

SSA / NONPROFIT DIGITAL TRANSFORMATION VOYAGE GUIDE



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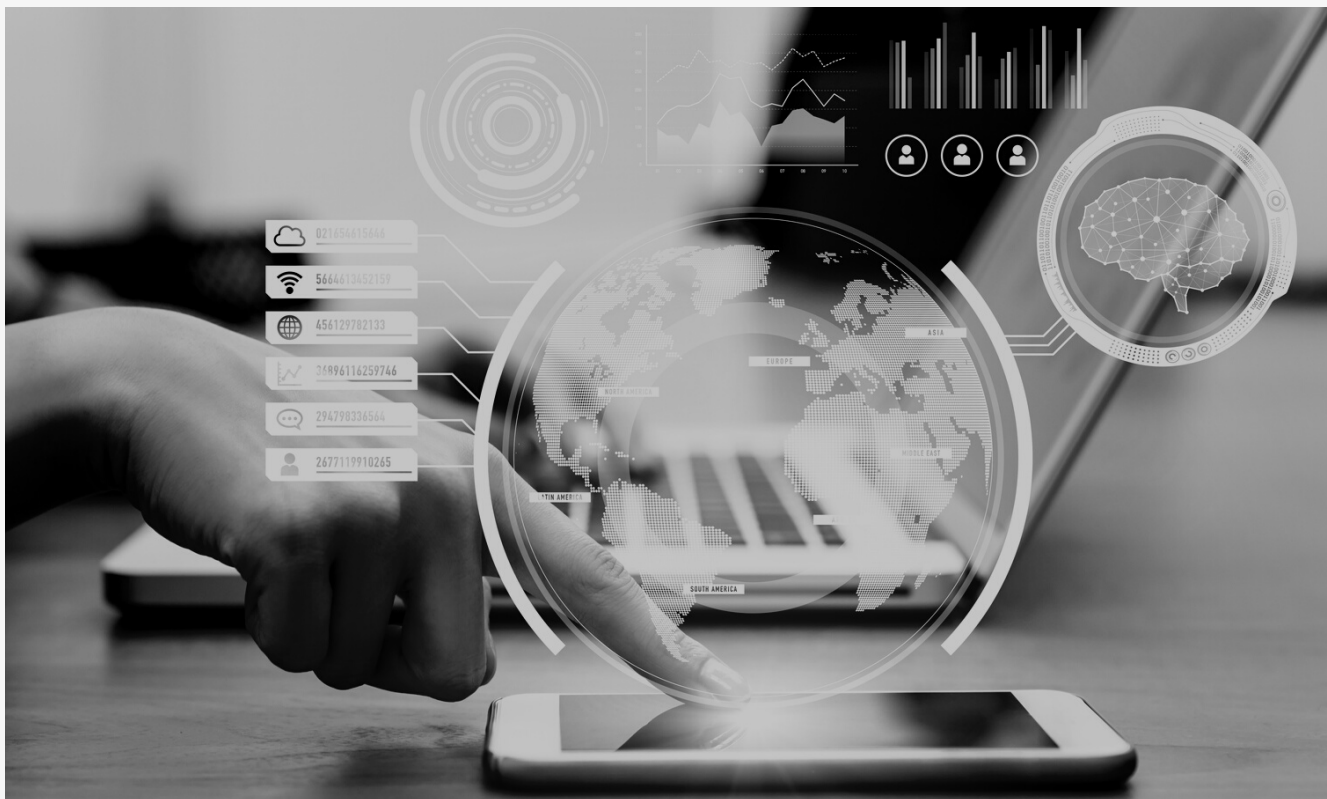
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KEY TAKEAWAYS

- Digital transformation is vital to **future-proofing** your organisation
- Having a clear strategy in place beforehand, with a **concrete target and vision**, is key to a successful transformation
- The biggest challenge to digitalisation isn't usually in the tech, but in **managing culture change and organisational sentiment**
- The **CEO/ED and top management** should be the biggest drivers of change
- Consider your organisation's capabilities and openness to change, then **choose the right approach** to digital transformation based on those criteria. Not every approach will work for everyone

INTRODUCTION TO DIGITAL TRANSFORMATION



New technologies are sweeping the globe, with more and more of our jobs making the shift to the digital world.

Digital transformation has been a much-talked about buzzword of the past few years, but what does it really mean?

Why should your organisation change the tried-and-tested processes and workflows that have worked for so long?

Where would you even start with digitalising?

What's so important about going digital anyway?

This paper aims to answer all of those questions, while also giving you a comprehensive guide on how to kickstart your organisation's digital transformation, from self-diagnosing your current digital ecosystem to looking at the software and tools you can implement for each step of the transformation process. We hope that we can help jumpstart the beginning of your own process of digitally transforming your organisation.

WHAT IS DIGITAL TRANSFORMATION?

Digital transformation is defined as the **integration of digital technology across all areas of an organisation**, creating a **cohesive, digital ecosystem**.

Contrary to popular belief, digital transformation isn't just implementing new technologies to automate processes. It is much more comprehensive, encapsulating a deeper understanding of your organisation's internal processes, changing existing mindsets among staff and management, and improving both internal and external customer experiences.

A successful digital transformation doesn't just result in new software. It will change how your entire organisation will operate, if done correctly.

REASONS FOR SSA / NONPROFIT DIGITALISATION

Digital transformation is not an easy feat, and is a continuous journey that can take years. So why are countless organisations worldwide taking on the huge initiative to switch to digital systems and models?

Digitalising your organisation can bring a myriad of benefits and improvements to how your organisation currently runs. Due to the influx of data you can collect from centralising and connecting parts and processes into a digital system, organisations can now **make smarter, data-driven decisions**. The data collected can give you a comprehensive overview of which processes are working (and which aren't). It is also a great way to flag new gaps and opportunities to improve company efficiency.

CASE STUDY: HEALTHSERVE IS CHANGING HEALTHCARE FOR MIGRANT WORKERS

During the ongoing COVID-19 crisis, HealthServe came to the aid of migrant workers to seek healthcare and information about the virus. Working closely together with ThunderQuote, they developed a multilingual IVR hotline, mobile call function, grant management and follow-up system to assist migrant workers. They also built a multi-lingual, cross-platform COVID-19 resource hub for the workers to access timely information about COVID-19, along with helpful resources to seek help regarding health, employment, and mental wellbeing. This resulted in thousands of migrant workers gaining access to COVID-19 information and resources in their mother tongue, something that was sorely lacking prior to HealthServe efforts.



This means that organisations can not only make smarter decisions, but also plan their resources much more effectively, and ultimately, even increase revenue. When taking a step back and analysing the internal processes of your organisation, it is much easier to allocate the right resources to the right places at the right times, based on what the data shows you.

A poorly performing department might just need the extra push in resources to improve, while a high-maintenance team might not actually need all the resources that your organisation is allocating them.

An MIT CISR study shows that organisations with higher digital revenue grow at an average rate of 1.5% faster than the rest of their industry. This proves that many companies are now looking at new technologies as an important factor in generating revenue, and not just an additional cost to their yearly budgets.

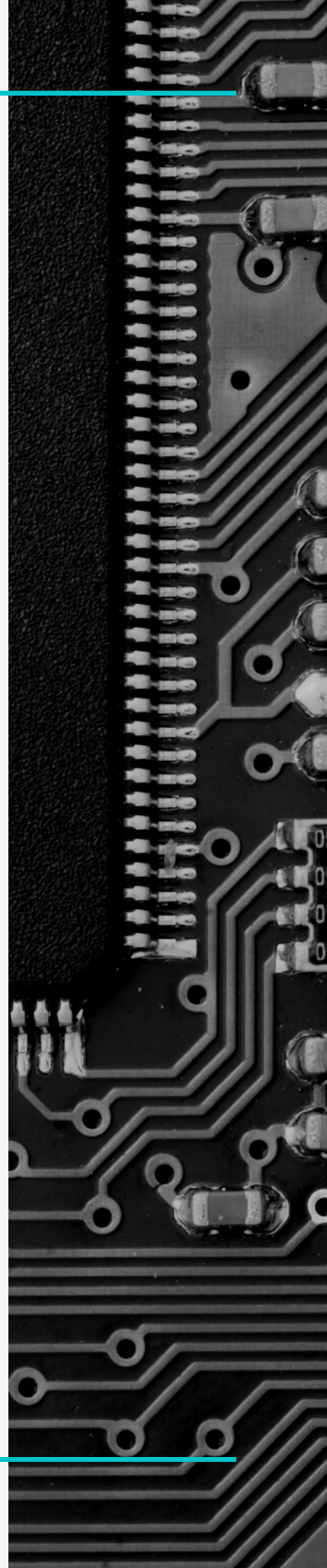
Besides that, organisations will be able to **save hundreds of thousands of man hours** due to automation. By automating (or considerably speeding up) simple, manual tasks, your staff will be free to work on higher-value tasks. This, in turn, will help to increase productivity and efficiency across your organisation.

Take, for example, Compassion International. They work to sponsor millions of children all over the world to help them fight poverty, receive proper medical care, and train them on vital life skills to succeed.

They partnered with Microsoft to create a digital AI-driven platform to connect children with sponsors, resulting in **an estimated 300,000 hours saved each year**. Those hours can now be shifted from being caught in administrative paperwork to to further serve the needs of children globally.

This leads to the next benefit of digital transformation, which is **increasing impact and engagement** with beneficiaries and stakeholders. By switching to digital technologies, organisations will now be able to engage and connect with stakeholders more than ever before. Crucially, the quality of impact on your beneficiaries will also be improved significantly (as in the previous example about Compassion International). Correspondence and processes that would usually take weeks or months can be cut down to days or mere hours once they have been digitised.

With all of this in mind, many organisations find that their initial investments in digital transformation will be worthwhile in the long run.



