

CRAFTSMAN TECHNOLOGY GROUP



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Our mission is to help nonprofit
organizations grow and thrive.



About Craftsman

By aligning strategy and business process with tools and technology, Craftsman delivers:



Transformative Projects

Our talented team of Project Managers, Architects and Analysts provides you with the expertise to ensure your deployment, enhancement + project is successful.



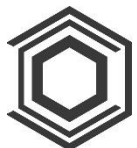
Best-in-Class Industry Solutions

We offer end-to-end implementation services on Salesforce including design, configuration, testing and deployment.



Enduring Partnerships

Our managed services team is your partner for providing support, managing operations, and initiating growth at your organization.



Focus + Philosophy

Social Conscience

- We recognize the unique challenges of nonprofit and social sector organizations.

Engaged and responsive

- We are present and available throughout our work. We are there when you need us.

Project Management forward

- We believe how you manage a project is as critical a factor as the tools and technology to be adopted.

Solutions-oriented

- We look for the root-cause to problems whether it is embedded in technology, process or history.

Technology experts

- Our team of Analysts, Architects and Developers have deep experience in the technologies we apply every day.

Outcomes not Hours

- We measure success based on outcomes not simply hours billed to your project.



Community Development Experts

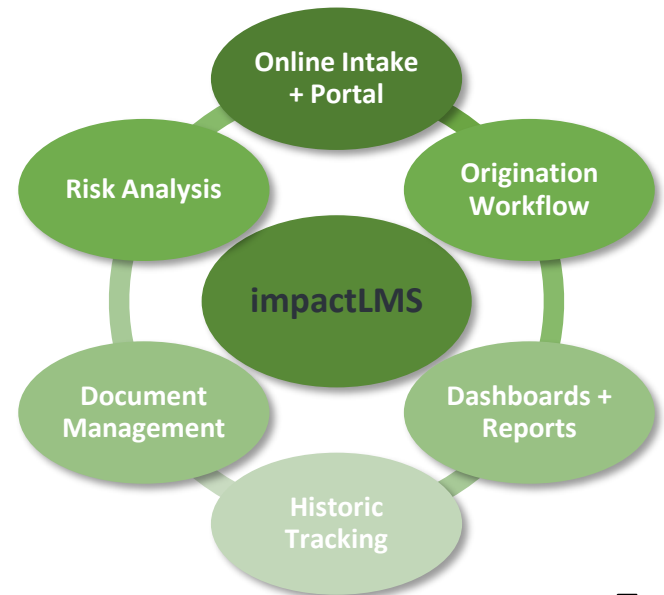


Craftsman's Community Development Practice helps build capacity in those organizations that build capacity in others. We work with organizations committed to ending hunger, reducing prisoner recidivism, resettling refugees, fostering self-sufficiency and other efforts aimed at the common good. We see community development as a natural extension of our core mission.

impactLMS

Craftsman's lending solution, impactLMS, is designed specifically for mission-driven lenders. From a solid community lending core, our projects adapt to meet the unique needs of each organization.

And, through automated processes, your staff can do what they do best: focus on your mission.



Managed Services Professionals



Salesforce is vast. Organizations large and small leverage the platform for a wide range of use cases, including program and mission management, philanthropy, financial services and management, marketing automation and much more. They require forward-looking Salesforce Administration who understands their nonprofit needs and has the technical experience required to manage the system.

Customer Success Manager

Provide a single point-of-contact for all of your admin needs. Stages proactive enhancements and ensures smooth operations. Responds, resolves and escalates to unanticipated needs.

Deep, Occasional Needs

Developers, application specialists, architects or other specialized resources are available to draw on as needed.



Support

We provide a support console for issue, training and enhancement requests. A knowledgebase grows with your organization, providing documentation.

Operations

We proactively evaluate releases and manage upgrades, ensure data integrity and monitor your environments.

Growth

Incremental improvement of systems ensure they grow with your organizations as its needs expand or change.



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Services

The size and complexity of the sector – and constituents' expectations – have grown exponentially in recent years. Organizations need robust systems to provide effective constituent engagement, compete for fundraising dollars, deliver multi-channel communications, and execute programs. We help you navigate change and sustain innovation to further your mission.

**Deploy NPSP or
Salescloud**

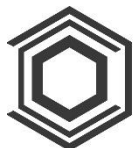
**Deploy Fundraising,
Sales + Marketing Tools**

Deploy impactLMS

Project Management

**Enhance existing
Salesforce Solution**

**Salesforce
Administration**



Strength in numbers means having a partner who understands the complex nature of technology and human nature.

When the Network needed a team who was knowledgeable, responsive and project oriented, Craftsman stood out and backstopped our strategic goals with professionalism and expertise.

Rox Etheridge, VP
Digital Operations
Accion in the U.S.

Craftsman as a whole has been a powerhouse of support and convenience.

The ingenuity and consistency of the staff is incredible. I could not ask for a better team of professional, understanding, patient and informed group of individuals.

April Ettinger, Director
Operations
UESF

Customizing and implementing a brand new loan management system — the heart of our operations — was a massive undertaking for our small nonprofit organization.

Craftsman kept us on track , deftly and quickly handled unexpected challenges, and played an essential role in making this project a success.

Kim Kaplan,
Deputy Director
Hebrew Free Loan Society

