

GoTo

**Streamline your
operations with
reliable, secure, and
easy to use remote
work tools**

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Meet our speaker



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GoTo Product Lead, APAC





Agenda

- ✓ Who is GoTo?
- ✓ Characteristics of a Successful NFP
- ✓ Customer Case Study
- ✓ Q&A





Your GoTo. Making IT easy, anywhere.

Flexible-work software

connect and support your employees and customers from anywhere, any-way, on any-device.

A single app at a simple price

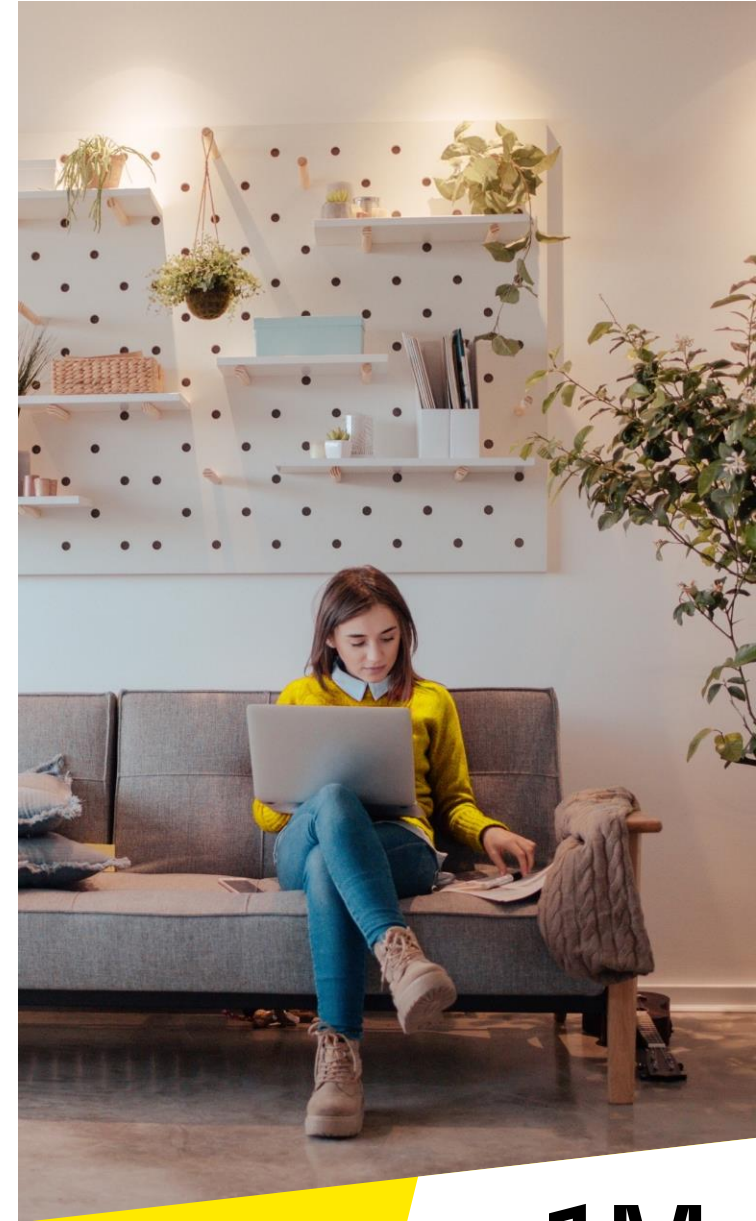
tools powerful enough for the enterprise yet built to deliver value to SMBs. Easy to use, deploy, and buy.

Secure foundations built on trust

99.99% up-time, 24/7 dedicated support, zero trust security.

Ecosystem-invested

integration partners like Slack and Microsoft, and a global channel partner network.



Nearly **1M**
customers with
over 12M annual
licensed users

You need to keep your employees and customers connected and supported. **Meet your GoTo.** Simple. Secure. Flexible.



Characteristics of a Successful NFP

They are....



Agile



Focused on their mission, always!