COMMON CHALLENGES IN DIGITAL TRANSFORMATION FOR SSA/NON-PROFITS

AS GREAT AS DIGITAL TRANSFORMATION SOUNDS, THERE ARE, OF COURSE, MANY CHALLENGES THAT CAUSE FAILURE IN DIGITALISATION.

1 One major pitfall that numerous organisations have fallen into is in **lack of change management (or sometimes, none at all)**. Managing change is a vital step to successful digital transformation. This is not only to control the changes taking place, but also to provide adequate support to staff and stakeholders to adapt to the new changes. One way to prepare for this is to adopt an agile approach to change management. [Forum One](#) laid out five principles to adapt into your change management and digital transformation strategy below.

1. Consistently **deliver value to staff and stakeholders**, starting early on in the process to gather feedback and gain insights into the right solutions to invest in

2. Taking an **iterative approach** to digitalising is optimal, as it will allow you to get started with an initial plan while also being flexible to adapt to changes and barriers in future.

3. **Be sustainable and maintain a steady pace** to maximise ROI. Let your team gain confidence and buy-in by working in short sprints. This will allow them to continually improve, while also avoiding burn out due to overworking.

4. **Be flexible, and don't be afraid of changes**. Plans and strategies rarely stay consistent from when they were first conceptualised, due to ever-changing factors such as company goals, budgeting, and teams. Adapt to these changes and create a feedback loop to keep your team members on track and motivated.

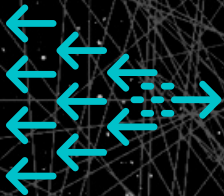
5. **Have diverse teams that represent all sectors** of your organisation. Digital transformation will not be confined to just one department, instead it will affect your entire organisation. Forming a team representative of each major department can help to prevent siloing.



COMMON CHALLENGES IN DIGITAL TRANSFORMATION FOR SSA/NONPROFITS



LACK OF CHANGE
MANAGEMENT



ORGANISATIONAL
NORMS AND
RESISTANCE



UNDERESTIMATING
CULTURE CHANGE



SYSTEMIC BARRIERS
(FUNDING, MANPOWER)

2

The above principles are also important to obtain buy-in from **uncooperative staff members and management**. Many organisations fail to communicate what they want to achieve and why to their own employees and stakeholders, resulting in unconvinced and unsupportive members. To get buy-in from members, identify partners and advocates to sway opinions and promote changes organically.

3

Another major challenge to digital transformation is that people **underestimate just how vast their internal culture can change**. Digital transformation isn't just in terms of adopting new technologies, but also in changing existing company culture and workflows. Organisations need to be prepared by investing time and finances into training staff, as well as creating feedback loops and sharing successes often.

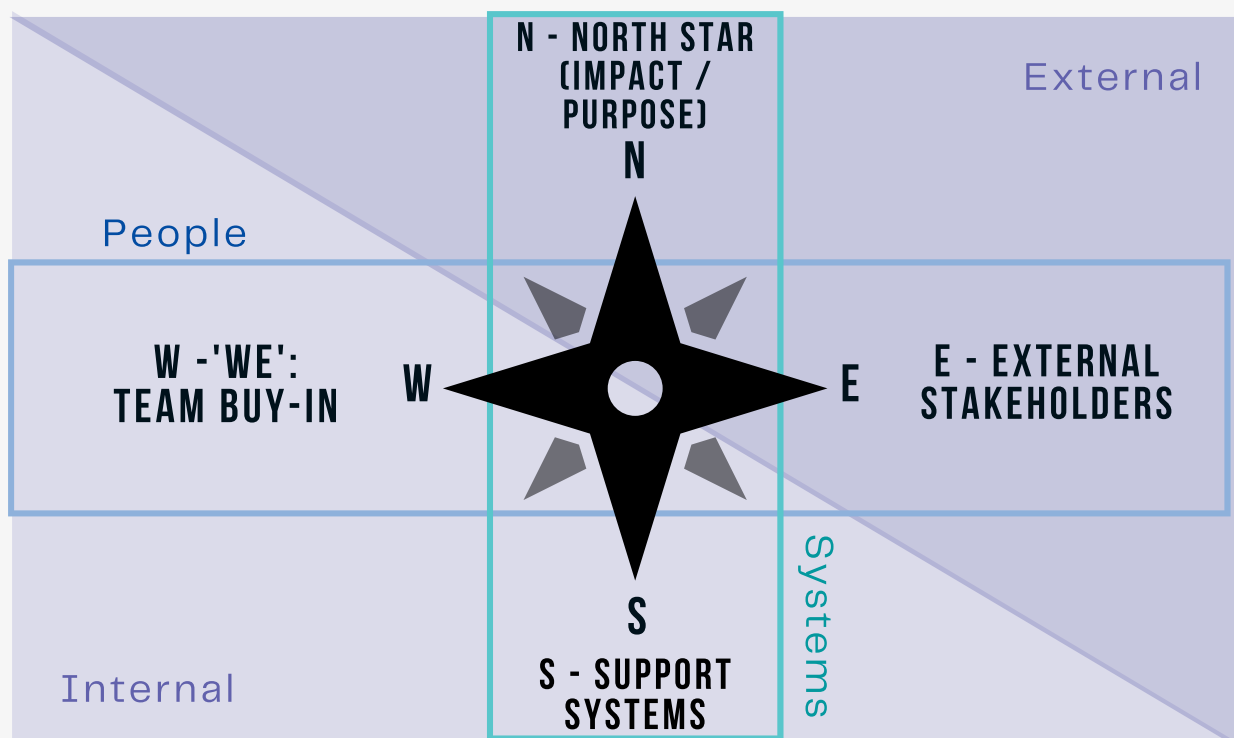
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Lastly, numerous nonprofits are facing systemic, sector-wide barriers, such as **funding pressures and a small IT team**. Smaller nonprofits are especially hampered by these challenges. A simple way to start with digital transformation if you are in a similar situation is by starting small, and making minor changes to your current workflows. Taking advantage of partner ecosystems such as TechSoup is a step ahead too, and will allow you to obtain solutions in sustainable and scalable ways.

THE TQ DIGITAL COMPASS 3.0

DIGITAL TRANSFORMATION SELF-DIAGNOSIS TOOL

THE FIRST STEP TO DIGITAL TRANSFORMATION IS TO ASSESS YOUR ORGANISATION'S CURRENT DIGITAL SITUATION AND CAPABILITIES. HENCE, THUNDERQUOTE HAS CREATED DIGITAL TRANSFORMATION SELF-DIAGNOSIS TOOL TO AID SSAS AND NONPROFITS IN SELF-EVALUATING YOUR ORGANISATIONS.



[CLICK HERE TO DOWNLOAD THE TQ DIGITAL COMPASS 3.0 TEMPLATE](#)

LET'S BREAK DOWN EACH PART OF THE COMPASS:

NORTH STAR

The North Star symbolises the impact that your nonprofit wants to achieve for your beneficiaries. It is the vision that should act as a rallying cry for all members of your organisation to be driven to digitalise. It raises the question of how technology can help you get to your goal.

Key questions to consider:

- What are your mission and goals for this digital transformation project?
- How do you plan to achieve those goals?
- How long will achieving your goals take?

EXTERNAL STAKEHOLDERS

External Stakeholders encapsulates all the external sources of contribution that your organisation receives, including funding and resources. This is another key element to ensuring a successful digital transformation.

Key questions to consider:

- How will you ensure that your external stakeholders commit to and support your digital transformation?
- Who will act as a digital captain and lead the transformation?

SUPPORT SYSTEMS

Support Systems cover the internal systems, processes, and workflows that your organisation already has in place. This will act as the technical foundation for your new systems.

Key questions to consider:

- What are the platforms, tools, and systems that are currently in place?
- Are you looking to implement minor changes to existing processes, or obtain new systems entirely?
- Which workflows aren't as efficient as they should be? Which ones can be improved, or replaced completely?

'WE'

'We' represents your team members and organisation itself. Without their support, your digital transformation journey cannot succeed.

Key questions to consider:

- How willing are your team members and organisation to transform digitally?
- Which parties will be responsible for the changes? Who will manage them?
- Will you face resistance from your staff? How will you work through it?

YOUR DIGITAL VOYAGE

DIGITAL TRANSFORMATION IS NOT AN OVERNIGHT PROCESS, AND WILL USUALLY TAKE YEARS TO FULLY COMPLETE. YOUR JOURNEY THROUGH DIGITAL TRANSFORMATION IS DIVIDED INTO THREE MAIN PHASES WHICH MOVE IN A REPEATING CYCLE, AS SHOWN BELOW:



Phase 1: Prepare Your Ship & Map Your Voyage

Phase 1 is the initial planning stage, where you, the captain, will map out your journey and prepare your ship to set sail. This is where your organisation will need to do a deep-dive analysis of your current processes and systems, figure out what needs to be improved, and create a timeline for implementation. This is also where the vision and goals of the project have to be clearly defined, to act as a guideline for the project moving forward.



Phase 2: Set Sail & Digitalise

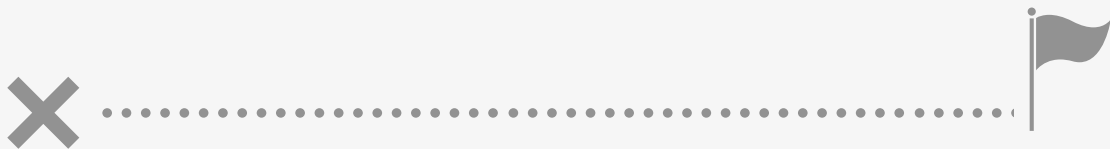
Phase 2 is the transformation stage itself, where you and your crew will embark on your digital journey. This is when plans and initiatives are set into motion, with brand-new teams established and the digital culture of the organisation is slowly starting to evolve. This phase can make or break your organisation's digitalisation.



