

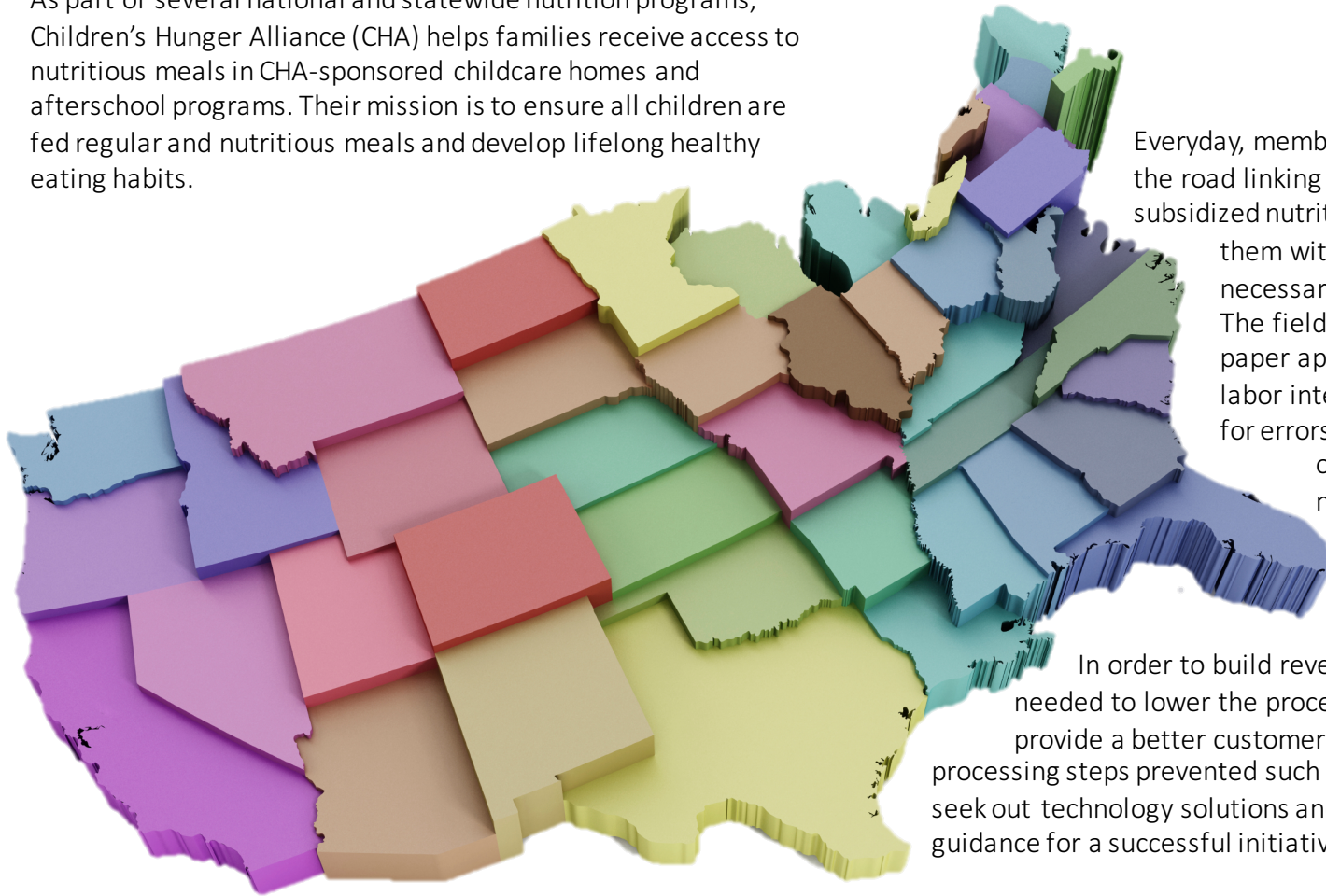


# Children's Hunger Alliance

A Revolution Group Customer Success Story

# Why CHA Needed Revolution Group's Help

As part of several national and statewide nutrition programs, Children's Hunger Alliance (CHA) helps families receive access to nutritious meals in CHA-sponsored childcare homes and afterschool programs. Their mission is to ensure all children are fed regular and nutritious meals and develop lifelong healthy eating habits.



