



Organization Background

For 118 years, Utah Food Bank has stayed true to its objective of serving those in need throughout the state. A proud member of Feeding America, Utah Food Bank works tirelessly with community partners and volunteers to continue making an impact and fulfilling its mission of **Fighting Hunger Statewide**.

The Problem

The coronavirus pandemic changed UFB's entire world. As the only Feeding America member in Utah, and supporting some 200 partner entities throughout the state, UFB saw the need to establish satellite branches, thus the need to upgrade from Raiser's Edge 7 to RE NXT. This resulted in losing custom integration functionality on which they had fundamentally depended, including a custom connector for Luminate Online and TeamRaiser.

Omatic Solutions Delivered

ImportOmatic with the Luminate Online Connector, powered by Omatic Cloud

UFB Pain Points

- As a result of the pandemic, UFB experienced a high volume – and an enormous increase – in virtual food drives and events. The standard integrations for Luminate Online and TeamRaiser were simply unusable.
- The food bank uses multiple payment processors, and payment volumes also increased geometrically.
- Donor and gift data files received from corporate employee campaigns and crowdfunding platforms resulted in a time-consuming, heavily manual data entry process.
- Duplicate records and the proper casing of names were always an annoyance, but increased gift volumes intensified the challenge of preventing duplicates and keeping RE NXT current and clean.



Omatic exceeded our expectations and continues to be a game changer for our organization. Omatic's Luminate Connector, took a frustrating, multiday gift entry procedure and made it into a 1-to-2-hour process.

Julie Adams-Chatterley
IT Database Specialist

By Deploying Omatic Integration Solutions

- ✓ UFB is saving 4-6 hours per day just on Luminate Online and TeamRaiser imports. And for a high-volume day – which might include 3000 new donations – what took up to five days of processing now takes about an hour.
- ✓ UFB can now use ImportOmatic for integrating payment processor data into RE NXT – from BBMS, IATS, and Authorize.net – it has been a 'game changer.'
- ✓ The food bank also started using Omatic for importing files received from Benevity and JustGiving – it has taken days off data entry. Another 'game changer.'
- ✓ The UFB team has found Omatic exceptionally valuable in preventing duplicates – leveraging Omatic's proprietary matching algorithm as well as the ability to see data differences during the import process. Duplicates can be mitigated 'on the fly' rather than risk creating erroneous duplicate records. And, the ability to correct capitalization upon import is tremendously important to the data manager.

The Difference Automation Has Made

UFB's data entry coordinator now has the time that he never had before to be strategic in terms of being proactive – it's a really different feeling not to feel the pressure – and to have the time to effectively validate data and ensure that information coming into RE NXT is clean and complete.

Automation has alleviated manual effort and the errors that go along with it. It has given UFB team members the ability to take on more meaningful work, which is furthering their ability, not only to Fight Hunger Statewide, but also to expand their own roles in a way that's very meaningful. Omatic has directly helped relieve pressure and improve quality of work-life. Also, the accounting team now loves the development team – their numbers match, and they are able to reconcile their systems sooner.