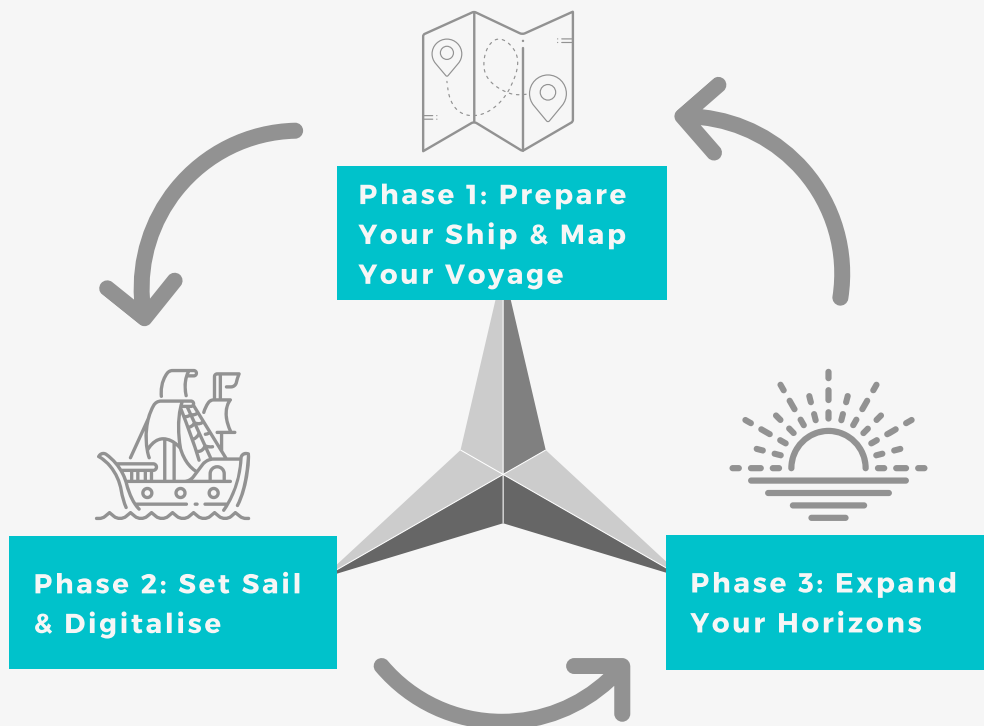
Phase 3: Expand Your Horizons

Phase 3 is the expansion stage, when your ship has gone through storms and headwinds but came out the other side unscathed. Once the organisation has had a few successful, but small projects under its belt, it's time to scale up and think bigger. By enhancing capabilities and ensuring a concrete plan is in place, the organisation can now see their digital transformation through to completion.

Many organisations are under the false impression that digital transformation is a one-and-done process, with a start and end point. However, digital transformation is an unending cycle. Nonprofits should ideally constantly upgrade their digital systems and workflows, since technology is not slowing down at the slightest.



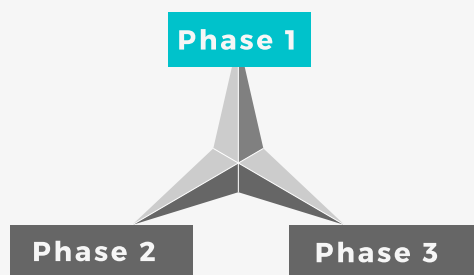
What digital transformation should NOT be
(a linear process with a start and end point)



How digital transformation SHOULD be
(a cyclical process with constant changes)

PHASE 1: PREPARE YOUR SHIP AND MAP YOUR VOYAGE

THE FIRST PHASE OF YOUR DIGITAL TRANSFORMATION JOURNEY WILL SET THE FOUNDATIONS FOR THE ENTIRE PROJECT. THIS IS WHEN YOUR DIGITAL STRATEGY MAP WILL START TO FORM.



Your organisation's digital strategy map should consist of an overview of your current digital environment, including all the tools and platforms in use and how they are (or aren't) connected. Clear communication between crewmates (or departments) is vital for a successful voyage.

It should also include a clear plan of your digital transformation journey with a timeline, achievable (but ambitious) goals, and the metrics needed to achieve those goals.

Most importantly, it should include a solid vision of the future, focusing on why your organisation needs to digitalise and the treasure at the end of your journey. This can serve as a foundation to align all teams within your organisation onto the same page.

It is important that your digital strategy map is based strongly on what your organisation wants to achieve. This is in terms of the company mission and the impact you want to have on your beneficiaries. You will need to take into account the needs of your audience and how you are planning to fill those needs by digitalising.



KEY QUESTIONS TO CONSIDER IN DIGITAL VOYAGE MAPPING

- ☐ Why are you pursuing this change?
- ☐ What are your organisational goals, and how can digital transformation help to achieve those goals?
- ☐ Are you looking to reassess your entire business model, or just implement minor changes to current processes?
- ☐ Which stakeholders will be involved in the transformation, and who will be the decision-makers?
- ☐ What are the qualitative and quantitative targets that you want to set, and how?
- ☐ Is digital technology already in use to enhance current workflows? What are the pain points and opportunities with these current systems?
- ☐ Which processes can be streamlined or simplified?
- ☐ Are there overlaps in tools or platforms in your current system?
- ☐ How are your current systems affecting the experience of the end user? Are there ways in which the relationship with the user can be strengthened through technology?
- ☐ How long will the transformation take to complete?
- ☐ Do you have the skills required to digitalise in-house?
- ☐ Which areas of transformation require external support?
- ☐ Who will manage the transformation? How will changes be managed and implemented?
- ☐ What are the measurable benefits to digitising current processes? How much time or costs will be saved? What are the increases in efficiency or productivity?



PHASE 1 CONSISTS OF 4 MAIN STEPS:

STEP 1: MAP OUT YOUR CURRENT DIGITAL ECOSYSTEM

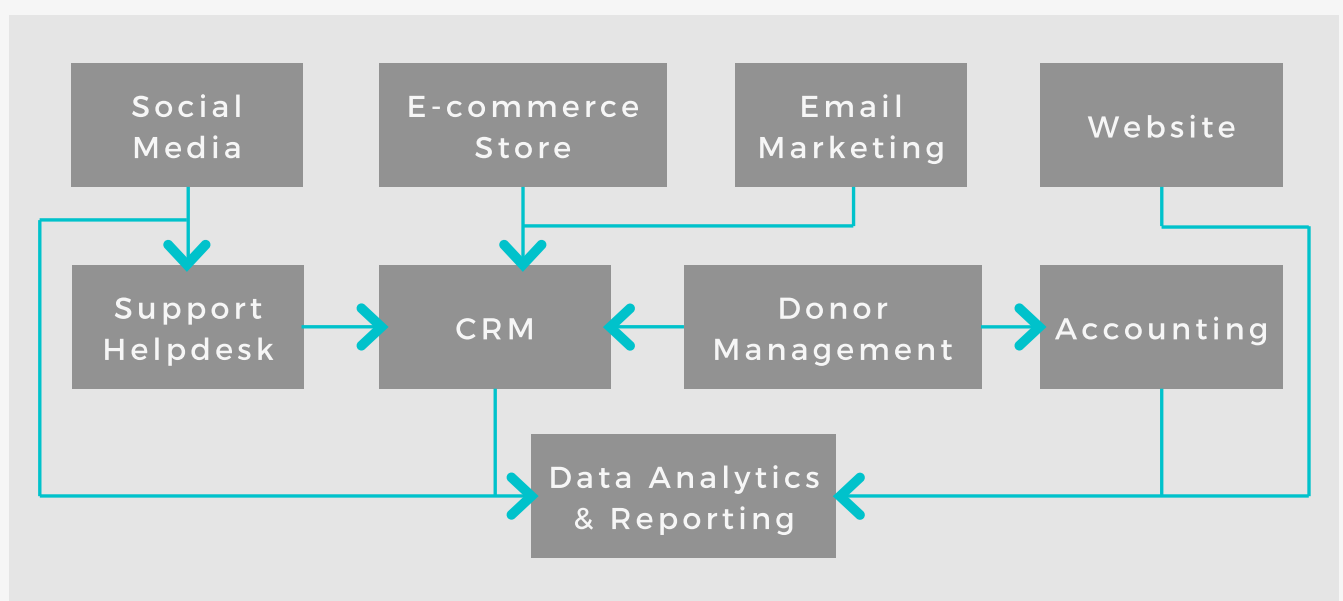
This is essentially an inventory of all the digital platforms and tools currently in use. This will result in a diagram showing an overview of the processes in place across your organisation, as well as whether each system is connected to the other. This is easier said than done, and will require the help of representatives from each part of your organisation.

The main goal of a digital ecosystem map is to identify what you have to work with and whether they can support your digitalisation goals. By analysing your map, you can point out opportunities to increase efficiency, gaps where new tools can be introduced or taken away, and which tools are most productive and cost-effective.

You should end up with a clear, visual diagram of your organisation's digital environment, along with a good sense of your current digital capabilities and priorities.

HOW TO MAP YOUR DIGITAL ECOSYSTEM

- 1** You will need to first list down all the systems and tools in place, along with who is responsible for each and what their purposes are per department.
- 2** Next, you should start to form connections between different systems where data transfers occur, either manually or automatically. This is when you will be able to see if tools are being duplicated.
- 3** Lastly, you should identify the pros and cons of each tool, and whether they should be upgraded, replaced, or gotten rid of altogether. Then, you'll be able to prioritise each tool according to how crucial they are to your business processes, and order new tools by their implementation dates.