Donor-centric



Develop diverse funding sources



Able to mobilize and inspire others



Digitally-savvy

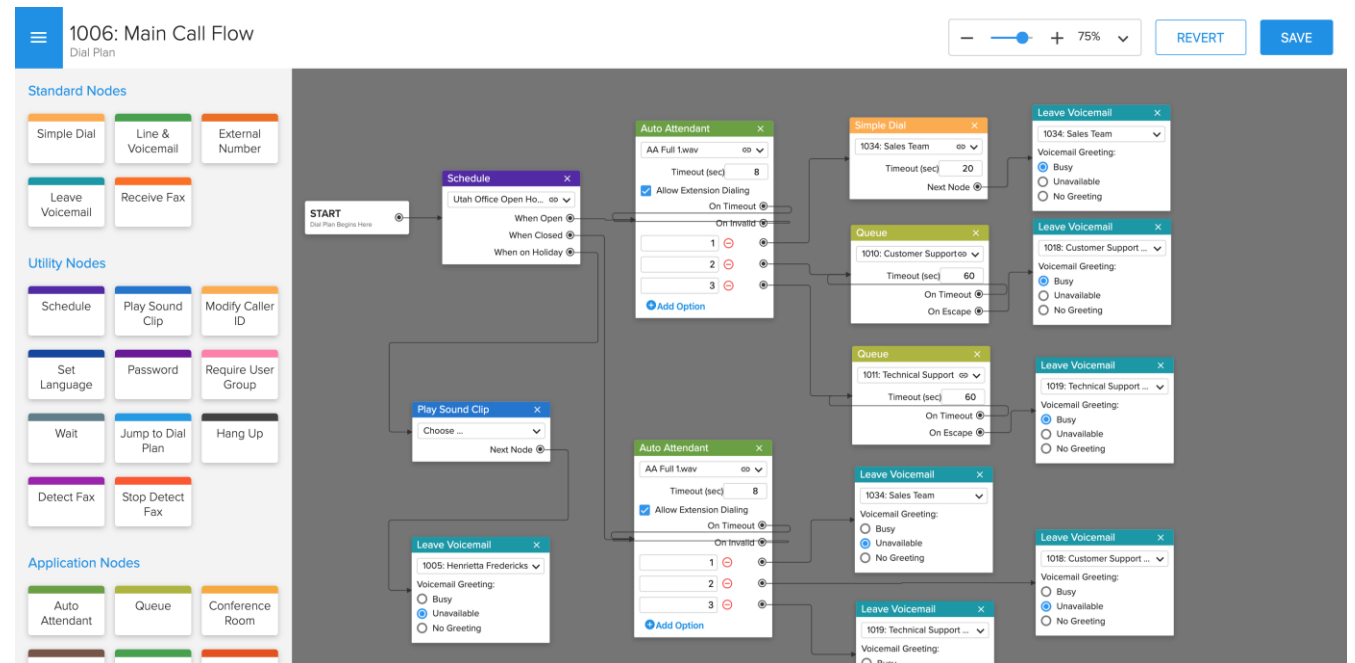


Continuously listen and improve

Agility

Agile non profits are all about responding to change rather than following a dusty yearly plan sitting somewhere on the office shelf.

- ✓ 24/7 helpdesk allows NFPs to make changes to their business communications rapidly
- ✓ Easy to self administer platform allows fast response to changing landscape without needing our helpdesk
- ✓ Internet based applications can be used anywhere from any device



Mission Focus

The mission statement is shared alongside the vision and the values with employees at every level of the organization and all other relevant stakeholders.

