

# FINDOCK CUSTOMER IMPACT

2022 nonprofit snapshot

The FinDock customer impact snapshot highlights some of the benefits our nonprofit users are experiencing by extending Salesforce with FinDock. It's a challenging time for nonprofits as they adapt to meet ever diversifying donors' needs, while at the same time keeping costs low and efficiencies high. We're grateful for the partnership our customers and the Salesforce eco-system have shown, enabling us to develop a platform to help nonprofits tackle those challenges in a way that supports them today and also sets them up for future success.

## At a glance, FinDock users report:

**+169%**

Increase in user satisfaction

**+156%**

Improvement in data quality

**+150%**

Improvement in donor insights

“Salesforce and FinDock offer us more opportunities for the future; to better understand our donors and target them in ways that will result in increased regular income.

**GREENPEACE**



# 91%

## of FinDock users experience better donor insights

Only nonprofits that truly understand their donors can deliver experiences that both convert and increase the donor life-time value. With FinDock, donor transactional data is accessible across teams so that insights can be used to drive better decisions and more intentional donor engagements.

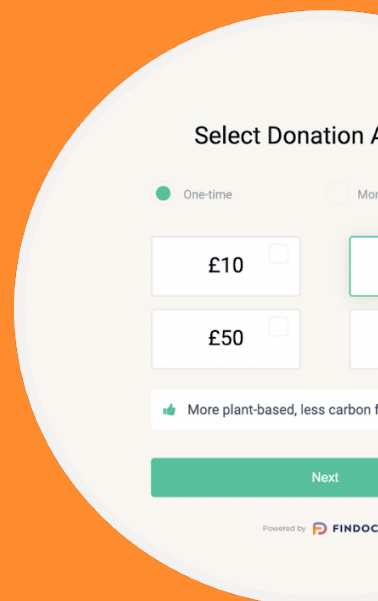
“With Salesforce and FinDock, we’re able to engage with donors in more meaningful ways with less effort.”



# 12x

## faster to launch donation campaigns

The last thing a fundraising team needs is a delay when launching an appeal or campaign. Whether you’re building an end-to-end program with Giving Pages, or adding payment methods to a custom donation page, rest assured you’ll be live in time with FinDock and Salesforce.



“FinDock’s Giving Pages are easy to use; I can create one for every situation I need in just 1 hr.”

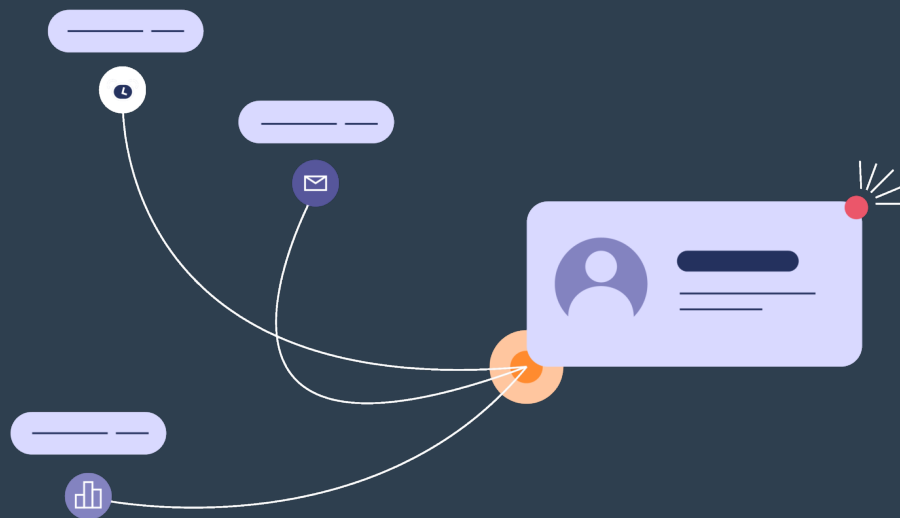




# 9<sub>out of</sub> 10

## are using payment data to launch journeys

FinDock turns payment data into Salesforce data meaning you can launch workflows and journeys with ease; whether that's to help drive process efficiencies or to automate supporter follow up and/ or engagement.

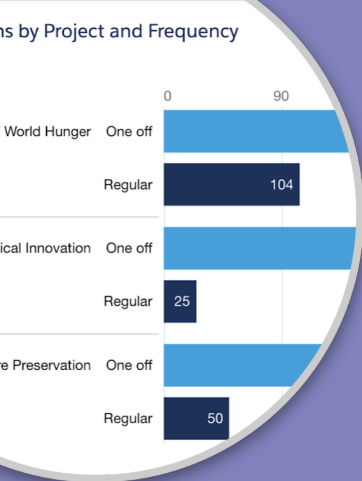


“

We've **reduced our direct debit fails by 60%** since using FinDock. If something happens with a Direct Debit, we start a journey with a donor, informing them that the Direct Debit has failed and requesting if we can get in touch.



**Save the Children**



↑ **156%**

## improvement in data quality

Having payment data in Salesforce gives you a complete 360 degree view helping your teams make better decisions, spend less time on manual data management tasks and collaborate better together.

“ Now I can see how many donations came in and from what source, day, currency, and country.

**VEGANUARY** ✓

↓ **70%**

## reduction in time spent on reconciliation

With a powerful matching engine that offers users full transparency and control, FinDock users are improving efficiencies and increasing data integrity in their Salesforce system.



“ Before FinDock, it used to take us two weeks to get caught up with processing donations after the Christmas break. This year, it took us two days, even though donation income is growing.

**Wyc/iffe  
Bib/e  
Trans/ators**



# 2x

## times as fast to set up new payment methods

When nonprofits respond to changing preferences it helps donors know they're being listened to. Our customers tell us it's twice as fast to add new payment methods with FinDock, compared to other providers. In addition, FinDock allows users to mix and match payment processors and methods depending on the use-case.

“

*The combination of FinDock and Salesforce allows us to adapt to donor preferences and continue to develop without payment limitations.*



# ↓90%

## reduction in external development costs

FinDock makes it easy to manage payments related development in-house so that your teams can be more in control, and costs can be kept low.

“

*We save around €10,000 per year on development costs because of FinDock.*



## FinDock: Payments on Salesforce.

FinDock is a native application that unlocks payments on the Salesforce platform. As payment methods and channels diversify, organizations need to be agile in order to meet their supporter needs now and in the future. FinDock makes this possible.

With a robust payments architecture and user-centered tools to control end-to-end payments management, FinDock enables any organization to accept, process, and reconcile all payments directly in Salesforce.

And with unified and actionable payment data in Salesforce, you'll not only be able to achieve operational efficiencies but also deliver more meaningful and valuable supporter experiences.

Find us on the **AppExchange**

Check out **FinDock for Nonprofit Cloud**

GET IN TOUCH