A simple digital ecosystem map

DIGITAL INFRASTRUCTURE ROADMAP FOR NONPROFITS

TO AID NONPROFITS AND SSAS SUCH AS YOURSELF IN MAPPING OUT YOUR DIGITAL ECOSYSTEM, THE FOLLOWING DIGITAL INFRASTRUCTURE ROADMAP OUTLINES THE FOUNDATION OF AN NPO'S BASIC SOFTWARE REQUIREMENTS.

The roadmap is divided into three main sections, namely **Governance Tools**, **Productivity Tools**, and **Service Delivery Tools**.



[CLICK HERE TO DOWNLOAD A FULL-RESOLUTION VERSION OF THE DIGITAL INFRASTRUCTURE ROADMAP](#)

GOVERNANCE TOOLS

FINANCE & HR

- **Accounting**
Invoicing: If you issue > 10 invoices monthly
Payment gateway: If you consistently receive online donations
- **Payroll management**
Applicant tracking: If you are consistently recruiting / managing job applicants

DONATIONS & FUNDS

- **Fundraising**
- **Donor management**
Wealth screening / prospect research: If you have large-scale / rolling fundraising projects

EVENTS & COMMUNITY

- **Volunteer management**
- **Service user database**
- **Event management**

GOVERNANCE & MANAGEMENT

- **Board management**
- **Procurement**
- **Grant management**

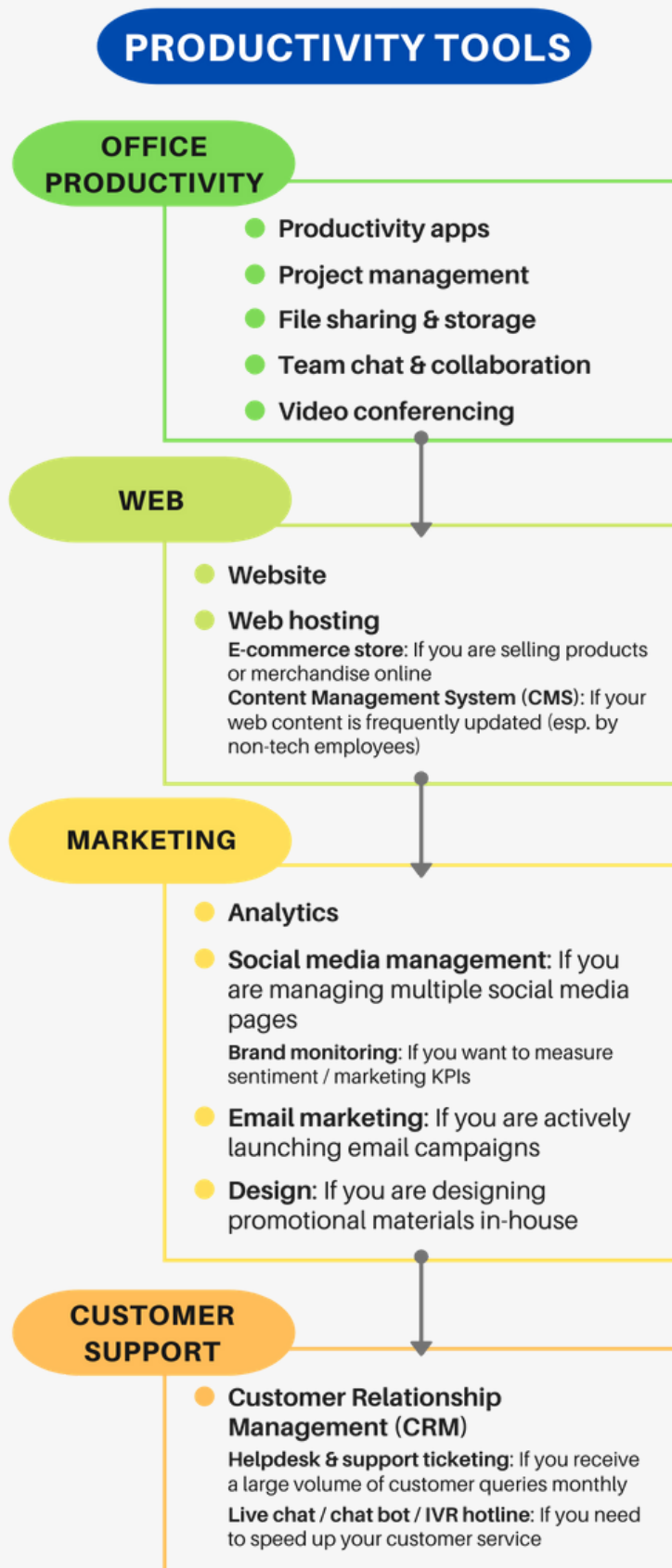
GOVERNANCE TOOLS

SERVICE DELIVERY TOOLS

PRODUCTIVITY TOOLS

Governance Tools covers all the tools and software that you would need to improve the internal governance and management of your organisation. This involves acquiring people management software to manage both internal staff as well as external volunteers and donors. This section also includes managing your organisation's finances, expenses, and grants using an accounting software. Fundraising and donations are vital to any nonprofit, and they can be managed and organised using a donor management and fundraising program.

Productivity Tools includes all the necessary software and programs to boost your organisation's internal productivity and customer relationships. This mainly involves using CRM software to keep track of customer queries and records, and marketing software to push your NPO's marketing collaterals and customer reach-outs to the next level. You would also need a website as a central hub for information and updates about your organisation, as well as basic office productivity apps to improve and speed up work processes.



SERVICE DELIVERY TOOLS

MEDICAL & CARE SERVICES

- **Facility management:** If you manage a large facility (including assets & maintenance)
- **Inventory management**
- **Employee scheduling:** If your organisation is predominantly shift-based
- **Time & attendance tracking**

SOCIAL SERVICES

- **Scheduling**
- **Fleet management:** if your organisation owns a large corporate fleet
- **Delivery management:** If your organisation makes frequent deliveries

SUPPORT SERVICES

- **Automated IVR hotline:** for offline assistance
- **Live chat:** for online assistance
- **Chat bot**

EVENTS & ACTIVITIES

- **Event management**
- **Visitor management**
- **Online forms**
- **Online ticketing**

EDUCATIONAL SERVICES

- **Word processor**
- **Presentation software**
- **Video conferencing**
- **Classroom & learning management**
- **Specific subject tools**

LEGAL SERVICES

- **Case management**
- **Document management**

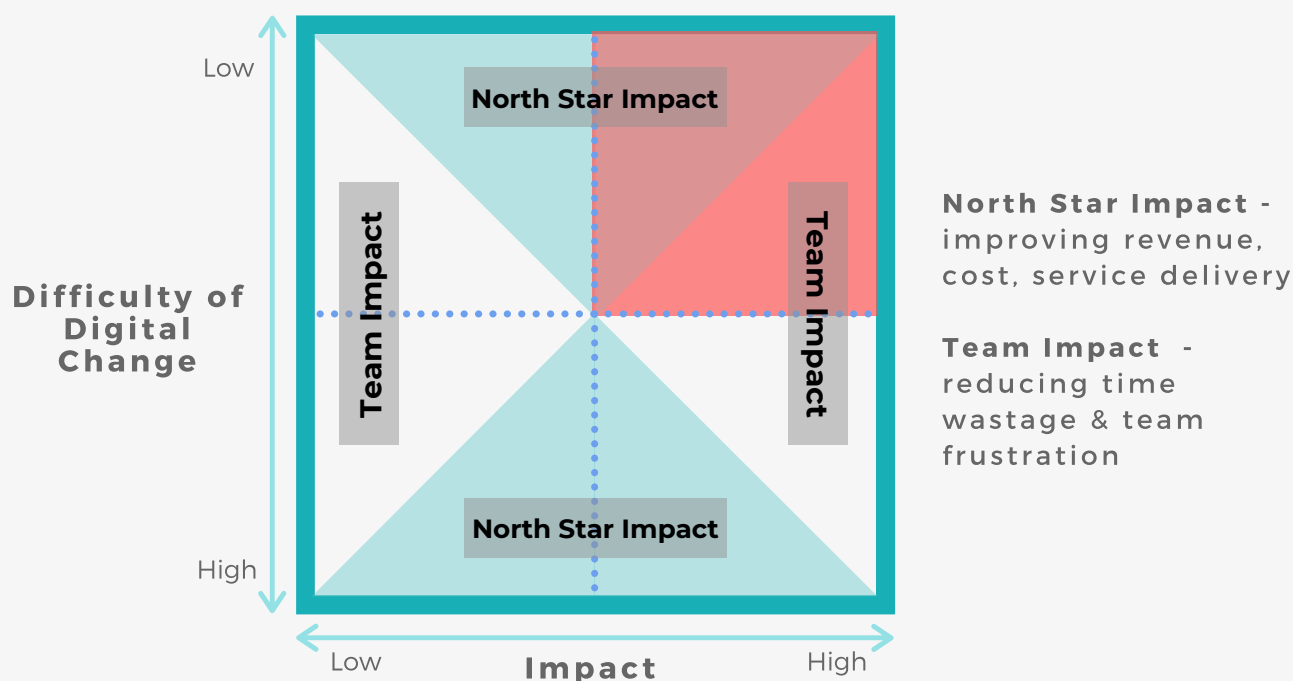
The final section is Service Delivery Tools, which takes a closer look at nonprofit-specific tools and software. This will depend on what services your nonprofit provides, e.g. care services and educational services.

Not all nonprofits will require all the listed tools, as it depends on your organisation's needs and current capabilities. The Digital Infrastructure Roadmap is a great way to benchmark your organisation's current systems, and which tools you can consider implementing along your digitalisation journey.

TQ DIGITAL NAVIGATOR MATRIX

MANY SSAS MIGHT FEEL OVERWHELMED BY THE SHEER NUMBER OF IT SOFTWARE AND TOOLS THAT CAN BE IMPLEMENTED IN YOUR ORGANISATIONS.

