Compassion
Releasing children from poverty
in Jesus' name

A Salesforce to Database Success Story

> "We have only scratched the surface with Jitterbit Harmony, and I know it can do a lot more and am looking forward to getting to know it better.
>
> - Roy Moore

THE ORGANIZATION

Founded in 1952, Compassion International is a **humanitarian aid child sponsorship** organization dedicated to the long-term development of children living in poverty. Headquartered in **Colorado Springs, Colorado**, the Christian charity assists children in **25 countries around the world**, including Bolivia, Colombia, Mexico, Haiti, and Kenya. To date, the organization has helped more than **2 million children**.

THE CHALLENGE

Despite the scale of the effort, the charity's gifting process was not completely automated. **Manual re-keying of information** introduced **costly errors** and **duplicate data**. Duplicate data resulted in questionable reporting. The **gaps in automation** made the entire process cumbersome to manage. This lack of information flow hurt the adoption of Salesforce, resulting in **lost productivity** and **wasted license fees**. Bad data even threatened to **compromise management decisions**.

BEFORE

- Duplicate data
- Rekeying of information introduced costly errors
- Management decisions compromised by bad data
- Lack of sales insight into gift inventory

AFTER

- Better support for workflows and error handling
- Increased operational efficiency
- Less manual entry
- Better sales visibility into inventory
- Better data quality

> "As great as the free version of Data Loader is, the Harmony version will allow us to do even more complicated things, more robust things, and more solid things.
>
> - Roy Moore

OUTCOME

- Saved storage fees in Salesforce
- Increased ROI from investment in Salesforce
- Faster and more accurate decision making

THE SOLUTION

Compassion International was an existing Jitterbit Data Loader customer. The non-profit used the tool to support many existing processes from shipping out coffee mugs to sponsors to provisioning volunteers for fieldwork. Moore determined the charity determined it could automate many of their processes by switching to Jitterbit's paid product – the Harmony platform.

THE RESULTS

Automating the processing meant that employees no longer had to spend time cutting and pasting information from one system into another. Worker satisfaction was improved along with the quality of the data. In the end, Harmony has been paying for itself even faster than expected.

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