NPact

Sky High for Kids

THE CUSTOMER

Headquartered in Houston, Texas, Sky High for Kids supports children undergoing treatment for cancer and other life-threatening conditions. Their efforts benefit leading hospitals and research centers by closing the gap in childhood cancer rates globally. The organization helps kids and families who are battling cancer through capital campaigns, advanced medical studies, and comfort programs.

Founded in 2007 with a sporting clay tournament to raise funds for St. Jude Children's Research Hospital, Sky High for Kids has grown to support multiple initiatives, including funding a floor in the Inspiration4 Advanced Research Center (ARC) at St. Jude Children's Research Hospital in Memphis, TN; supporting the first and only pediatric cancer immunotherapy center at Texas Children's Cancer and Hematology Center in Houston, TX; and building three training facilities in sub-Saharan Africa with Texas Children's Hospital's Global HOPE Program.

THEIR CHALLENGE

After moving their fundraising and donor management to Raiser's Edge NXT, Sky High for Kids realized there was a lot they wanted to learn about the capabilities and features of the system. With several teams needing to leverage the tool, they found it difficult to find answers and the assurance they needed through the available knowledgebase and chat resources.

With a busy CFO, Development team of four, and Director of Programs who needed to effectively communicate with their donors and "Cancer Warrior Families," the Sky High for Kids team didn't have time to learn everything they wanted to know about Raiser's Edge NXT on their own. In addition to needing expert help to navigate the system, they also wanted to ensure that their data was clean in order to maximize the ROI and keep their pricing threshold down, which is determined by the number of records in the system.

OUR RESULTS

Sky High for Kids engaged NPact in a monthly consulting contract, and through virtual meetings and emails, the consultant worked through the organization's list of needs and questions. One of the larger projects completed was creating workflows for the development team that prompted them on their daily tasks, including an automated stewardship plan for thanking donors, and workflows that aligned to events.

With a database of more than 19,000 contacts, Sky High for Kids is mindful of staying below Blackbaud's next pricing threshold. The consultant built queries to identify people who haven't donated and can be removed if no longer required to save for tax purposes. For the programming team, the consultant created workflows to communicate with patient families. They are also helping the marketing team evaluate the tool's email marketing capabilities. Pleased with the consultant's support, as well as the time savings and groundwork laid, Sky High for Kids plans to continue the NPact contract indefinitely.

Consulting Services: Raiser's Edge NXT

CUSTOMER VIEW

GRACE DEBBINK, CFO

Chief Financial Officer,
Sky High for Kids

BEFORE

"When we started with Raiser's Edge NXT, it was a more robust tool than we were ready to handle. We didn't know how to use the full capabilities, and our busy team didn't have the time to figure it out. Knowledgebase and chat resources weren't a guarantee that we would get the answers or advice we needed."

AFTER

"With NPact, we felt like we had a parachute. They know the capabilities and functionalities of Raiser's Edge NXT. Their expertise in knowing if something could be done, then how to do it, has been a huge time savings. Their response time and willingness to tackle anything we ask has been so valuable to us."

Interested in working with NPact?
Our deeply experienced team of professional consultants will provide you with powerful tools and know-how to drive philanthropy in your community. There is no project too big or too small, and work can be performed on-site or remotely. Start the conversation today by visiting www.npact.com/consulting.