Everyday, members of the CHA team are on the road linking families with various subsidized nutrition programs, and assisting them with all the applications necessary to qualify for such programs. The field team relied on a cumbersome paper application process that was labor intensive, created opportunities for errors, and delayed the processing of applications at a state and national level. Furthermore, system information was inaccessible to the field team.

In order to build revenue in two departments, CHA needed to lower the processing costs of applications and provide a better customer experience. However, certain processing steps prevented such an expansion. CHA began to seek out technology solutions and needed the proper guidance for a successful initiative.



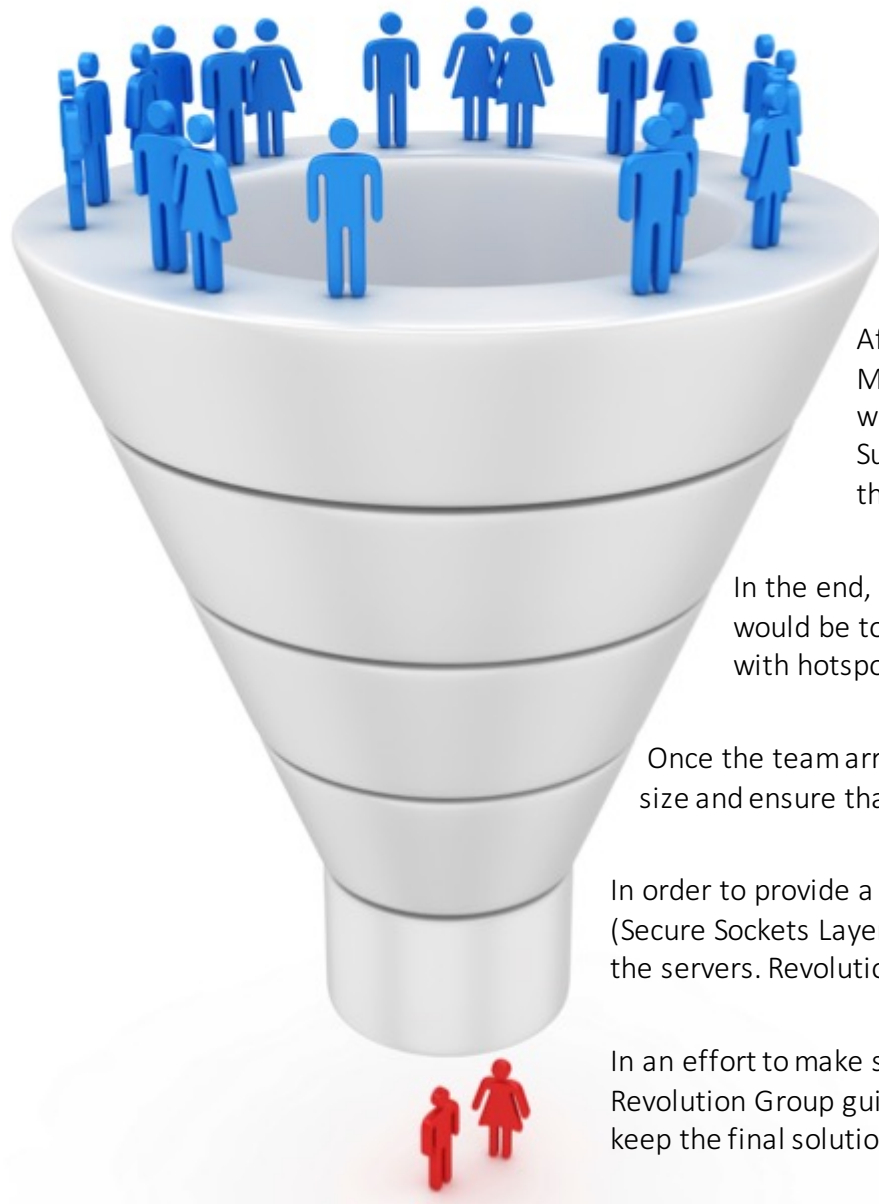
## Finding the Right “Glue”

Implementing a new technology solution in order to provide the field team access to CHA’s system, and provide the team with an intake process that lowered costs overall, required a partner that could “glue” all the pieces together in a cost-conscious way.

