Charlotte Rescue Mission: Apparo partner since 2015

TECH THERAPY
1. Review of technology needs
2. Assessment of match for Community Impact Project
4. Office/Blackbaud compatibility assessment

2015 & 2016

IT COACHING
3. In-depth Outlook support
5. Advanced Excel & Outlook
6. Database analysis
7. Excel spreadsheets
8. SharePoint basics
9. SharePoint CRM
10. Outlook training
11. SharePoint & Databases

2016 & 2017

COMMUNITY IMPACT PROJECT
12. Technology Plan
13. Follow-up

2017

TECH THERAPY
14. Contract negotiation support
16. Internet provider quotes
17. Off lease laptops quotes
18. Tech needs & recommendations (CIP follow-up)
19. Wi-Fi assessment
20. Cisco Firepower training
21. Ticketing system research
22. Security policies support
23. Battery backup/replacement recommendations
25. Refurbished laptop quotes

2017-2019

TECHSHOPS
15. WordPress training
24. SharePoint Training

2017, 2019

Nonprofit spend = $425
Value received = $62,588
Community return = 147X