



# NONPROFIT COLLABORATION

BACK OFFICE SUPPORT FOR NONPROFIT ORGANIZATIONS

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National Able Network<sup>®</sup>

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## BACK OFFICE SUPPORT FOR NONPROFIT ORGANIZATIONS



### IT NETWORK & DESKTOP SUPPORT

Technology evolves rapidly, but National Able Network helps you keep pace with the needs of your business with our leading-edge network and desktop support. Our technology suite helps you boost workforce productivity and maintain optimal network security with customized support and cost-effective solutions to fit your operational needs today, and in the future. Ongoing IT support services provide quick response troubleshooting for your workforce through our local team of experts. With remote support and scheduled maintenance and upgrades, we assure your IT environment and equipment are operating to their full potential.

#### IT NETWORK AND DESKTOP SUPPORT SERVICES INCLUDE:

- Network Topology
- Multi-office & Remote Office Connectivity
- System Documentation & Asset Inventory
- Enterprise Authentication
- Cloud Computing
- Security & Roaming Capabilities
- Operating System and Software Upgrades, Installation and Maintenance
- Volume Purchasing Discounts
- Employee Onboarding & Off-boarding
- Help Desk & Remote Support
- Data Back-up and Recovery
- Printer Networking
- Telephony



### FINANCE, ACCOUNTING & PAYROLLING

Establish and maintain overall fiscal integrity with finance, accounting and payroll services from our team of non-profit accounting experts. We offer a considerable library of up-to-date policies, forms, internal controls procedures, procurement process and selection practices, and other products that have been vetted by dozens of independent auditors, as well as private, federal and state agencies. Whether you are starting from scratch or have established accounting practices and need some additional capacity, National Able Network's services help you uphold the highest standards of fiscal stewardship.

#### FINANCE, ACCOUNTING AND PAYROLLING SERVICES INCLUDE:

- Budgeting & Forecasting
- Compliance Reporting
- Implementation and Maintenance of Accounting Software
- Cash Flow Projections
- Procurement (process and selection)
- Payroll Processing and Administration
- Accounts Payable
- Accounts Receivable
- Federal and State Tax Filings
- Accounts Reconciliation (monthly, quarterly and annually)
- Employee Benefit Plans
- Monitoring of Internal Controls
- Fiscal Reporting for your Board of Directors



## CUSTOMER CONTACT CENTER & SURVEYS

National Able Network's Customer Contact Center offers inbound and outbound calling services and exceptional survey response rates. Our team of Customer Contact Agents provide your customers with personalized positive interactions by fielding frequently asked questions, resolving inquiries, and identifying customer service opportunities while demonstrating a commitment to excellence. Let our Customer Contact Center help support your next fundraising event or campaign with outbound calling to donors. Gain insight into customer perception and behavior with a customized survey. We design and implement custom survey instruments and deliver quantitative and qualitative feedback results and comprehensive data analysis.

### CUSTOMER CONTACT CENTER AND SURVEY SERVICES INCLUDE:

- Live Troubleshooting
- Inbound and Outbound Calls
- Event and Campaign Support
- Responsive Services for Seasonal or Project-Based Customer Volume Increases
- Customized Survey Instruments
- Quantitative & Qualitative Feedback
- Exceptional Response Rates
- Data Reporting & Analysis



## NONPROFIT REAL ESTATE ADVISORS

SPACES FOR GOOD.

## REAL ESTATE & OFFICE PLANNING

Did you know that occupancy is the second largest expense of most organizations? National Able Network's Nonprofit Real Estate Advisors can help you find the right place at the right price. Whether you want to optimize existing space and reduce costs or plan for expansion, we will help you develop real estate strategies to improve your bottom line and mission impact.

### REAL ESTATE AND OFFICE PLANNING SERVICES INCLUDE:

- Real Estate Strategic Planning
- Market Alternatives and Evaluation
- Initial and Final Negotiations
- Request for Proposals and Master Bids
- Build out Project Management
- Best Practice and Workplace Trends
- Sustainable and LEED Practices
- Lease Abstraction and Data Validation



## STRATEGY DEVELOPMENT & LEADERSHIP

Let National Able Network guide your next strategic planning process. With a team of executives with decades of both for-profit and non-profit experience, National Able Network has the expertise to help guide your strategic planning process. Discover the latest business best practices and develop a plan that engages your board members and staff to help plan for the future of your organization. Take advantage of customized training to enhance your team's skills and impact.

