

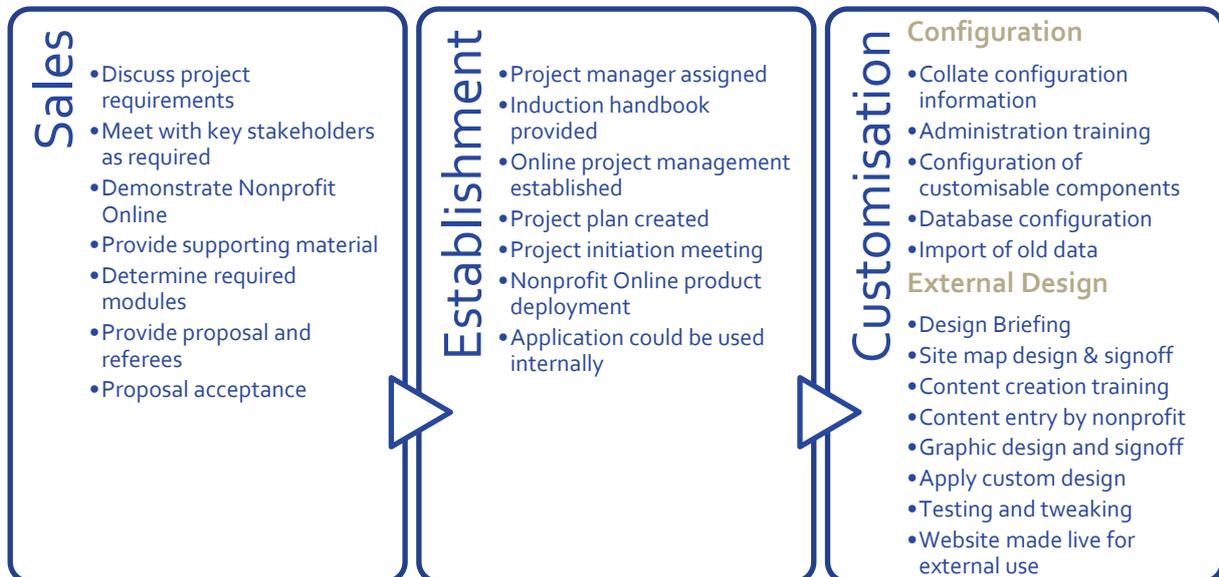
Implementing Nonprofit Online



We recognise that while we are involved every day in launching new web applications, for you this is a rare experience. It helps to receive support and encouragement along the way. One of the beauties of us being an Australian organisation is that we're readily available to help, and provide you with a personalised service.

Jonathan Oxer, Director

To help you fully understand the process, we provide an induction handbook once you accept our proposal. This describes in details the steps along the way. It includes suggestions for making the most of your investment, and advice on carrying out your responsibilities during the implementation. A high-level overview of the process generally followed is:



Did you see how the application could be ready for internal use at the end of the establishment phase? A key feature of our process is we've made sure you can start getting the benefits of the product as soon as possible. How soon will depend on where you're coming from, and the complexity of your organisation. Some will start using internal administration components as soon as it's established, which can happen very quickly.

The configuration and external design happen in tandem to speed the project along. Unless you're migrating from another online system, most nonprofits can start using the internal administration functionality once the configuration steps are completed. Once the external design is implemented and you've entered your content, we can release your web application for external access.

After you're up and running, we're still here to assist you as you need. Our helpdesk is available during Victorian business hours. Of course software bugs are addressed at no charge. If you need help with configuration, modifying data, creating email templates, changing design etc. you can purchase maintenance. These can be ad-hoc, pre-purchased blocks, or monthly contracts.