*“We needed someone that had the technological expertise to give us proper guidance. Not only did we need hardware knowledge, but also software and overall integration knowledge. We needed someone who had the technological ability to advise us and then be the ‘glue’ that put it in place and worked together smoothly.”*

Alohna Drake, Director of Quality Services, Children’s Health Alliance

CHA researched several hardware companies, retail specialists, office support consultants, and various document intake solution providers searching for the right glue. Drake went on to say, “We believed Revolution Group had the IT expertise, leadership structure, strategic vision and support that were KEY in keeping all the moving pieces moving together.”



## Shaping the Precise Solution to Enable Employees in the Field

After examining a variety of software and hardware solutions such as MiFis, tablets, laptops and scanners, Revolution Group presented CHA with eight possible options. From there, CHA narrowed it down to three. Subsequently, CHA began testing the various options within a subset of their field team.

In the end, the CHA team decided the best solution for their entire field team would be to utilize a laptop that converts into a tablet, combined with a cell-phone with hotspot capabilities in order to provide internet access in remote locations.

Once the team arrived on a solution, Revolution Group needed to scale the solution to size and ensure that it functioned in CHA's IT environment, as well as in the field.

In order to provide a secure environment, Revolution Group put specific SSL Certificates (Secure Sockets Layers) in place to ensure an encrypted link between field workers and the servers. Revolution Group also helped develop a webpage with secure login for users.

In an effort to make sure all the hardware and software solutions were "talking" to each other, Revolution Group guided the technology conversation and had emergency support available to keep the final solution on track.






# An Empowered Field Team Increases Productivity and Processing

With a laptop/tablet hybrid, the CHA team can quickly complete the necessary applications, receive the digital signatures from clients necessary for audit purposes, log orders and immediately send the information back to headquarters. CHA can also immediately follow-up with families about their visit, providing families with better insights about their daily, weekly, and monthly allotments and how much they've used to date.

CHA now has the capacity to link data with statewide systems in real-time, which dramatically decreases monthly processing times. This helps to ensure every family receives nutritious meals in a timely manner.





“The complete line of solutions will improve on-the-spot customer service by having system access to answer questions and check data while in the presence of the customer, including drawn signature capabilities necessary for audit requirements. It will eliminate many paper touches and processing steps. It will allow for the reduction of errors from more manual processing. Forms can be electronically submitted which will flow into the database giving much faster updated information.

Field staff will enjoy the flexibility the hardware, software and document intake solutions allow. The staff has grown in their knowledge of the given solutions, technology confidence building, and over all professional development. It will significantly open up staff availability to focus on deeper customer needs or business expansion.

*...And, it's been fun and exciting.”*

Alohna Drake, Director of Quality Services, Children's Health Alliance



Lunch

## A Strategic Vision

### Building a Complete Line of Solutions for On-The-Spot Customer Service

For future initiatives, CHA worked with their Client Relationship Consultant and Virtual CIO at Revolution Group to devise a strategic plan that was scalable, improved customer experiences and reduced the costly burden of upgrading hardware during refresh cycles.

Now that the field team is having great success with their field solutions, Children's Hunger Alliance plans to scale their complete line of solutions to more teams over the course of the year.

Revolution Group and CHA assessed the need for refresh cycles on their equipment, and devised a soft-rollout plan over several years to offset the cost of upgrading equipment in the future.

Currently, CHA is in the process of implementing Salesforce, the world's leading Customer Relationship Management tool. Salesforce will provide CHA employees access to key information such as schools in the area and family data. It will also track their communication logs with families and provide key insights to application processes. Revolution Group is also assisting CHA's transition to the cloud, which will alleviate the burden of needing access to terminal servers while in remote areas.





## About Revolution Group

Revolution Group is a top-rated, award-winning technology services provider in the Central Ohio area. Revolution Group can solve your business bottlenecks by gaining insight into your day-to-day business processes and providing your company with solutions that will streamline those processes. Revolution Group allows organizations to discover their full potential and then take the appropriate actions based on those discoveries. Not only does Revolution Group provide their customers with managed IT services, they also provide Salesforce consulting and implementation services, and ERP Manufacturing services.

For more information about Revolution Group, visit [www.revolutiongroup.com](http://www.revolutiongroup.com), read our blog, or follow us on the social media sites below.