This is why we have created the TQ Digital Navigator Matrix, a simple way to gauge the weak points in your current systems and processes. From here, you'll be able to prioritise which areas to upgrade first, and which to leave as is.



The matrix consists of two axes. The left axis measures the **difficulty of digitally changing a certain system**, while the bottom axis measures the **impact and results** that the system has on your organisation.

The matrix is divided into four quadrants, ranging from 'low impact + low difficulty of change' to 'high impact + high difficulty of change'. Each quadrant is further divided into two diagonal sections, measuring the impact that upgrading the system will have to your North Star and to your teams.

The top right quadrant is coloured red, signifying that it is the red zone. Any systems that fall into this category should be your organisation's first priority to upgrade, because it has high impact but low difficulty to change.

HOW TO USE THE DIGITAL NAVIGATOR:

- 1 Select an existing system or process within your organisation to analyse with the matrix.
- 2 Evaluate the impact of that system on your organisation, in terms of results, revenue, and team & beneficiary impact.
- 3 Measure how difficult upgrading or changing the system would be. Consider whether the system is interconnected with other systems, or the possible resistance by your staff.
- 4 Finally, place the system within its appropriate quadrant in the matrix.

STEP 2: WEATHER THE STORM TO GAIN SUPPORT & COMMITMENT FROM YOUR ORGANISATION

It's common knowledge that without support from your organisation, any transformative project wouldn't be possible. Not only do you need to get their commitment to the project, but having the CEO communicate what needs to be achieved and why to the rest of the organisation is vital to getting management and staff onboard and accountable.

Besides just having organisation-level support, the top management will need to act as role models to the rest of the organisation by engaging and driving transformation aggressively. Having constant action and activism from your CEO and leadership team can help to push the rest of the organisation to take action themselves.

As mentioned earlier in the paper, digital transformation isn't just obtaining new tools and technologies, but also a shift in culture. Leadership teams need to nurture an entirely innovative, digital culture in order for the transformation to thrive.

STEP 3: PLOT A CLEAR STRATEGY MAP

Your strategy needs a timeline, concrete, achievable targets, and metrics to achieve those goals. This will act as the cornerstone of your digital transformation efforts. By identifying clear targets, you can define the efficiency gains that can be achieved by digitalising. This will also inadvertently show unconvinced staff just how inefficient their prior processes were, and make it easier for them to accept the new changes.

Having a plan that lists the people and teams responsible is also helpful to establish accountability for the transformation. When the project gets difficult, your targets can help prevent regression and backsliding by enforcing discipline to the responsible teams.

The timeline for each organisation's digitalisation will differ, as there is no one-size-fits-all approach to projects like this. Things to keep in mind are the current capabilities and capacity of your organisation, how adaptable your organisation is to change, your target audiences and what their needs are, as well as input from top management on your priorities.

At this stage, it is important to align your organisational goals with your digital transformation strategy. The main reason for digitalising should be to advance and achieve your organisation goals. This can be done by defining the future vision of your organisation's digital footprint, while also identifying priorities and improvements based on your organisational goals.

STEP 4: GET NEW CREW AND SKILLS ABOARD

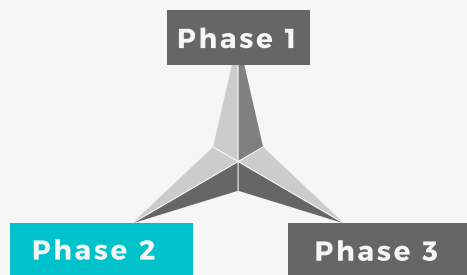
Define the new teams and skills that need to be established for a digital-first organisation. A digital transformation would be very difficult without a dedicated team in place to guide and push the rest of the organisation to the right path. Establishing a brand-new digital crew, captained by a Chief Digital Officer (CDO), can set your organisation on the right track for success.

The digitalisation crew should be responsible for coordinating digital initiatives throughout the organisation. The team should be diverse, consisting of representatives from each division of the organisation. This will ensure that insights from each department and team will be heard and taken into account.



PHASE 2: SET SAIL & DIGITALISE

THE SECOND PHASE OF YOUR DIGITAL JOURNEY IS WHEN YOUR ORGANISATION WILL ACTUALLY SET THE PROJECT IN MOTION AND GRADUALLY BEGIN DIGITALISING.



STEP 1: APPOINT DIGITAL CAPTAINS & CORE DIGITAL CREWS

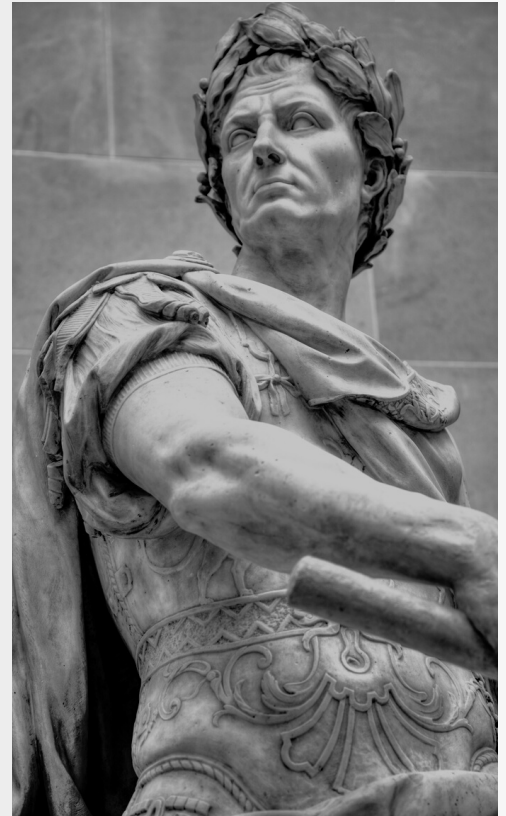
Appoint digital captains / ICs along with a core digital crew to keep your digitalisation in check. Your core crew should consist of representatives from IT, marketing, design, and data, each of whom understands customer needs. You can even look into hiring an expert in the field to be a guiding force in your organisation's digital change.

Appointing a Chief Digital Officer (CDO) as your main digital captain is a good first step. The CDO should be at the forefront of transformation, ensuring that suitable tools and systems are in place and prioritising the sequence of transformation. They will also need to keep the organisation's digital progress in check.

However, hiring a CDO will not necessarily ensure digital transformation success. A study by Russell Reynolds Associates shows that 41% of nonprofit organisations have their digital strategy and vision set by their CEOs, as opposed to only 6% by CDOs. This means that as important as it is to have a CDO in place to organise digital efforts, it is also equally important for the CEO to advocate for digital solutions and nurture a digital culture within the organisation.

CASE STUDY: THE DALLAS MUSEUM OF ART INCREASES DONATIONS WITH DATA

The Dallas Museum of Art (DMA) wanted to use digital technologies to strategically capture data from their audience in order to further their mission. Helmed by CDO Shyam Oberoi, they launched the DMA Friends program in 2013, which offered perks like shop discounts and free parking in exchange for customer data. They aimed to increase engagement and build relationships with their audience, which in turn will be used to persuade donors and partners to increase donations. The result? Over 100,000 registered 'friends' in just two years, with an almost 20% increase in average donations.



STEP 2: PUSH THROUGH THE WAVES AND ENCOURAGE CULTURE CHANGE

Push through the waves and encourage the change in culture within your organisation. As much as digital transformation should not be a top-down approach, establishing a new company culture is difficult without the push from top management. Nurturing a new way of working won't happen overnight, and it needs a captain to lead the charge and usher in the new digital culture.

You might encounter some waves and headwinds from staff and management, especially those comfortable with the existing workflows and processes in the organisation. A McKinsey study says that 46% of executives find the changes in culture and behaviour as their biggest challenge in transforming to digital. This is why it is important to not only push for change, but provide ample support and encouragement to help everyone cope with the constant changes.

A good way to do this is by appointing digital deckhands among the staff to help train and support their peers. You should also share successes often and as early as possible to act as motivation for staff to keep pushing forward. Investing in training is also a great way to mass onboard your staff onto the new systems. Lastly, creating feedback loops can help the staff have their voices heard and be able to share what they think works (and doesn't) with the core digital team.

STEP 3: START SMALL WITH LOW-RISK, HIGH-REWARD PROJECTS

Gaining support early in the transformation process is crucial to its success, and an effective way to win support is by starting out with smaller, lighthouse projects. These projects have significant returns while keeping risk at a minimum, and are commonly used as an agent of change to prove that digitalisation works.

MAJOR DIGITAL AGENCY, DEPT, OUTLINES THE 3 CHARACTERISTICS OF A LIGHTHOUSE PROJECT:

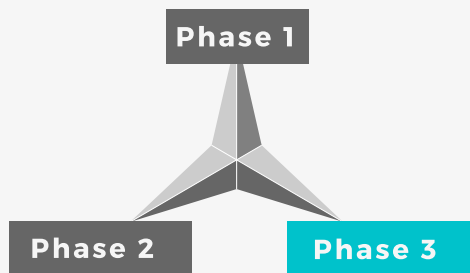
- 1** It should have high business value and visibility across all parts of the organisation.
- 2** It should involve multiple departments and silos to encourage change and break down barriers.
- 3** It should have a concrete deadline to ensure focus and pressure to complete the project.



PHASE 3: EXPAND YOUR HORIZONS

THE THIRD PHASE OF YOUR DIGITAL VOYAGE WILL TAKE PLACE 1-2 YEARS AFTER INITIALLY EMBARKING ON YOUR JOURNEY.

