



GCI CV

NOT-FOR-PROFIT

As a Not-for-Profit organisation you're committed to changing the world, but your challenge lies in making an even greater impact whilst the resources to do so become increasingly scarce. Every penny of your investment counts, so you need solutions and a partner who can help you transform and provide guidance every step of the way.

We work with a wide variety of Not-for-Profit organisations, with our most recent success stories including some of the

nation's foremost charities, such as helping Shelter better serve their 60,000 annual callers and empowering 7000 staff across 760 sites at Dimensions to be in constant contact with the 3500 families it supports. At GCI, we understand the IT challenges you face and how to solve them.

Sector Challenges

Outlined below are just a few of the needs and difficulties our customers in the Not-for-Profit sector tell us they face:

- **Budget constraints:** A common Not-for-Profit challenge, every penny of the money you spend must have a return on investment. Historically, this has led to a lack of technology adoption in the sector.
- **Availability:** Being able to best serve everyone who requires your advice or assistance at any time, regardless of what platform they wish to contact you on.
- **Weakened security:** Not-for-Profit organisations often do not enforce strict password security policies when allowing stakeholders to access private information on their networks.
- **Unsupported software:** Not-for-Profits often sacrifice operational essentials to ensure funding goes to where it's most needed. This can lead to them using outdated equipment that uses unsupported operating systems (such as Windows XP) and software, potentially placing them at risk for data breaches.

- **Attracting talent:** The ability to cope with the changing nature of the modern workforce and ensuring that working in the Not-for-Profit Sector is attractive to next-generation minds.
- **Utilising data:** According to reports, 57% of Not-for-Profits are not effectively using donor data for marketing and fundraising. This is often a result of the legacy systems in place which do not support collation or analysis of data.
- **Modern working:** Keeping pace with changing working practices and mobility to keep staff and volunteers happy and productive, as well as enabling them to work securely from anywhere.



Just some of the solutions GCI provide to the Not-for-Profit Sector

GCI Cloud Contact Centre: In the Not-for-Profit Sector, offering a point of contact via all channels and being available for your callers at any time is mission critical. GCI Cloud Contact Centre is designed for a wide range of telephony systems and works seamlessly with Microsoft's Skype for Business. Powered by Enhouse Interactive, it is fully managed and deployed from within GCI's datacentre and is designed to improve and streamline the Contact Centre experience for both staff and customers alike. The solution enables you to unlock your CRM investment, utilise Business Intelligence (BI), maximise efficiencies and utilise

recording for quality management and compliance, all whilst enabling omni-channel communications.

Fast and secure connectivity: Not-for-Profits not only need to connect with donors, they also need to keep donor data secure. GCI offer fast, monitored connectivity with Enterprise-grade firewalls and security solutions. Our DDoS Protection Solution is designed to protect websites from malicious attacks, ensuring any digital donation made to you is protected and is secure.



Managed Security: From increasingly-advanced methods used by cyber-criminals to penetrate your systems to complex viruses that can infect your network, comprehensive security solutions are no longer a “nice to have” for Not-for-Profits – they are a must. GCI’s market-leading Managed Security Portfolio incorporates Advisory Services, Advanced Threat Management, Vulnerability and Compliance Management, all proactively managed and monitored for you round-the-clock by our expert Security Operations Centre (SOC). Working in collaboration with some of the world’s best IT security vendors and identifying, logging, scoring and acting upon security alerts 24/7, GCI’s Managed Security Services can reduce the impact of security events and leave you confident that the security of your IT Infrastructure is in safe hands.

Microsoft 365: In today’s connected world everyone wants the option to work remotely on an array of devices, but a breach for your Not-for-Profit organisation can spell the end of your existence. Microsoft 365 is a complete, intelligent solution that empowers your employees and

volunteers to work collaboratively, securely and on the go. Combining Office 365, Windows 10 and Enterprise Mobility + Security, Microsoft 365 helps secure your mobile workforce, connecting your people, process and technology to accelerate your impact and preventing cyber-attacks and data breaches.

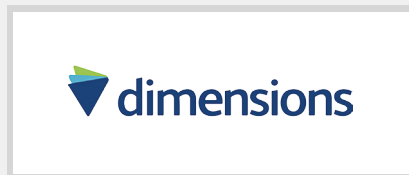
IT Support services: GCI’s IT Support services provide complete flexibility, with a range of services from a “pay-as-you-use” model to a Fully-Managed Service. Whether you want help with essential tasks such as patching to total management of your infrastructure, we can assist you round-the-clock.

SMS technology: GCI has its own SMS platform and provides various SMS gateway solutions, including the ability to enable two-way SMS communication. This is ideal for consistent communications to and from Not-for-Profits and their donors for information around fundraising events and donations via SMS.



Case Studies

We’re trusted by a wide variety of UK leading Not-for-Profit organisations. From supporting the terminally ill to preserving history, we’re here to help you achieve more and better serve people. Click below to learn more:



Just some of our other Not-for-Profit Sector clients:

Prospect Union | Somerset Care | Heritage Lottery Fund | Gas Safe Register | The Royal National Institute of the Blind Solent Support Solutions | The National Museum of the Royal Navy | The Duke of Edinburgh’s International Award Foundation

About us

GCI are a leading Converged ICT Service Provider. For two decades we’ve been passionate about delivering business transformations through technology to deliver positive business outcomes for our customers, and we have helped thousands of Public and Private Sector customers globally transform from traditional technology environments to modern IT. With five integrated technology pillars, our business is underpinned by a dedication to service excellence and to providing the very best, innovative technologies to our customers.

For more information regarding our services, please contact us at:

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