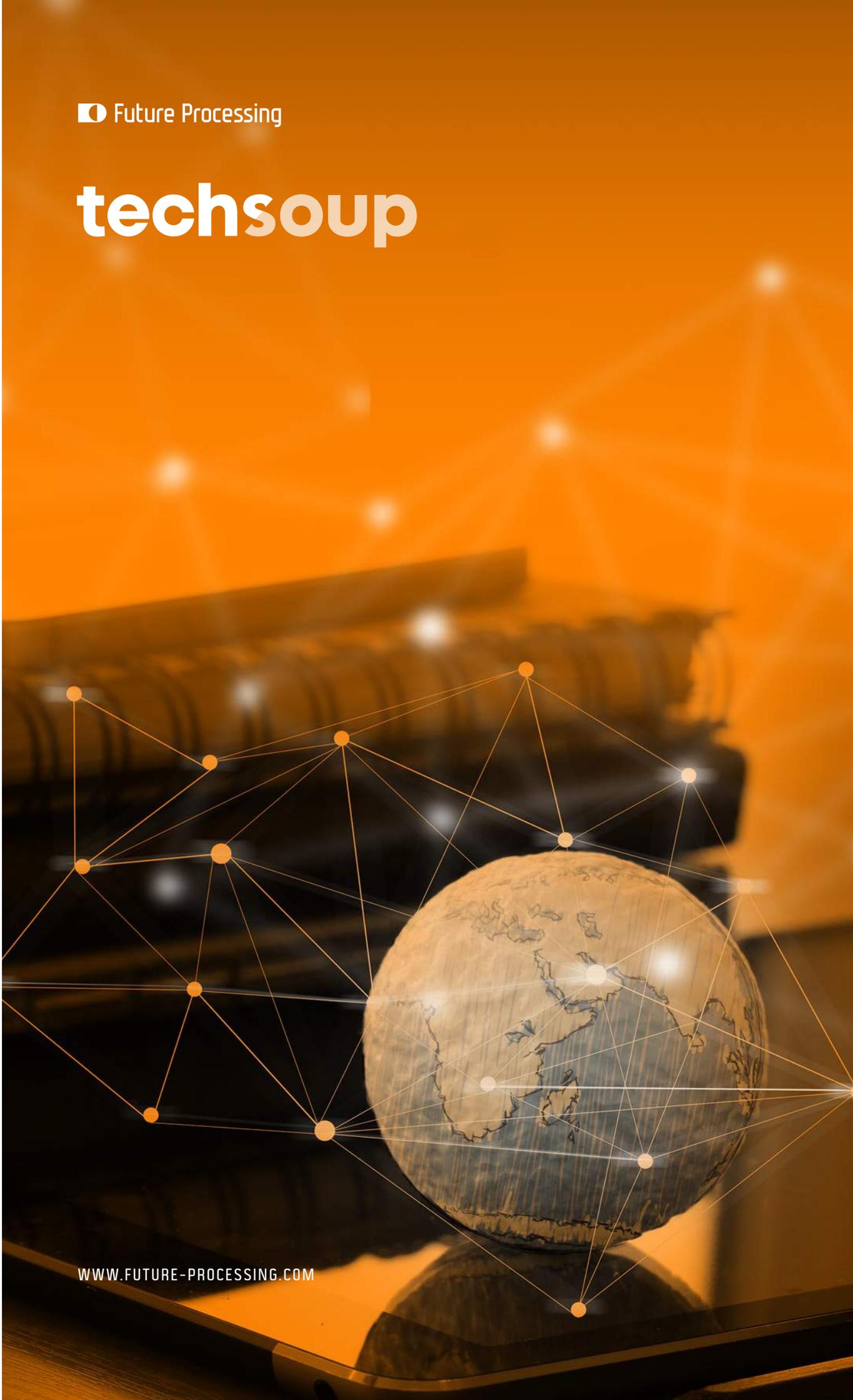




Future Processing

techsoup



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ABOUT THE CLIENT

Our Client, TechSoup (TS), was founded in San Francisco in 1987 and helps non-profit organisations and libraries in the world access resources and technology knowledge, which they need to operate at their full potential.

