



# Data Reporting Pain

## Integrating Data for Results!

### THE CHALLENGE

Late in 2011, the Urban League of Greater Pittsburgh, after conversations with the team at Visvero, realized they could have the best of both worlds. Their existing All Agency CRM system, combined with the Visvero CARES solution was cost-effective, easy to use from a user perspective and robust enough to provide them with the detailed reports they were looking for.

### VISVERO'S SOLUTION

Visvero implemented our CARES solution - a customized, scalable solution that enables the ULGP to extract data from their current All Agency CRM and input it into the CARES Reporting System, which is installed as a stand-alone model. The CARES Reporting System provides the end user with a variety of tools at their disposal - including dashboards, charts, graphs and detailed reports.

### THE RESULTS

Using the CARES application, the Urban League of Greater Pittsburgh is able to give detailed reports back to their funders on specific program success as well as where changes need to be made to demonstrate more significant ROI. The ULGP staff, in turn, has better insight through daily snapshots of how clients are progressing through various programs, and whether or not they're utilizing other ULGP programs that might be a good fit for them.

### URBAN LEAGUE OF GREATER PITTSBURGH

- Founded in 1918
- One of the most accomplished Urban League Affiliates in the nation with a perfect 5 out of 5 in the most recent review by the National Urban League.
- ULGP offers a variety of education, employment and housing programs to more than 28,000 individuals each year as well as programs tailored to specific needs.