

SIRE Case Study

SIRE

Houston's Therapeutic Equestrian Centers

“With DonorPro, we have increased staff productivity and improved our operational efficiency!”

Pat Roddy
Director of Finance
SIRE



Pat Roddy, Director of Finance for SIRE, has been with Houston's Therapeutic Equestrian Centers for over 13 years. With her background in computers and finance, she led the organization's search for a donor management system. "Ease of use is what sold us on DonorPro," Pat says. "If you need a system that's easy to use by a large number of staff members, DonorPro is a great solution. We have over 12 employees and volunteers using the system and we were delighted that DonorPro's pricing model supports unlimited users – no additional fees to add additional users! The internet-based approach is also a lifesaver for us. The cost really is low for the value received."

When asked if DonorPro has made SIRE's staff more productive, Pat enthusiastically answers "Yes!" Here's just a sample of the tools that have led to increased staff productivity and more efficient operations.

- **Volunteer Management.** With DonorPro, SIRE can track hours that volunteers are available and also show when they are available to substitute. DonorPro allows SIRE to track volunteer affiliations, as well as, their skill sets. Prior to DonorPro, creating a substitution list was very time consuming and now it's as simple as running a few second query.

- **Client Management.** SIRE uses DonorPro to easily pull client lists by semester and by site with detailed data on initial enrollment and types of disabilities. Staff use the constituent notes within DonorPro to document conversations and help them coordinate follow-up phone calls. SIRE sends emails to their clients through DonorPro and DonorPro attaches those emails as notes to the client records so they are easily accessible by everyone. No longer is SIRE staff sorting through multiple files and many piles of paper!
- **Donation Management.** SIRE receives many multi-year pledges and DonorPro's robust pledge management is a lifesaver with automatic pledge installment calculations, automated pledge reminders, and very detailed reports to track pledge status. DonorPro allows SIRE to properly track and acknowledge donations made in memory and donations made in honor. SIRE can easily input co-donors and track soft credits, which allow timely acknowledgements to their supporters.
- **Relationship Management.** With DonorPro, SIRE has information at their fingertips that helps them cultivate deep and lasting relationships with their volunteers and donors. They have information on how a supporter was introduced to their organization. They know how their supporters are related to other supporters in the DonorPro database and even their community connections.

DonorPro is backed by a great customer support team. Pat says, "The staff has always been responsive to our needs and requests. It's great to know that if I'm in a bind and need an answer right away, I can call and talk to someone right then."

The DonorPro team is honored to be working with SIRE to help improve the quality of life for the SIRE staff so that they can in turn, deliver on SIRE's important mission - To improve the quality of life for people with disabilities through therapeutic horseback riding and related activities. SIRE Cares! DonorPro Helps!