After weathering storms and succeeding in small initiatives, it's time to expand to bigger and more impactful projects. With the success of your lighthouse projects and smaller projects, the only way forward is up. Once completed, the next step would be to restart your digital voyage cycle again.



STEP 1: PRIORITISE YOUR NEXT DIGITAL INITIATIVES AND WAYPOINTS

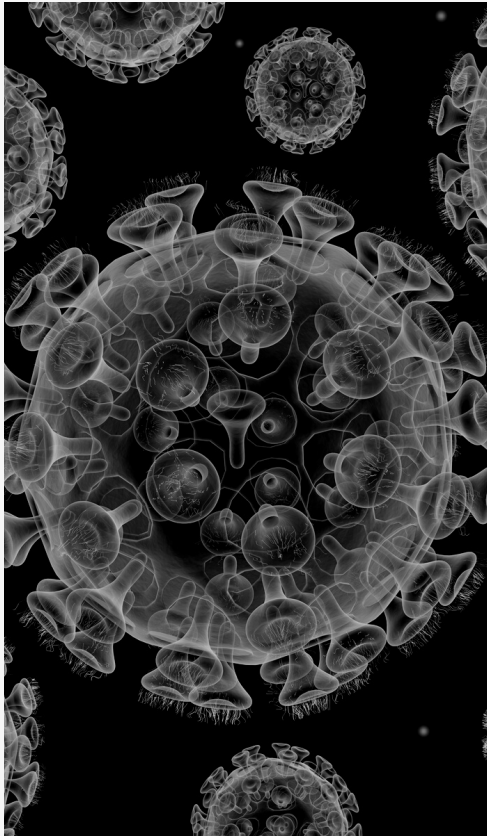
Start with the most strategically important + highest returns. The higher the value of your transformation, the more support and funding it will get. Many organisations approach digital transformation by kickstarting multiple projects at once. Not only does this minimise the amount of resources they can invest into each project, but it also incurs higher costs and more resistance from staff. This is why pursuing a feasible number of digital projects is more effective, as it cultivates the organisation's performance while also setting it up as a future source of growth.

It is best to prioritise initiatives that are vital to the digital strategy, while also having high returns and increased efficiency of existing workflows. Once successful initiatives are achieved, it should give confidence to top management to invest more.

A 2020 PwC survey assessed that companies who consistently invest in digitalisation get significant values on their investments, including in growth, customer experience, and profits. 62% of these 'Transcenders' approach digital transformation as a continuous process, one without a start and end. 96% of them also have a clear digital strategy, and invest accordingly.

By making smart investments and prioritising the right programs, they plan to invest a higher percentage of revenue into digital efforts in the next 3 years (2.3% of revenue compared to 1.7% from other companies), and they have already seen a 17% higher profit margin growth compared to other companies surveyed.

Their findings prove that long-term planning is required for digital transformation to take place, and that it is worth the investment.



CASE STUDY: MEDICAL TEAMS INTERNATIONAL USES DATA TO PREDICT DISEASE TRENDS

Medical Teams International is a US-based global aid organisation, working around the world to help marginalised groups and people in crisis. They started mostly as a paper-based organisation, providing basic healthcare services for displaced groups. However, they have now moved their patient records and other data points online. They realised that by using the real-time data that they had, coupled with advanced data analytics, they could predict and identify disease trends. This means that they can get ahead of outbreaks and be sufficiently prepared. For example, if malaria cases are peaking, they can swiftly act and distribute mosquito nets, talk to villagers about prevention, etc. Ultimately, their data is saving lives.



STEP 2: INVEST IN YOUR CREW

Boosting talent, skills, and training can help digitalise your ship from the inside out. At the start of your voyage, many employees might feel overwhelmed with the many changes taking place. Research shows that 42% of nonprofits feel that a lack of internal digital expertise is an extremely significant barrier to digital transformation. It is important to invest in training to help them transition smoothly to working digitally. Understanding the strategic value of IT is key to start educating and updating staff.

An organisation's internal skills will also need to be amplified. This usually involves hiring new faces bringing unique skills to the table, and not just for the initial core digital team. Skills across the organisation will need to be boosted, and you might have to find talents from different industries. Attracting new talent could be a good way to speed up the transformation process too, if given the freedom and authority to make decisions themselves without being encumbered by the constraints and lack of support from the organisation.

“ANDREW BREM, CDO OF AVIVA, SAYS THAT IN HIS CASE, HE HAS HIRED TALENTS FROM DIFFERENT INDUSTRIES SUCH AS GAMING, TRAVEL, AND RETAIL. THESE HIRES HAVE EVEN ATTRACTED MORE FRESH FACES TO JOIN THEIR ORGANISATION, FURTHER EASING THE TRANSFORMATION TO DIGITAL.”

“If you are a larger organisation, you might even consider hiring an external agency that specialises in aiding change in order to reduce risk and learn from them. Research from Accenture found that 90% of surveyed companies opt for a third-party agency for at least one aspect of their digital transformation. 31% of them find that working with third parties for their digital transformation is faster than doing it alone, while 42% believe that it reduces the burden on internal resources.”

STEP 3: BE FOCUSED ON YOUR NORTH STAR AND FOLLOW THROUGH

Ultimately, each organisation needs to be focused and disciplined in following through with your digital transformation journey. Teams and people need to be held accountable to ensure constant progression, while not allowing tough times to hinder progress.

A follow-through plan needs to be included in the initial digital strategy, dictating the steps to execute projects and how long-term changes will be achieved. An effective way to future-proof your transformation is by expanding your core digital team into an entire business unit or department, to increase the number of responsible hands on deck.

Organisations should also consistently review their goals, strategies, and metrics on a yearly basis, in order to keep everyone on track and motivated to continue the transformation.



YOUR DIGITAL VOYAGE CHECKLIST

Use the following checklist as a guide during your transformation planning process.

Phase 1: Prepare Your Ship & Map Your Voyage

- ☐ Identify why this change is necessary to your organisation
- ☐ Define a clear target, digital waypoints and governance strategy for your digital journey, and how it will help you achieve your organisational goals
- ☐ Determine a framework of how you plan to achieve your targets, and who are the decision-makers responsible for them
- ☐ Communicate a vision of success to your staff
- ☐ Appoint a Chief Digital Officer to lead your transformation
- ☐ Build a diverse digital task-force to coordinate digitalisation initiatives across your organisation.
- ☐ Empower them with decision-making capabilities to ensure swift and impactful changes
- ☐ Actively involve stakeholders and top management
- ☐ Consider hiring consultants or a third-party agency to assist with organising the transformation
- ☐ Map out your current digital ecosystem and workflows to determine gaps and opportunities
- ☐ Have an open discussion with end users, department representatives, and customers to figure what is and isn't working with your current systems
- ☐ Identify the current issues or gaps in your processes, and evaluate the requirements necessary to achieve measurable, sustainable change





Phase 2: Set Sail and Digitalise

- ☐ Determine the KPIs and metrics to measure them to ensure that your project is progressing and succeeding
- ☐ Develop a reporting structure that enables everyone to check in regularly
- ☐ Select a small, manageable number of initial lighthouse projects to start with, preferable starting with automating current manual processes. Plan out your resources and strategy to succeed in these projects
- ☐ Deploy the right tools and create new processes to achieve growth and efficiency for each project
- ☐ Ensure that your organisation has visibility into all new systems and processes, in order to identify issues quickly
- ☐ Train staff on new systems and policies, and provide ongoing support to build confidence
- ☐ Consistently share successes and best practices with your staff to boost motivation
- ☐ Identify digital champions and advocates within the organisation to provide peer-to-peer support and training
- ☐ Encourage staff to break out of their silos and collaborate with other teams/departments, in order to eliminate barriers and build understanding
- ☐ Create a working feedback loop to consistently gain feedback from staff to help improve the new systems and policies

Phase 3: Expand Your Horizons

- ☐ Collate data from your new systems to plan resources wisely and make smarter business decisions
- ☐ Boost internal skills by hiring fresh faces and providing IT literacy training
- ☐ Organise yearly or quarterly digital strategy review to determine what is working, and what should be improved. Be open and flexible with your plans
- ☐ Have a future plan in place to ensure that changes consistently occur over the next five to ten year period. Determine who is responsible for managing these changes

NONPROFIT SOFTWARE & TECHNOLOGY COMPARISON BREAKDOWNS













BUILDING YOUR OWN CUSTOM SYSTEMS MIGHT NOT BE POSSIBLE FOR MANY NONPROFITS, BUT WORRY NOT AS THERE ARE A MYRIAD OF OFF-SHELF SOLUTIONS AVAILABLE. SIMPLY PICK AND CHOOSE THE SOLUTIONS THAT YOUR ORGANISATION NEEDS TO CREATE YOUR OWN CUSTOM SETUP.

The next pages encompass several lists of recommended software and tools for numerous nonprofit IT categories. Each category consists of a comparison table that gives a quick overview of the features of each tool at a glance.

















Interested in applying these tools to your organisation but need help with implementation or maintenance? Contact [ThunderQuote](https://thunderquote.org) or tap on the free ThunderQuote.org nonprofit IT implementation resources.