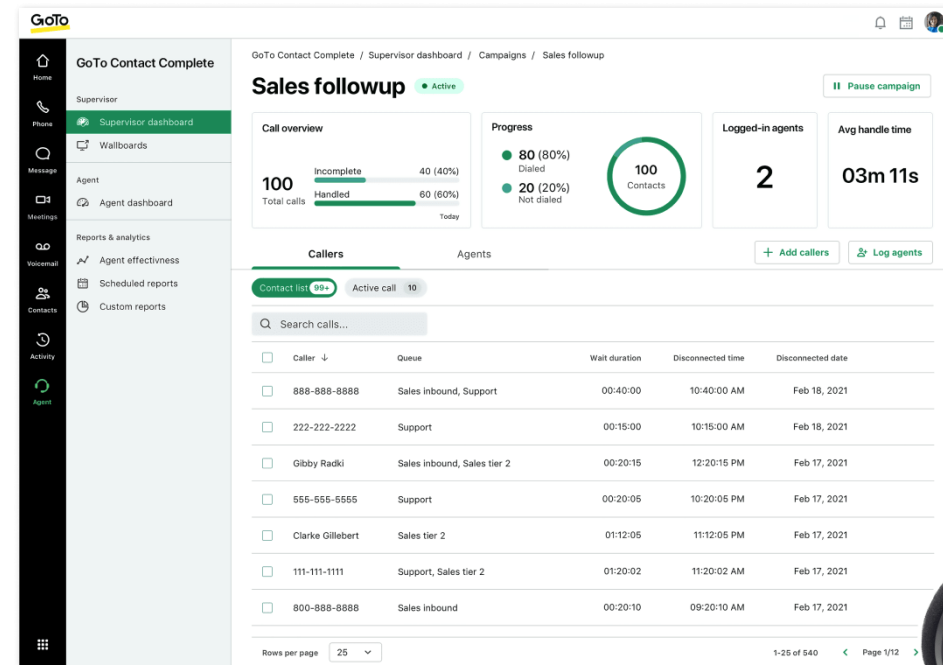
- ✓ Let us focus on the communications with an all inclusive solution backed by SLAs and let the business focus on the mission
- ✓ No Bill Shock with included minutes, support and services.
- ✓ Effective communication across voice, video and virtual events



Donor Centricity

A truly donor-centric organization focuses on communicating with their donors how they (the donors) made things happen

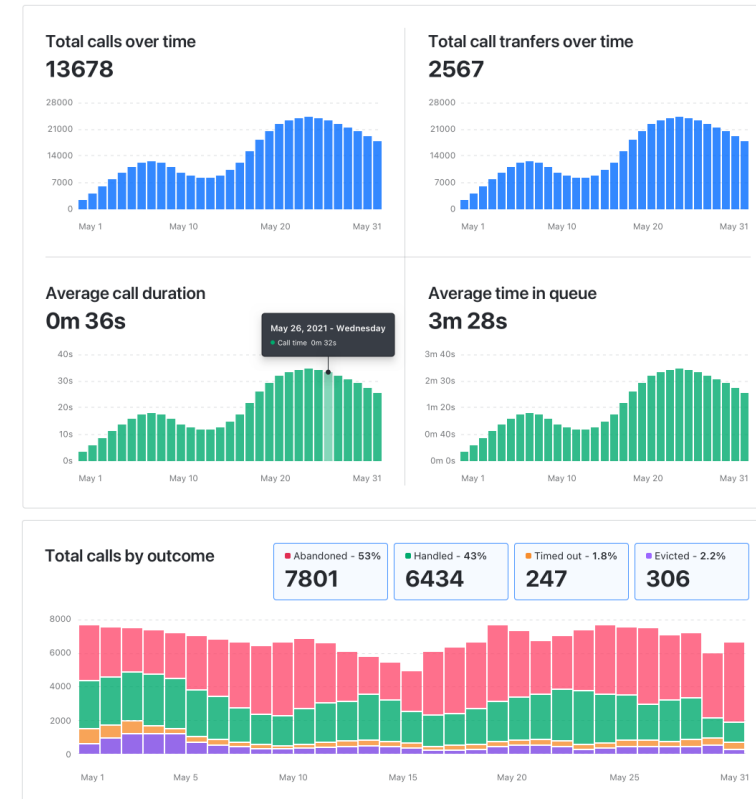
- ✓ Outbound dialer for efficient reaching out to the donor base
- ✓ Webchat support for digital engagements (Facebook and WhatsApp)
- ✓ Analytics available to provide transparency to the Donors
- ✓ Security and Privacy



Funding Diversity

There are many possible funding sources out there: individual donations (online and offline), grants, corporate sponsorships, membership fees, selling goods and services, in-kind donations, and more...