Each month more than 250,000 individuals visit TechSoup to make informed technology decisions, become part of a community, request product donations, and make connections that fulfill their needs.

As of 2014, TechSoup employs 200 people and has a global reach of 125 countries across Africa, the Americas, Australia, Asia, and Europe. The company is still expanding into other countries aiming to cover the whole world in a few months, assisting hundreds of major IT&C corporations with their contribution to civil society and connecting with approximately 700,000 NGOs.

FUTURE PROCESSING'S ROLE

Our cooperation started in August 2010, when TechSoup was looking for an outsourcing partner outside the USA as a cost-effective use of resources and source of skills. Over time, we have completed the following projects:

PROJECTS

NGOSOURCE.ORG

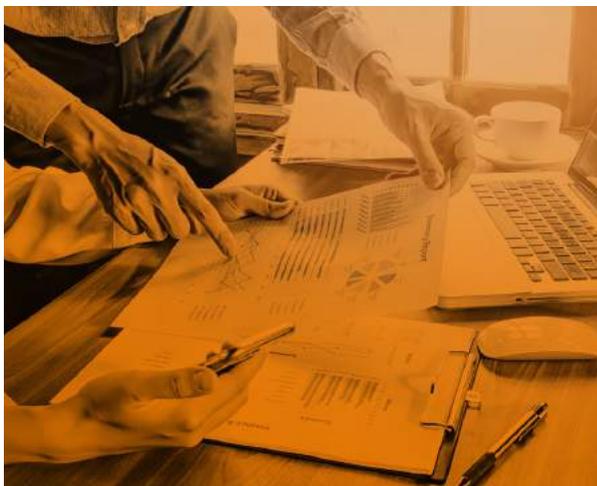


NGOSource.org – a service that aims to streamline worldwide philanthropy and simplifies the formal process of direct donations.

There are a lot of non-governmental organisations (NGOs) that are happy to offer their support to communities that need it. However, making a donation is not as simple as it seems, since the process is strictly regulated by law and there are many conditions that have to be met.

Using the website, NGOs complete a questionnaire, on the basis of which a decision is made whether support can be granted by philanthropists and on what terms. Using this solution, sponsors in the USA can search through the base of registered NGOs from around the world and reach them directly, with technological and financial support, or have their own candidates validated against stringent criteria.

Future Processing created the functional part of the system, enabling, among others, access for registered users. We worked on legacy code of the existing solution, implemented the majority of core functionalities and were responsible for performance testing and process automation.



TECHSOUP'S NETWORK PLATFORMS



TechSoup's Network Platforms – a set of platforms which focuses on the development and maintenance of a network of Partner Platforms in approximately 50 countries around the world.

Our role is to support existing features and develop new ones, so that each platform has the same functionalities. Current features include NGO registration, a product list, shopping cart and a profile of the ordering organisation. They are aimed at simplifying and unifying the donation process.

Ultimately this work provides the platforms for TS to provide NGOs with technological solutions offered by local and global donors such as Google, Microsoft or Adobe, for a nominal administrative fee or at significantly reduced market prices.

Applying SCRUM methodology allows us to react to changes happening on the market with more agility.

GUIDESTAR INTERNATIONAL



GuideStar International - an organisation based in London, for which we have developed and maintain a platform capable of storing, displaying and updating data for their network of civil society organisations (CSOs).

It is a solution that allows all the CSOs to report on their aims, activities, accomplishments and finances, adding transparency, accountability and visibility to their philanthropic work.

NGOK
(A PART OF TS'S VALIDATION SERVICES)



Apart from working for the above mentioned divisions, the biggest project we executed from inception to go live was technically developing the NGOk Product.