ACCOUNTING & INVOICING













	Pricing	Nonprofit discount?	Unlimited invoicing	Online payments	Bank integration	Payroll	Platforms
 FRESHBOOKS cloud accounting	Starts at USD\$7.50 / month for one user. 30 day free trial	✗	✓	Credit cards, Stripe	US only	Yes, with third-party add-ons	  
 intuit quickbooks.	Starts at SGD\$6.42 / month for one user. 30 day free trial	✗	✓	Credit cards	✗	Yes, with third-party add-ons	  
 xero	Starts at USD\$10 / month. 30 day free trial	✓	Yes with Standard plan (\$30/mth)	Credit cards, Stripe, PayPal, bank transfer	✓	Yes, with third-party add-ons	  

BILLING & PAYMENT











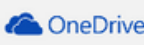




	Free Setup Fee	Payment Methods	Transaction fee	Non-profit discount?	Third-party integrations	Platforms
 Braintree A PayPal Service	✓	Credit cards, PayPal, e-wallets	3.40% + \$.50 SGD per transaction	✓	✓	
 eNETS	✓	Direct debit, credit cards	3.4% + \$0.50 per transaction, 0.8% per QR transaction	Yes, 0.3% per QR transaction	✓	  
 PAYNOW	✓	Bank transfer	Differs according to bank	✗	✗	
 PayPal	✓	Credit cards, bank transfer, PayPal	3.9% + \$0.50 SGD per transaction	✓	✓	  
 stripe	✓	Credit cards, bank transfer, e-wallets	3.4% + \$0.50 per transaction	✓	✓	  



CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

	Pricing	Free version	Non-profit discount	Customer contact methods	Automated workflows	Receive payments	Platforms
	Starts at SGD\$70 / month	✓	✗	Live chat, chat bots, email, calls, meeting scheduling	Auto-conversation routing, simple automation, automated email campaigns and follow-ups	Yes, third-party integrations available	  
	Starts at USD\$25 / user / month	No, but 30-day free trial available	✓	Live chat, email, calls, help centre, social media	Workflow automation & process builder, auto-case assignment, auto-emails,	Yes, Salesforce Billing and third-party integrations available	  
	Starts at USD \$18 / user / month	✓	✓	Live chat, Email, social media, WhatsApp, SMS	Auto-emails, auto-record creation & updates, workflow rules	Yes, Zoho Checkout and third-party integrations available	  

DOCUMENT MANAGEMENT

	Free?	Paid version	Free storage	File size limit	Document editor	Security	Desktop app	Mobile app	Browser app
	✓	From USD\$12.50 / user / month	2GB	✗	✓	SSL encryption, 2FA	 	 	✓
	✓	From USD\$4.80 / user / month	15GB	5TB	✓	SSL encryption, 2FA	 	 	✓
	✓	From USD\$5 / user / month	15GB	15GB	✓	Encryption, password protection	 	 	✓



: Windows



: Android



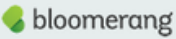







: iOS



: Web browser

DONOR MANAGEMENT & FUNDRAISING

	Pricing	Donations & fundraising	Receiving payments	Donor management	Donor communications	Third-party integrations	Platforms
	Contact for pricing	Automated online donation processing	Yes- with Blackbaud Merchant Services or other payment gateways	Donor cultivation tools, smart recommendations, data enrichment	Email templates & campaigns, multi-channel communication	✓	
	Starts at USD\$19/month for up to 500 contacts with limited functionality	Custom donation forms & pages	Yes- using Stripe or Moolah (transaction fees apply)	Donor giving & engagement summary, segmentation, social listening	Email & letter templates, email marketing	✓	
	Starts at USD\$89/month for up to 1000 contacts	Online donation forms, automated monthly giving, grants management	Yes- using Insta-Charge payment processing	Segmentation, donor information & donation tracking	Personalised email campaigns	✓	
	Starts at USD\$100/month for up to 1000 contacts	Donation tracking, recurring donations, custom forms & pages	Yes - no additional transaction fees	Donor lifecycle and record tracking, segmentation, pledge tracking	Automated email receipts & follow-ups, email & letter templates	✓	

HR MANAGEMENT

	Recommended app	Pricing	Features	Platforms
Shifts & Scheduling		Free	View, edit, and create shifts with clock in and out feature, notifications & reminders on mobile app. Import/export and approve/decline shifts	
Payroll Management		Starts at USD\$10/month. Nonprofit discount and 30 day free trial available	Xero's Pay Run feature allows small organisations to make payments to staff and manage payroll. Xero also supports integrations with several third-party payroll apps, such as SimplePay and Talenox.	
Volunteer Management		Free	Volunteers can sign up using the Microsoft Forms integration with Teams, then their shifts can be created and edited using the Teams Shifts app.	



: Windows



: Android















: iOS




















: Web browser

LEARNING MANAGEMENT

	Pricing	Nonprofit discount?	Course management	Learner management	Platforms
Blackboard	Free	×	Course tracking, certification & compliance management, course authoring	eLearning management, testing & reporting, extra features/plugins	  
	Contact for pricing. Free trial available	×	Learning modules builder, course catalog, quiz builder, custom grades and assignments	Personalised learning paths, leaderboard	    Microsoft 365
	Free basic tier, paid starts at EUR199/year	Free premium plan for nonprofits	Course tracking, certification & compliance management, course authoring, automatic content management	eLearning management, testing & reporting	  

REMOTE WORKING

	Recommended app	Pricing	Nonprofit discount?	Features	Platforms
Productivity	 Microsoft 365	Starts at USD\$15.50 / user / month	Yes- Basic tier for free, Standard tier for discounted USD\$3 / user / month	Premium office apps (Word, Excel, PowerPoint, Outlook), secure cloud services (OneDrive, Teams, etc.), real-time document co-authoring, email, calendars, file sharing and storage, and more.	   
Team collaboration	 Microsoft Teams	Free	×	Shared file storage, video and audio calls, Live Events supporting up to 10,000 participants, chat features, document editor.	   
Web conferences	 zoom	Free version available. Premium starts at USD\$14.99 / user / month	Yes, discounts available	Audio and video conferencing and webinars. Premium plans include attendance tracking, registration, Q&A, voting & polling features.	   
Video and audio calls	 SecureMeet <small>Powered by ThunderQuote</small>	Free	×	Conduct and participate in high-quality video and audio calls directly in your browser, no installations required.	

VISITOR MANAGEMENT

	Pricing	Nonprofit discounts?	Unlimited events	Verified identification	SafeEntry integration	Recurring events	QR registration & entry	Platforms
 calendly	Free version available, premium starts at USD\$8 / user / month	✓	✓	✗	✗	✓	✓	  
 eventbrite	Free for free events, transaction fee applies for paid tickets	✗	✓	✗	✗	✓	✗	  
 Google Forms	Free for individuals, starts at SGD\$8 / user / month for businesses	Yes- free Basic tier, discounted paid tiers	✓	✗	✗	✗	✗	
 SecureMeet <small>Powered by ThunderQube</small>	Free with paid add-ons	✓	✗	✓	✓	✓	✓	























SSA & NONPROFIT SOFTWARE & PERKS & DISCOUNTS

AS A NONPROFIT, YOU ARE ENTITLED TO NUMEROUS FREE SOFTWARE AND DISCOUNTS TO IMPROVE YOUR ORGANISATION'S DIGITAL CAPABILITIES.

We have compiled a list of the most useful free / discounted tools and software that SSAs should be using in your organisations. The list includes several of the most important IT categories, so that your SSA will be prepared with a good foundation of IT tools.

Interested in applying these tools to your organisation but need help with implementation or maintenance? Contact [ThunderQuote](https://thunderquote.org) or tap on the free ThunderQuote.org nonprofit IT implementation resources.

Software / Tool	Category	Price	Best Features	License Limit	Platforms
 Adobe® Creative Cloud™	Creative design	USD\$21.20/mth	Includes subscription to Acrobat, Photoshop, Illustrator, Premiere Pro, Dreamweaver, etc.	1 user	 
 Bitdefender	Cybersecurity	USD\$55/year	Protects networked PCs & servers from viruses, spyware, adware, etc.	10 devices	  
 blackbaud eTapestry® <small>> power your passion</small>	Fundraising & donor mgmt	25% off/year	Keep track of donor information, send targeted emails, collect online donations, reporting, etc.	Unlimited	Cloud-based
 box Starter Edition	File sharing & management	USD\$84	Store and share files via the cloud, collaborate in real-time on documents, file desktop sync, etc.	10 users	  
 Google for Nonprofits	Cloud & marketing	Free	Access to cloud Google apps for free (Gmail, Docs, Drive, etc.), and up to \$10,000 AdWords ads/month	Unlimited	Cloud-based
 Office	Productivity	USD\$39	Includes Excel, Powerpoint, Word, Outlook, etc. with cloud storage and real-time collaboration	1 user	  
 zoom Pro Plan	Online conferencing	USD\$65 + \$75/host/year	High-quality video and audio conferencing, with screen sharing, recording, scheduling, etc.	1 host	   

Find out more at <https://s.tq.sg/ITdiscounts>

CLICK HERE TO DOWNLOAD A FULL-RESOLUTION NONPROFIT SOFTWARE & IT PERKS SHEET



GRANTS & FUNDING

THERE ARE SEVERAL NONPROFIT GRANTS AVAILABLE FOR LOCAL SSAS TO IMPLEMENT DIGITAL TECHNOLOGIES INTO YOUR ORGANISATIONS WITHOUT BURDENING YOUR RESOURCES.

The following two grants cover most IT software and capabilities that SSAs such as yourself require. If you are interested in applying for these grants, contact [ThunderQuote](#) to learn more and get help for your grant application process.

1

VCF ICT GRANT

2

THE INVICTUS
FUND



VWOS-CHARITIES CAPABILITY FUND - NCSS

THE VCF AIMS TO BOOST GOVERNANCE AND MANAGEMENT CAPABILITIES OF CHARITIES AND IPCS. THIS FUND HAS RECENTLY BEEN ENHANCED WITH INCREASED FUNDING COVERAGE TO SUPPORT CHARITIES DURING THE COVID-19 PANDEMIC. THEIR ICT GRANT IN PARTICULAR CAN ESPECIALLY HELP WITH DIGITAL TRANSFORMATION:

INFO-COMMUNICATIONS TECHNOLOGY GRANT (ICT)

The VCF ICT grant aims to provide co-funding for Small and Medium size charities to improve their existing IT infrastructure. The cumulative funding for this grant is capped at \$100,000 per charity over five years.