### STRATEGY DEVELOPMENT AND LEADERSHIP SERVICES INCLUDE:

- Strategic Planning
- Board Off-Site Planning and Execution
- Building High-Performance Teams
- Strategy Implementation
- Custom Staffing and Professional Development
- Strengthening Organizational Culture

## SUCCESS STORY:

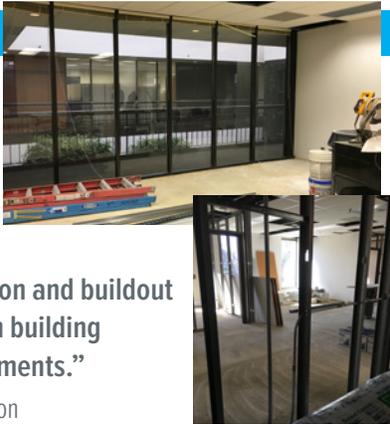
### PALATINE OFFICE SPACE

National Able Network understands that most non-profit organizations have unique office, space and leasing needs. Therefore, when it came to adding a new location in Chicago's northern suburbs, we were in the position to create a real estate model that we could leverage to help future colleagues and partners.

#### BEFORE

**“We appreciate your thorough communication during the process, to coordinate with our team, your construction and buildout schedules, along with building management requirements.”**

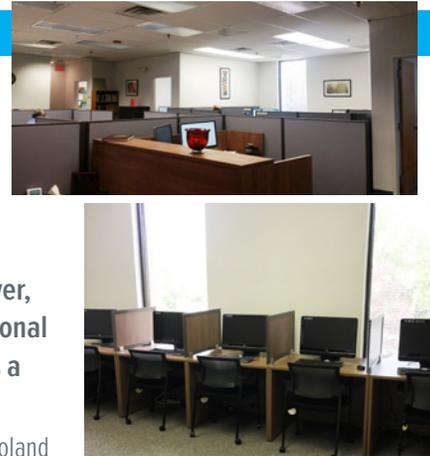
- Victor Fay, Office Revolution



#### AFTER

**“The process of negotiating a direct lease can be a very complicated procedure; however, working with National Able Network was a real pleasure.”**

- Randy Olcynk, Chicagoland



#### ASSIGNMENT:

- National Able Network needed to procure office space that could better accommodate clients and staff in the northwest suburbs.
- The new office needed flexible conference rooms and classrooms with configurable office furniture.
- With a complete build-out, we had the flexibility to create private offices, workstations, a computer lab, and a full technology build-out with high-speed internet, wall-mounted smart technology and other learning tools.

#### GOALS ACHIEVED:

- Negotiated occupancy costs 12.7 percent below market value.
- Secured a level-pay rental rate throughout the lease.
- Conveyed a turnkey build-out that met programmatic requirements.
- Created a non-profit space reduction clause in the lease document.
- Secured an early-out clause in a long-term lease.
- Completed the build-out on time and under budget.

## SUCCESS STORY:

### CENTER FOR ECONOMIC PROGRESS

Tax season is the busiest time of the year for Center for Economic Progress, requiring additional staff capacity to seamlessly respond to, and resolve, customer inquiries. More than 17,000 low-income Illinois families receive free tax preparation and financial assistance from Center for Economic Progress' dedicated staff and volunteers.

**National Able Network's Customer Contact Center fielded 6,500 inbound calls on behalf of Center for Economic Progress during the 2015 tax season, resolving 81 percent of client inquiries on the spot.**

**“Tax season requires that we increase our ability to field a significant influx of client inquiries within a very short time period. National Able Network's Contact Center allowed us to handle the volume during the time period when it was most needed, and they provided an exceptional level of care and support to our clients.”**

- Raissa Allaire, Chief Operating Officer, Center for Economic Progress

## SUCCESS STORY:

### INNER VOICE

In 2012, Inner Voice, like many nonprofit organizations, was experiencing funding cuts and was faced with the challenging decision of scaling back either program services or their administrative necessities. They looked to National Able Network for cost-saving solutions to address their ongoing financial reporting and information technology resources.

**The back office infrastructure support National Able Network provides to Inner Voice equates to 27 percent in annual savings, or 2 percent of the organization's total operating budget.**

**“The mission of Inner Voice is to help socially and economically disadvantaged individuals achieve self-reliance. Coming out of the recession, our organization was in need of financial reporting and information technology resources to continue to serve Chicagoans in need of shelter and support. National Able Network gave us expert nonprofit financial reporting advice and information technology services that have helped us create and maintain greater efficiencies.”**

- Jackie Edens, Executive Director, Inner Voice



Expand your mission impact with back office support from National Able Network. National Able Network, Inc. is a leading national non-profit organization that provides a variety of infrastructure services to growing organizations seeking to improve their operational efficiencies and customer services, reduce risks and overhead costs, and achieve operational excellence. The full breadth of infrastructure services includes finance, accounting and fiscal agent services, payrolling and benefits, inbound and outbound call center services, and IT network and desktop support.

[nationalable.org](http://nationalable.org)

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TO RECEIVE A QUOTE.