

# Capital Business Solutions

## Client Success Story

**Software:** Blackbaud's Raiser's Edge and Financial Edge NXT

**Client:** Metropolitan Community College Foundation

### About MCCF

**About MCCF:** The [Metropolitan Community College Foundation](#) was established in 1977 to provide college scholarships for Metropolitan Community College students. The Foundation is a 501 (c)3 not-for profit corporation that is charged with increasing awareness of the college and identifying giving opportunities for donors, businesses and philanthropic organizations. The Foundation is headquartered on the Fort Omaha Campus in Omaha, Nebraska.

In 2017 the Metropolitan Community College Foundation (MCCF) contributed approximately \$1.5 million dollars toward grants or scholarships benefiting students and faculty; and \$17.1 million toward capital projects.

**Background:** Initially, the MCC Foundation contracted with Blackbaud for donor and relationship management software, and corresponding support services. Specifically, the Foundation invested in [Raiser's Edge](#) to augment its fundraising; and to utilize the software's donor contact, identification and organizational components.

While initial applications of [Raiser's Edge](#) were successful at integrating varying data streams and procedures into a single process, there was a general feeling that the software would be more advantageous if it could interface with accounting.

After several years on [Raiser's Edge](#) and with varying users due to natural turnover within the organization, additional training would provide consistent understanding among all the users.

[Financial Edge NXT](#) was acquired to address the accounting department's concerns and to improve integration of financial and development team data.

### Background

### The Challenge

**The Challenge:** Yet according to Theresa Magner, Assistant Director of Grant and Foundation Accounting, "Both the development and accounting sides of MCCF required greater continuity and specialized training. **We had the software but the support was not there.**"

After obtaining positive business references, the Metropolitan Community College Foundation addressed its concerns by contracting with Capital Business Solutions for training and support with [Raiser's Edge NXT](#) and [Financial Edge NXT](#).

The results have been overwhelmingly positive.

"Capital Business Solutions had us completely up and going within a short amount of time after contracting with them" said Ms. Magner. "They were extremely accessible, providing flexibility in scheduling interaction with the consultants. The consultants had experience in the software as end users and as accountants."

## The Solution

**The Solution:** The solutions offered by CBS were specific to the situations identified by Foundation employees. This was in stark contrast to the generic, off-the-rack problem solving provided by prior consultants.

For **Raiser's Edge** there was a need for "improved cross-training" and for its introduction to a large group of the development and accounting team. CBS provided a consultant who was expert in **Raiser's Edge** and who committed the time and resources necessary to offer detailed instruction. This specialized approach allowed team members to understand and develop a higher level of comfort with the software, its applications, and the relationship between **Raiser's Edge** and **Financial Edge**.

Significantly, Capital Business Solutions utilized the Metropolitan Community College Foundation's proprietary data for instruction and training purposes. This method allowed the development team to ask detailed questions regarding actual situations that existed within their job. "The training was tailored specifically to the Foundation and our needs, using our own data. We were very impressed," said Ms. Magner.

MCC Foundation employees also utilize **NXT's Web View** component of **Raiser's Edge** which provides them virtually unlimited access to information.

And for purposes of accounting, MCCF personnel utilize **Raiser's Edge NXT** extensively for research and reconciliation. "I am able to pull in payment history and pledges quite easily," said Ms. Magner.

As a complementary cloud-based solution, **Financial Edge NXT** provides seamless integration of data and information between the development and accounting divisions of the Foundation.

During the implementation of **Financial Edge NXT**, Ms. Magner credits Capital Business Solutions for providing an expert who also understood accounting procedures. "Our consultant made a tremendous difference and was very patient and always accommodating. It was advantageous to have that extra communication available at all times."

Because of this "hands-on" approach, CBS was able to analyze existing and potential problems with great precision.

The Foundation's participation with multiple special projects at the same time was one such challenge. CBS solved this problem by creating a method for generating individualized reports within the **Financial Edge NXT** framework that are specific to each project.

Now the accounting team "can dig in and see the exact information we are looking for, both in current and prior years", according to Ms. Magner. "We can get on line and the navigation makes sense.

Because of Capital Business Solutions, the ease of use and accessibility of both **Raiser's Edge NXT** and **Financial Edge NXT** have been tremendously improved.

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**Moving Forward:** The Metropolitan Community College Foundation has proven itself a highly successful philanthropic organization that changes the lives of students while bettering the community and state. By integrating a fundraising and accounting process that utilizes cutting-edge, cloud-based software, MCCF is tapping into its vast potential.

**Capital Business Solutions** has played a vital role in training the MCC Foundation team and providing the expertise and knowledge necessary to achieve success. Both businesses anticipate a productive, long-term working relationship.

As Assistant Director Magner said, "We are much more productive because of our work with **Capital Business Solutions** and very happy with our decision to retain them."

## Moving Forward

## About Capital Business Solutions

**About Capital Business Solutions:** CBS, 2017 and 2018 Blackbaud Channel Partner of the Year, has been a leader in providing software services for two decades (chances are, as long as or longer than you've had your system!). In that time, our consultants have developed a broad experience level with literally hundreds of nonprofits in dozens of sub-industries, as well as a deep working knowledge of their designated systems. Our consulting team has practical experience in the field in addition to technical knowledge of the product and develop a strong one-on-one relationship with clients. You work with the same individual from assessment through recommendations, remediation and training. That means there's no need to re-explain issues from one stage to the next. And our consultants are invested in getting you to the finish line, not just to the hand-off point to another department

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Want to know more? Contact us at (888) 249-6008

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