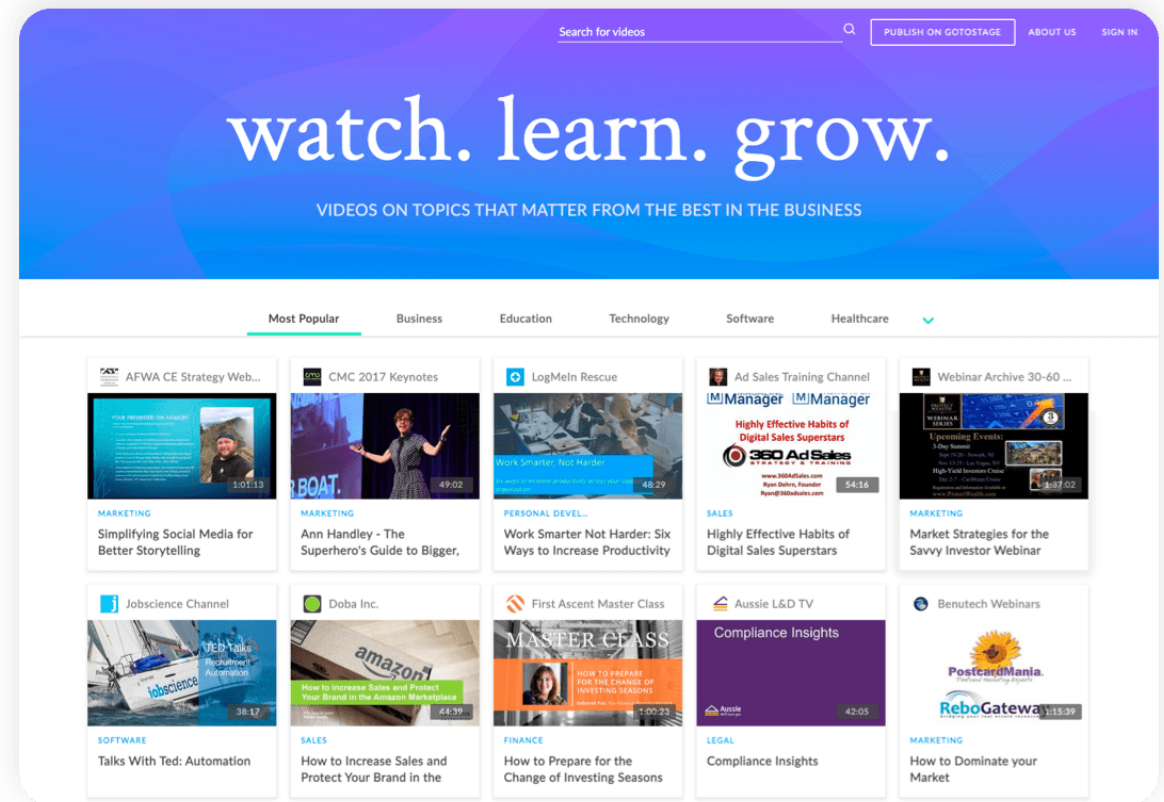
- ✓ Use of analytics to provide effort and activity reporting in achieving targets
- ✓ Webinar, video and voice tools to communicate at scale and as required.



Mobilise & Inspire

Great nonprofits push past the boundaries of their organization. They inspire others to take action