SCOPE	FUNDING QUANTUM
<p>Basic infrastructure components for charities without a basic ICT setup:</p> <ul style="list-style-type: none">• 2 computers (desktop or laptop)• 1 printer• 1 broadband account	<p>The fund will cover up to 70% of the supported cost or actual expenditure, whichever is lower, capped at:</p> <ul style="list-style-type: none">• 2 computers (desktop or laptop): \$1,200 per equipment• 1 printer: \$256 per equipment• 1 broadband account: \$1,645 per account
<p>Office automation tools (software packages on a subscription basis)</p>	<p>The fund will cover up to 70% of the supported cost or actual expenditure, whichever is lower, capped at:</p> <ul style="list-style-type: none">• Office automation tools (e.g. eMail, eLeave, eForm, etc.): \$120 per user• Accounting software (e.g. Quickbooks): \$3,000 per charity



SCOPE	FUNDING QUANTUM
<p>Website development costs on a Content Management System (including domain registration, installation, and setup) to facilitate the publishing of charity information online, including:</p> <ul style="list-style-type: none"> • charity activities & programmes • financial information • annual reports • board member profiles 	<p>The fund will cover up to 70% of the supported cost or actual expenditure, whichever is lower, capped at \$3,000 per charity.</p>
<p>Commercial Off-the-Shelf (COTS) software for basic operational capabilities (e.g. Microsoft Office, anti-virus software, Adobe Acrobat) and for the adoption of Charities Accounting Standard (CAS), including the conversion of accounting systems to adopt CAS.</p>	<p>The fund will cover up to 80% of the supported cost or actual expenditure, whichever is lower, capped at \$30,000 per charity.</p>
<p>Digitalisation efforts, including digital solutions in:</p> <ul style="list-style-type: none"> • Accounting management • Bill & payment • Customer relationship management • Cyber security • Document management • Donor management • Fund-raising • Human resource management • Learning management • Remote working • Visitor management • Volunteer management 	<p>The fund will cover up to 80% of the supported cost or actual expenditure, whichever is lower, capped at \$30,000 per charity.</p>
<p>Subscription charges of video- and audio-conferencing tools for Small charities.</p>	<p>The fund will cover up to 70% of the supported cost or actual expenditure, whichever is lower, capped at \$250 per charity.</p>

GUIDE TO CHARITY SIZES

The size of each charity is based on the following criteria:

SMALL

Charity with gross annual receipts in each financial year of **up to \$1 million** in the 2 financial years immediately preceding the current financial year.

MEDIUM

Charity with gross annual receipts in each financial year **between \$1 million and \$10 million** in the 2 financial years immediately preceding the current financial year.

LARGE

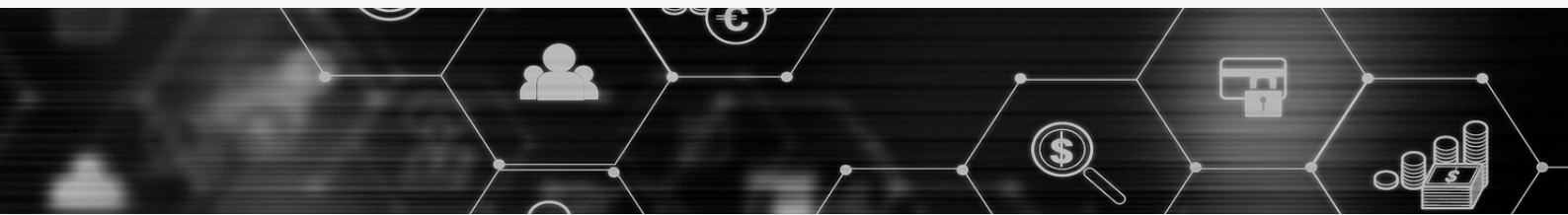
Charity with gross annual receipts in each financial year of **not less than \$10 million** in the 2 financial years immediately preceding the current financial year.

ELIGIBILITY CRITERIA

- All exempt and registered charities and IPCs are eligible to apply for the Fund.
- Applicants must not receive any funding from other government sources for the same purpose for which VCF funding is sought.
- Approval of applications is subject to applicants' submission of their latest Annual Report, audited Financial Statements and Governance Evaluation Checklist on the Charity Portal.
- Training courses or projects that have commenced (or purchases made, including purchase contracts/engagement letters which the charity entered into with the vendor), before the submission and approval of the VCF application, will not be eligible for funding.

HOW TO APPLY

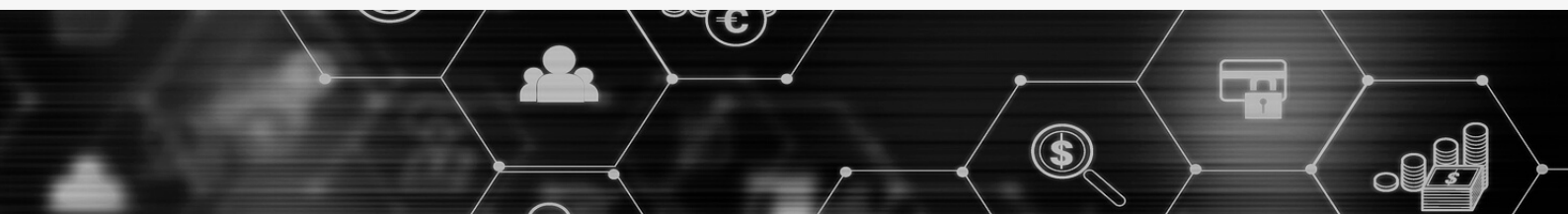
- Click [here](#) to submit your online VCF application
- If you are a registered/exempt charity that is also an NCSS member, and are interested in applying for the Digitalisation portion of the ICT grant, you can submit your application under Funding@Tech-and-GO! Please contact the NCSS Pumpkin Squad at Pumpkin_Squad@ncss.gov.sg for more information.
- Charities may submit their applications for the Training, ICT and Shared Services Grants anytime throughout the year.



THE INVICTUS FUND - NCSS

THE INVICTUS FUND WAS ESTABLISHED TO SUPPORT SSAS IN MAINTAINING SERVICE DELIVERY AND SERVING CLIENTS SAFELY AND EFFECTIVELY DURING THE COVID-19 PANDEMIC. IT AIMS TO ENHANCE SERVICE CONTINUITY TO MEET THE NEEDS OF SERVICE USERS; AND/OR IMPROVE STAFF WELFARE OF FRONTLINE WORKERS.

SCOPE	FUNDING QUANTUM
<p>Digital solutions to improve work processes, enhance service delivery and leverage data for better planning and management.</p> <p>Pre-scoped IT solutions and equipment including but not limited to:</p> <ul style="list-style-type: none">• Accounting Management• Human Resource• Inventory Tracking• Document Management• Learning Management• Cyber Security• Remote Working• Centre Management• Tele-consultation• Rehabilitation Equipment• Activities of Daily Living Solutions• Visitor Management• CRM (Marketing Automation)• Online Billing & Payment• E-Commerce Store & Marketplace• Digital Ordering & Payment System <p>For a full list of possible digital solutions and vendors, click here.</p>	<p>Support of 80% of costs may be provided, capped at \$30,000 for pre-scoped IT solutions or \$300,000 for customized solutions through VWOs-Charities Capability Fund (VCF).</p>



SCOPE	FUNDING QUANTUM
<p>Business Continuity Plan incorporating safe management measures to improve work processes, enhance service delivery and leverage data for better planning and management. This includes:</p> <ul style="list-style-type: none"> • Implementing safe management system • Reducing physical interaction, ensuring safe distancing • Supporting contact tracing • Ensuring cleanliness of premises • Implementing health checks and protocols to manage potential cases <p>For a full list of proposed solutions, click here. Support will only be extended to agencies with total reserves ratio of below one year.</p>	<p>Support of 80% of costs may be provided, Caps applicable.</p>

ELIGIBILITY CRITERIA

- This Fund is open to all full and associate NCSS member agencies.
- Assessment will be made based on scope of services, and the financial position of agencies.

HOW TO APPLY

- Click [here](#) to apply via the main FormSG application form using your agency's CorpPass by 30 October 2020.
- You will need to complete the relevant supplementary form(s) via the links below.
 - [Digital solutions](#)
 - [Business Continuity Plan incorporating safe management measures](#)
- You are advised to prepare the following information before filling the FormSG application form:
 - Name and Contact details of Board Chairman and Head of Agency (or equivalent)
 - Latest Financial Statements
 - Bank account details
 - For service continuity support, please prepare proof of decline in income for the 6 months ending 30 September 2020, with comparison to the preceding 6 months or the same period in the previous year (1 April 2019 to 30 September 2019).
- Your agency does not need to apply for all areas.
- The current application window is open from 28 September to 30 October 2020. The next application windows will be in January, April, and July 2021.



AREAS OF DIGITAL TRANSFORMATION

VCF ICT GRANT

THE INVICTUS FUND



Remote working



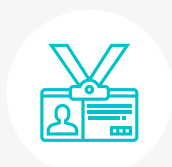
Learning management



HR management



Fundraising



Visitor management



IT Infrastructure



Document management



Cyber security



Office automation



Website development



Donor management



Digital ordering & payment



Accounting & billing



Inventory tracking



Volunteer management



Video & audio conferencing



CRM & marketing automation



Centre management



E-commerce systems



Tele-consultation

BROUGHT TO YOU BY



NCSS
National Council
of Social Service



BROUGHT TO YOU BY



HAVE QUESTIONS ABOUT YOUR SSA / NONPROFIT
DIGITAL TRANSFORMATION VOYAGE?
CONTACT US HERE:



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For more free IT resources for nonprofits,
visit thunderquote.org.