteers in the field to collect and save information in digital form, as well as offer peer-to-peer support services,<sup>4</sup> while advanced security solutions protect the highly sensitive and confidential information of employees, volunteers and the individuals these organizations serve.

At CDW Nonprofit, we understand that social service organizations have unique IT requirements and challenges. We're here to provide the technology guidance you need – including access to like-minded organizations – so you can make the right IT decisions for your organization at a pace that works for your staff and volunteers.

### CDW QUICK FACTS

- **9,000+** nonprofit organizations served
- **60** dedicated nonprofit account managers
- **20** dedicated nonprofit specialists
- **More than 1,400** vendor partnerships and **100,000** brands
- **Largest** technology reseller in the U.S.
- **Partnerships with vendors that offer special or discounted pricing to nonprofit organizations**
- **Affiliations with leading social service organizations such as NetHope, Habitat for Humanity, American Red Cross and American Heart Association**

Human services organizations rely on technology for day-to-day data collection, as well as reporting and evaluation.

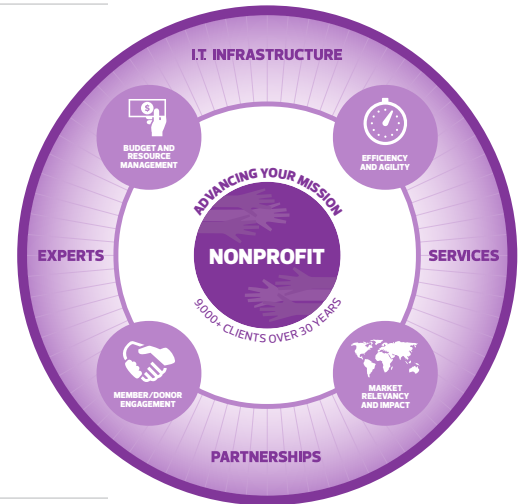
- **80%** use technologies to record client information;
- **60%** to track individual case notes;
- **50%** to provide client data to field workers.

Over **60%** of organizations use technology to report on outcomes and inform decisions about improving services.

mapfornonprofits.org, "Unleashing Innovation: Using Everyday Technology to Improve Nonprofit Services"

## CDW NONPROFIT DIFFERENTIATORS

CDW Nonprofit is focused on helping more than 9,000 nonprofit organizations advance their mission with specialized industry expertise, shared best practices from nonprofit customers and access to a broad range of cost-saving IT solutions. Our dedicated nonprofit account teams help social service organizations leverage IT to increase collaboration, provide more impactful services and ultimately achieve improved outcomes for the individuals or communities they serve.



## ADVANCE YOUR MISSION WITH THE RIGHT I.T. SOLUTIONS

CDW Nonprofit's account managers have extensive expertise supporting nonprofit social service organizations, so you can be confident that we will identify the right technology solutions to address your unique needs. From mobility, data analytics and security, to unified communications and social collaboration, as well as IT training and support – you can count on CDW Nonprofit for technology you can trust!

No matter how limited your resources are or how great your IT challenge may be, we have the solutions you need to enhance your IT infrastructure. We also partner with vendors that offer special or discounted pricing to nonprofit institutions, so you can keep your costs low, increase efficiencies and remain focused on your organization's mission.

Ready to learn more? Contact a CDW Nonprofit account manager, call **888.294.4239**, email [nonprofit@CDW.com](mailto:nonprofit@CDW.com) or visit [CDW.com/nonprofit](http://CDW.com/nonprofit) for further information.



### Sources:

- <sup>1</sup>giarts.org/sites/default/files/Technology-and-the-Performing-Arts-Field-2010.pdf, "Technology and the Performing Arts Field: Usage and Issues"
- <sup>2</sup>govtech.com/health/5-Trends-Driving-the-Future-of-Human-Services.html, "5 Trends Driving the Future of Human Services"
- <sup>3</sup>socialworktoday.com/archive/111714p26.shtml, "The Affordable Care Act and Social Services: The Technological and Business Impact"
- <sup>4</sup>ssireview.org/articles/entry/big\_data\_for\_social\_innovation, "Big Data for Social Innovation"