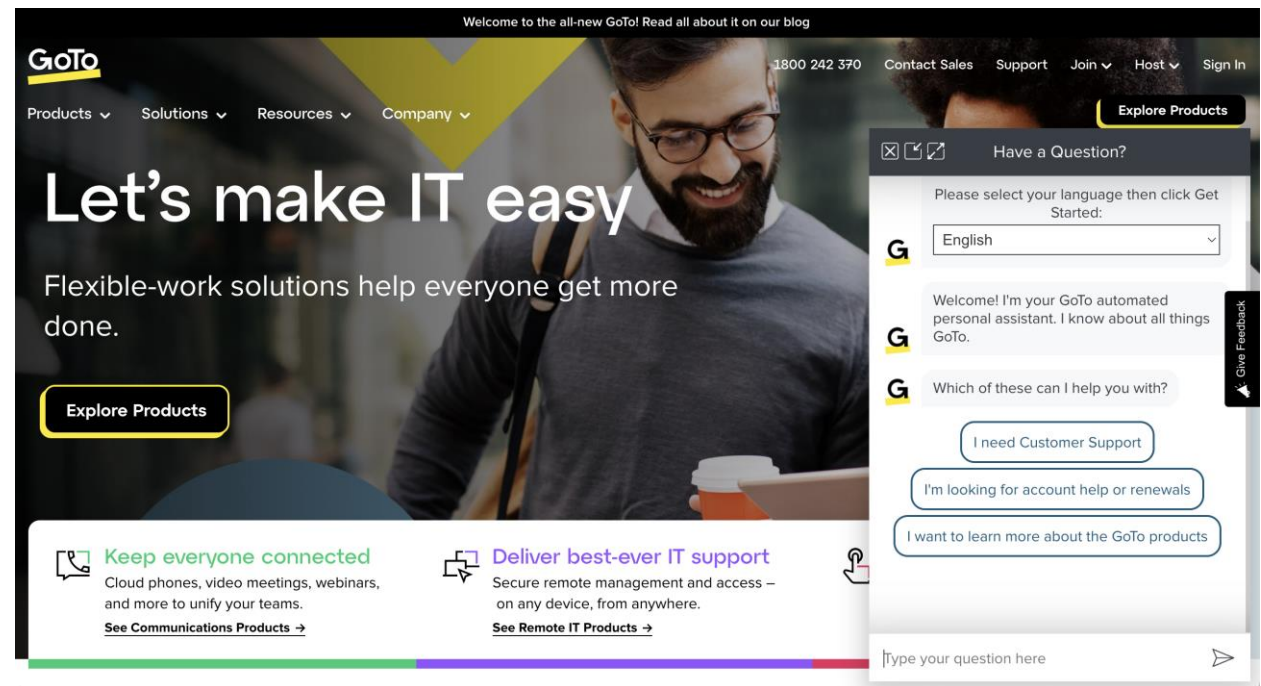
- ✓ Make communication easy, across any media and at scale
- ✓ Onboard new members, enable volunteers easily and quickly.



Digitally Savvy

Digital can improve a non-profit's operational efficiency, increase mission impact, and enhance sector competitiveness.

- ✓ Webchat support for digital engagements (Facebook and WhatsApp)
- ✓ Integration with CRMs
- ✓ Provide tools that millennials are expecting



Continuously Listen & Improve

Use a variety of innovative approaches to identify, share, and apply results and lessons learned from their programs and initiatives”

- ✓ Communications tools that allow you engage with donors, staff, volunteers and other organisations effortlessly and reliably
- ✓ Analytics that show what is happening in your business communications including volumes, missed calls, peak periods
- ✓ Call and meetings recording and transcription for review of content and sentiment
- ✓ Whisper and monitor capabilities enable coaching of staff and volunteers





Customer Success Story



Industry: Not-For-Profit



Challenge

Physical phone system that required staff to be in the office to operate it, and not able to evolve to meet flexible working needs

Solution

Flexible, easy-to-manage cloud-based telephony solution that puts the control in your hands and making data accessible to off-site users

Results

Increased productivity by enabling staff to work flexibly and greater employee job satisfaction



Carolyn Kleiman
Executive Assistant,
Y Whittlesea

"I was quite surprised at how quickly the staff all learned how to use the new platform - I thought I'd get a lot more questions. Feedback from the team has been positive. They love that the app is on their mobile phone and that they can take phone calls without being stuck to their desks."

