

CLIENT SUCCESS STORY

PROJECT RESCUE FOR WARY NONPROFIT

A nonprofit dedicated to veterans needed help turning around a failing project to increase donations.

The Challenge

The Mission Continues, a nonprofit dedicated to assisting veterans through donations, wanted a website capable of an online registration process for companies pledging anything from supplies to sponsorships. **After losing funds on a failed, clunky, difficult-to-use solution created by another provider,** they were left hesitant to try other options since they experienced a significant decline in funds and membership due to an alienating user experience.

The Plan

The Mission Continues turned to Technology Partners to **rescue the registration system project.** After a slow start to build trust and forge a partnership, a multi-year project formed leading to a re-architected solution and a more secure design. Using Agile best practices with frequent releases, Technology Partners was able to show continual improvement to the application throughout the project, while giving full flexibility to The Mission Continues for adjustments.

The Results

Technology Partners debugged the website by eliminating the database altogether, instead migrating their data into Salesforce and a high-powered Grails-based back end. Sync issues that plagued the first version were eradicated, and users could now easily register through their main website-whether on a desktop browser or mobile device. Making the system more usable, corporations found it easy to join and donate to The Mission Continues, which experienced an **increase in both their membership and contributions.**



“Technology Partners actually made us a better organization with the web solution they delivered, and that kind of expertise is hard to come by.”

Eric Greitens
Founder & CEO
The Mission Continues

In 2011, 65%
of people donated
money online

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