



# Opera Carolina

COMMUNITY IMPACT PROJECT SNAPSHOT  
DELIVERED AND SPONSORED BY BANK OF AMERICA

“ We were a little bit archaic in some of our technology...Now Opera Carolina has the ability to work a lot more efficiently. It's transformed the way we work both inside and outside of the office." - Beth Hansen, Executive Director, Opera Carolina

## Elevating the Quality of Life in Charlotte through Opera

Opera Carolina was operating without a technology plan. Recognizing that a technology assessment and roadmap were priorities in moving the organization forward in a strategic manner, their leadership reached out to Apparo for help. Through this Community Impact Project, Bank of America volunteers conducted a technology assessment of Opera Carolina's current infrastructure, operations and strategy across their organization. Through this assessment, a technology plan, roadmap and budget were created to address needed hardware, software, security and policy changes. **Nonprofit Team:** Eileen Prognosis, Vanessa Thorne **Volunteer Team:** Seth Griffin, Jayson Johnson, Sid Kaw, Mark Leong, Angelo Mitsopoulos, Deepak Shamarao, Charity Winslow

### ANTICIPATED PROJECT IMPACT

- Reduction in risk by having appropriate policies and procedures in place
- Decrease in cost due to decommissioning of on site file server
- Improved operating efficiencies as staff migrates to collaborative cloud based tools
- Improved understanding on how to align technology solutions to strategic plan



“ The ability to combine our donated funds with our employees' specialized technology skills and talents through Apparo will strengthen Opera Carolina's operating infrastructure and help them build and sustain the capacity to achieve their mission now and in the future." - Bill Pappas, Managing Director, Head of Global Operations, Bank of America

# 169 hours

Total number of hours dedicated to this project by the volunteer, nonprofit and Apparo team

# \$25,350

Market value of this project (volunteer & Apparo hours)

# 28x

Value delivered on the nonprofit's investment