



# Semper Technology, Inc.

## Blackbaud Case Study - Comprehensive Services

Case Study Highlights	
<b>The Client</b>	<input checked="" type="checkbox"/> Howard University Medical Alumni Association ( <a href="http://www.humaa.com">www.humaa.com</a> )
<b>The Challenge</b>	<input checked="" type="checkbox"/> To provide cost-effective Blackbaud solutions as well as IT Support
<b>The Semper Technology Solution</b>	<input checked="" type="checkbox"/> Assess current Blackbaud and IT status and requirements <input checked="" type="checkbox"/> Update and stabilize systems as necessary <input checked="" type="checkbox"/> Institute a maintenance program to efficiently handle ongoing issues

**The Client:** The mission of the Howard University Medical Alumni Association (HUMAA) is to support the Howard University College of Medicine and its alumni.

**The Challenge:** The small, but efficient HUMAA staff is kept quite busy with day-to-day tasks such as reunion planning and member services. When additional tasks like database administration, data management, and Information Technology responsibilities are added to this workload, the demands can be overwhelming.

Over the years, HUMAA's technology demands have become more complex, making it more difficult to maintain the edge. Unfortunately, like most non-profits, a limited budget has prevented HUMAA from adding the necessary staff to address these issues. Realizing the need for additional expertise, HUMAA decided to turn to Semper Technology, Inc. (STI) for cost-effective technical solutions.

**The Semper Technology Solution:** HUMAA selected Semper Technology, Inc. (STI) for its proven expertise with The Raiser's Edge, and years of information technology experience.

Semper Technology's approach was to:

- Identify the organization's key business objectives and future growth requirements
- Identify the required hardware and software technology to accomplish the business objectives
- Assess the organization's existing IT infrastructure's ability to meet the business objectives
- Develop the strategy for closing software and hardware gaps
- Implement recommendations to stabilize the infrastructure; and
- Establish a routine maintenance program to sustain system performance and fundraising effectiveness.

HUMAA, an existing Blackbaud Raiser's Edge user, opted to take full advantage of the capabilities of The Raiser's Edge by first converting to version 7 (RE7).

RE7 offers numerous improvements and enhanced capabilities relative to version 6, all of which HUMAA could make use of immediately.

The conversion process proved to be the perfect time to clean-up existing data, as well as establish new business rules for continued data integrity.

Utilizing established project management techniques, STI's guidance allowed the staff to remain focused on fundraising activities throughout the upgrade process.

Turning attention to the HUMAA information technology infrastructure, STI implemented a cost-effective plan for upgrading servers and workstations. Critical systems were stabilized and brought online to increase staff effectiveness and systems reliability.

Once systems were updated and stabilized, a custom maintenance program was implemented to address pop-up issues in a timely fashion, thereby ensuring that all systems were performing at their peak.

**The Benefits:** STI's Blackbaud and IT solutions enabled HUMAA to achieve its goal of effective fundraising, while keeping IT costs to a minimum. And, with only one vendor to work with, multi-vendor administration is eliminated.

In addition, an ongoing maintenance program will ensure that all systems remain current, and that the HUMAA staff is informed of all the latest technology that will benefit their fundraising goals, thus allowing them to make the best choices for years to come.

**Semper Technology, Inc.**

Semper Technology, Inc. is a leading provider of cost-effective IT solutions that are designed to improve the overall performance of nonprofit organizations. Our client-centered approach is one that incorporates proven methods to help organizations get the most out of technology.

We specialize in Blackbaud services and solutions, Microsoft Office and BackOffice services and solutions, business technology assessments, process design, custom reporting, training programs, database solutions, and Web applications.

For information regarding Semper Technology's services, please visit our web site at [www.sempertech.com](http://www.sempertech.com) or call 703.450.8620.