The NGOk product enables TS to validate NGOs (i.e. ensure they are true NGOs) for other organisations (e.g. foundations, service providers, product providers, volunteers) and was built in cooperation with the TechSoup and Guidestar's teams.

The product has now been deployed on behalf of Google, as a part of the Google for Nonprofits programme, and Microsoft for some of their philanthropic channels, with other global customers soon to follow. As of 2015, the validation service is available for institutions operating in more than 40 countries, including, among others, Australia, Brazil, Canada, France, Japan, India, Mexico, New Zealand, and Singapore. There are already targets to reach all countries in a few months.

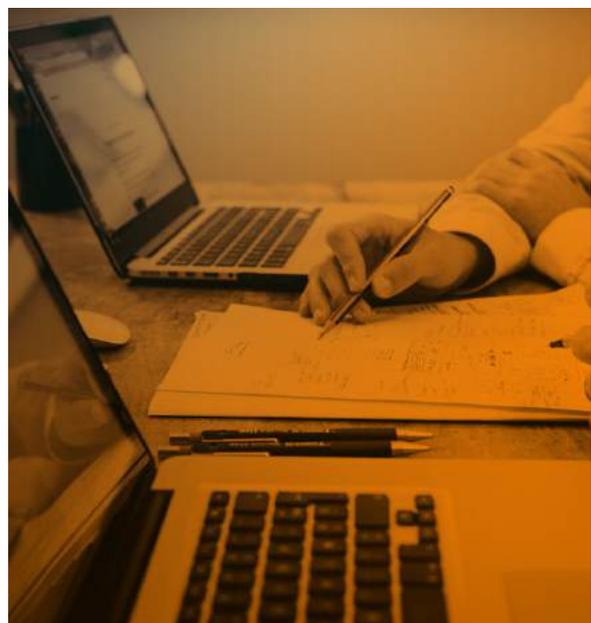
Non-profit organisations wishing to benefit from this assistance, must register in the database of TechSoup's partner for a given country such as, e.g. ConnectingUp in Australia or ADB Solidatech in France. Then each organisation undergoes a verification process and receives a unique identification key. This allows donors to identify the institution and confirm that it has been validated by TS as being a true NGO that meets established standards in that country.

The development and product refinement process took almost two years. To meet vital requirements related to availability, performance and security of the system, we decided to implement NGOk in Amazon Web Services (AWS). We have also introduced Virtual Private Cloud, which increased security standards and our team reviewed and tested the security of parts of the product's system to ensure they are robust and secure.

What I consider a success story is definitely the time when we built NGOK from scratch with Future Processing. We had to iterate around it and we had to find the right solution for it. Future Processing strongly responded to our needs and delivered a solution that met our requirements and iterated to changes and integrated to other technology. We were pleased with their adaptive approach. Today the product is working well in production and integrates with our other components in other technologies.

This was also a good example of where we used our Future Processing's resources and scaled them up and down. Future Processing provided what we needed at the time. That's why, I would classify it as a good project, which showed how flexible Future Processing can be. It indicated that Future Processing can not only build a product, but also flex to levels of coverage needed in various stages of development.

JONATHAN TOOMER,
Senior Director Global Data Services



SOLVING A BUSINESS PROBLEM

We have greatly contributed to creating an innovative system that is aimed at enabling social change and helping contributors understand the NGO sector.

Apart from the project work itself, we were also able to refresh the TS's code base and agree on a plan for further development. What's more, our ideas regarding improvement on technical and process level, are frequently encouraged and embraced.

We found that frequent communication and on-site visits were vital to ensuring a clear understanding of requirements. Our team became very knowledgeable within the Client's domain. This allowed us to suggest additional features, agree on specific technologies and propose new solutions.

“We really appreciate the technical skills. Also, the rate is competitive, but at the same time we get experienced, competent technical people. Another merit is the relationship that we have. It feels more like a partnership that has grown over the last few years.”

What I like most about Future Processing is the combination of these things: a competitive rate within good technical skills, the ability to be flexible and being treated as a partner.

