



# CX Connect for Nonprofits

Speed case management, improve operations, and build more engaging relationships with donors, communities, and clients

The expectations placed on nonprofits have never been higher.

In addition to external challenges such as global unrest, economic volatility, and food insecurity, there are internal hurdles in managing client, community, and donor relationships, modernizing service, and simply getting past the paperwork and processes to more quickly and completely serve those in need.

With Argano, nonprofits can free up hands, improve transparency and insight, and make it easier to connect to their communities.

In addition to a strategy-specific implementation or optimization of Microsoft solutions, CX Connect for Nonprofit includes a wide range of IP and applications to extend the system. Benefits include:

- “Always-on” donor/customer/partner service, leveraging Dynamics 365 Commerce, Customer Service, and Customer Insights, as well as Power Virtual Agents and Azure
- Transformation of every interaction to improve engagement and uncover new fundraising opportunities
- Omnichannel service — chat, SMS, voice, social media, email — fueled by Microsoft generative AI technologies

to speed case handling and reduce manual work for representatives

- Data powered decision making with real-time KPIs and reports

CX Connect for Nonprofit also offers a host of features that address the fundamental needs of today’s nonprofits:

- **Fundraising and Engagement:** Build and maintain long-term relationships with donors and supporters while reducing costs and increasing operational effectiveness
- **Volunteer Management:** Equip volunteer managers with the tools they need to simplify volunteer recruiting, onboarding, retention, and reporting
- **Volunteer Engagement:** Engage and retain more volunteers by simplifying the process of finding and applying for engagement opportunities
- **Case Management:** By pairing a systematic case management process with methodical case strategies, organizations can track progress and ensure an optimal client experience
- **Refugee and Immigration Services:** To better rebuild lives this helps provide clients with secure housing, job opportunities, and skill development

## Benefits:

- Copilot fueled case management
- Omnichannel contact center
- Real-time KPIs and rapid ROI
- Improved customer satisfaction
- Improved staff productivity
- Increased reporting accuracy
- Lower Cost of Ownership

Contact **Argano** to see how CX Connect can help your nonprofit reduce hands-on work, increase insight, modernize case and relationship management, and provide more help for more people.

## About Argano

Argano is the world’s largest global digital consultancy exclusively connecting design and delivery for the transformation of high-performance business operations, extending our clients’ commercial agility, profitability, customer experience, and growth. Learn more at [www.argano.com](http://www.argano.com).

