



CASE STUDY

Driving ROI: A proven case management solution in a growing nonprofit



A growing organization with an inflexible data solution needed help.



CHALLENGE

When it was founded, this organization didn't have many services and used spreadsheets to track data. As they grew, they realized they needed a database and bought a custom solution. However, it had no data correlation, which meant no usable reporting.

SOLUTION

Bonterra Program Management (formerly Social Solutions) was able to create a management system that met their growing needs. The solution was able to provide thorough and easy to use reporting, and the ability to continue scaling with them as they expanded their services.

RESULTS

This Bonterra Program Management client with 25 case managers, and 5 field managers, serving approximately 10,000 people per year achieved:



\$85,354

in annual return generated by their investment in Bonterra Program Management



479% 3-year ROI

As value was realized in two key areas:

- Streamlined data management and reporting
- Improved service delivery and funding

Key benefits to this growing nonprofit:



50% reduction in time spent on data capture.

The organization was able to save \$109,756 in case manager time in one year.



We now have high-level information put into the system through interaction of the database with other data sources. That means our staff is not having to ask that background, and we have that data before the first contact with a client.”



50% reduction in time spent on reporting.

The organization was able to capture \$10,976 in Case Manager productivity in the first year.



Bonterra Program Management makes it easy to write your own reports—you do not have to code to make something tailored for what you need. It is almost incalculable how much time I save.”



50% reduction in costs associated with new and expanding programs.

The organization was able to avoid hiring an FTE at \$35,000 per year.



If we wanted to use the data in the same way we currently do, without this system, it would be a full-time job in and of itself to manage the data and create and expand programs.”

Key benefits continued:



1% protection
of funding based on better
performance and reporting.

The organization protected at least \$19,000 of their funding in the first year.



I do believe that having our Bonterra Program Management system has been a factor in creating better participant outcomes. After all, it is difficult to improve what you provide without some kind of database to look at your performance.”

Final return on investment

This growing human services nonprofit was able to save about 2,250 hours in productivity in just the first year of implementing the Bonterra Program Management product. With an initial investment of \$28,760, they experienced a positive return in 4.1 months and a 3-year ROI of 479%, with annual benefits exceeding \$85,354.



479% return
on investment
after three years.

4.1 months to pay back
initial investment.



11 additional
people

can serve each year from
productivity savings.

Find better solutions to help grow your nonprofit. Visit bonterratech.com to contact us or request a demo.