- Carolyn Kleiman

Connecting Up Promotion

Premium for the Price of Standard – **45% Savings**

Full PBX functionality – 100+ Feature

1000 minutes of outbound calls per user

5000 minutes of Tollfree inbound

Personal Video Conferencing – 250 participants, recording, transcription

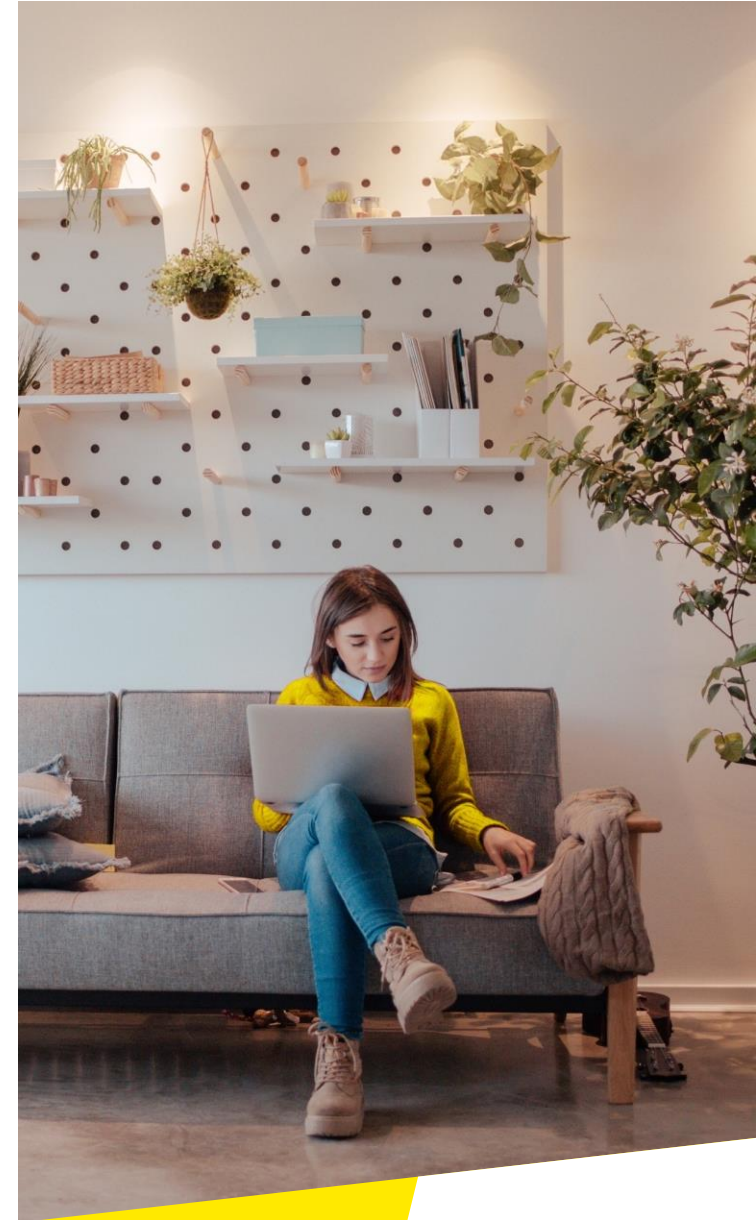
Softphone on desktop, mobile or browser

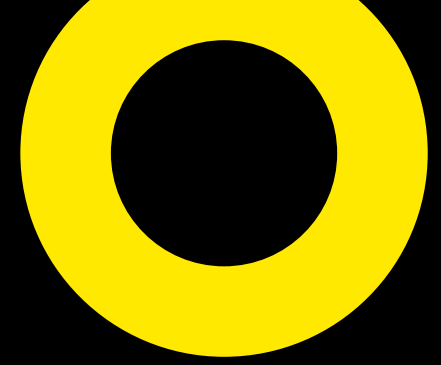
Contact centre for all users - Outbound dialer, Voice and chat, Facebook, Instagram, WhatsApp*, Coaching and training – monitor, whisper, barge, Real time and historical Analytics

MS Teams Connector (where required)

GoTo

Questions?





**Thank you for
joining!**