JONATHAN TOOMER,
Senior Director Global Data Services

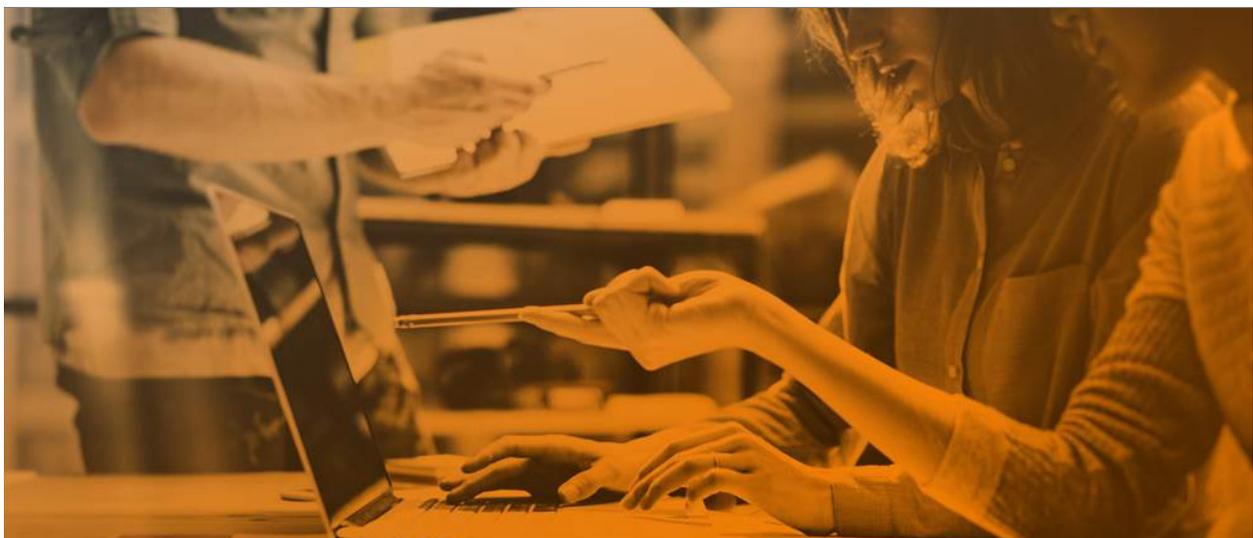
CHALLENGES

Considering the impressive vision of the projects we have done for TechSoup, we can safely say that we were constantly challenged and we were more than happy to participate.

There were many stakeholders, meaning there were a number of people involved in several projects. These stakeholders, along with a fair amount of data had, to be managed effectively and according to the laws of individual countries - which was at times a challenge.

As always, the need for clear and frequent communication with the stakeholders was very important to us. As the various branches were located in different parts of the world, it was necessary to coordinate this communication effectively, taking into account time differences. We also implemented a robust project management process which supported communication and ensured clear visibility of progress at all times.

The successful delivery of these projects, gives evidence to the fact that location is not a blocker in delivering successful software projects, as long as your outsourcing partner is focused on clear communication and can demonstrate effective project management.



WHAT HAVE WE LEARNED?

The approach that once again proved vital was important for us to the Client in frequent progress updates, where we presented the product. It was important to us to constantly gather feedback and analyse it on a regular basis. By doing so, we were able to a better understanding of business needs and we could make sure that the end product would be suited to the requirements.

On a technical level, NGOk project required applying then emerging technologies such as ElasticSearch and Amazon Web Services. Our engineers learned them quickly and, since we are a learning organisation, they didn't keep this knowledge to themselves. Instead, they shared it internally, within Future Processing, as well as during external conferences.

LOOKING TO THE FUTURE

TechSoup has plans to extend the range of Partner Platforms to 140 countries, which should be completed in a few months. We are delighted that we will be able to take part in their future plans by developing existing projects and adding new functionalities.

Yes, we are satisfied. Most importantly with the fact that we are treated as a partner. We don't feel that it's just a traditional customer - supplier contracting bodies relationship. Future Processing listen to our needs, tailoring their approach based on our requirements.

JONATHAN TOOMER,

Senior Director Global Data Services

PRIMARY TECHNOLOGIES AND TOOLS USED:

- Amazon Web Services
- ASP.NET 4.0
- ASP.NET MVC 4.0
- Automapper
- Bootstrap
- CiviCRM
- CSS3
- Drupal
- ElasticSearch
- Entity Framework
- GIT
- Google Analytics
- HTML5
- JavaScript
- Jenkins
- JetBrains - PhpStorm
- JMeter
- jQuery
- Knockout
- LINQ
- Linux
- Log4NET
- Microsoft Moles
- Microsoft Reporting Services
- Microsoft Visual Studio
- Microsoft SQL Server
- Microsoft Unit Tests
- Microsoft Windows Server
- MySQL
- MSBuild scripts
- NetBeans IDE
- PHP
- Python
- Resharper
- RhinoMock
- Selenium
- StructureMap (DI)
- StyleCop
- SVN
- T-SQL
- Unit Tests
- VPC
- WCF
- Web
- WebAii
- xUnit



TECHSOUP ABOUT US



techsoup

MICHAŁ SZWARC

Senior Director,
Head of Global Operations

WHY DID YOU CHOOSE FUTURE PROCESSING?

- I joined the team when Future Processing has been working for TechSoup, which already had its headquarters in Poland. We were looking for an IT company to provide us with particular skills needed in a project and Future Processing seemed to be the best choice for us.

WHAT DISTINGUISHED US AGAINST THE COMPETITION?

- While looking for an outsourcing partner, we noticed that Future Processing is a big, experienced company. Back then you had around 150-200 people and you were still growing. I'm happy to see your vast expansion and that you've used your size wisely. The fact that so many people are eager to work for you also means a lot to us.

ARE YOU SATISFIED WITH OUR COOPERATION?

- Yes, we are pleased we've made that decision. Also, Future Processing's welcoming approach towards clients makes the collaboration even more satisfactory. We feel that Future Processing is very open to us.

WHAT DO YOU LIKE MOST IN FUTURE PROCESSING?

- I like the fact that you have experience in working with non-government organisations. Also, I really admire the way your CEO, Jarosław Czaja, works and the approach he follows. He has got the right attitude towards the people working in Future Processing. Facilities like kindergarten or the way your offices look – these are all incredible factors that make Future

Processing an employee-friendly company. The culture was very appealing from the beginning and I think it is amazing. I feel that openness every time I visit your offices.

WHAT HAVE YOU GAINED THANKS TO COOPERATION WITH FUTURE PROCESSING?

- Thanks to cooperation with Future Processing we didn't have to recruit additional people and we could focus on developing our business. For that reason, outsourcing was a success, because in a short time we got a devoted team of experienced engineers.

We feel that we can rely on Future Processing to deliver the right solutions. We have worked together for many years and we do see tangible results. During our cooperation, Future Processing also came up with ideas which were well received in TechSoup.

HOW DO YOU SEE THE FUTURE OF OUR COOPERATION?

- We plan to continue the cooperation. We have a significant backlog of tasks, but we also plan to extend the collaboration on new areas. As long as Future Processing is able to keep up with the latest technologies, I expect the cooperation to last.

WHY DID YOU DECIDE TO OUTSOURCE?

- We plan to continue the cooperation. We have a significant backlog of tasks, but we also plan to extend the



collaboration on new areas. As long as Future Processing is able to keep up with the latest technologies, I expect the cooperation to last.

effective, compared to domestic markets. Also, Poland is famous for its IT experts. Why look somewhere else, when we have so many possibilities available within distance?

WHY POLAND?

— What makes Poland such an attractive location for software outsourcing is the fact that it is possible to be cost

 CAN WE HELP YOU SOLVE YOUR BUSINESS PROBLEM? CONTACT US TO FIND OUT.



CONTACT US:

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