



## Overview

Industry: *Non-Profit Social Services*  
Challenge: *Schedule, track and communicate with 80-100 volunteers daily*  
Solution: *VSys One*

## Calgary Food Bank

The Calgary Food Bank is a charitable organization dedicated to the gathering and distribution of quality emergency food to those in need. They achieve their mission through six programs: Hampers for the Homeless, Regional & National Bulk Food Program, BP Foodlink, Children's Milk Program, Macleod Dixon Milk for Teens and Emergency Food Hampers. They are able to provide these programs every day because of the dedication and compassion of their volunteers. In 2008-2009 more than 4,000 individual and group volunteers gave an amazing 93,201 hours of their time to help feed the hungry.



Calgary Food Bank was looking for a solution to replace their outdated and unsupported volunteer management system. Scheduling, hours tracking, reporting and communications were all challenges and represented drains on over-extended staff. A search found numerous options, most of which were expensive, inflexible, poorly supported or solely web-based, which raised concerns about privacy issues.

## The Solution

VSys One (from Bespoke Software, Inc., Albany, NY) presented an alternative. Bespoke converted their existing VolunteerWorks database, bringing all volunteer contact, scheduling, hours and historical data in without requiring re-entry.

Volunteers are now scheduled more efficiently; hours are tracked and reported effectively. VSys One's depth of reporting tools makes monthly, quarterly and annual reports easy – *and accurate*.

Key features and benefits:

- Volunteer check-in at assignments using the touch-screen module
- Easy scheduling of assignments, either as individuals or groups
- Communication with volunteers by mail or e-mail
- Hours tracking and reports
- Optional on-line volunteer signup

Eight months after going live with VSys One, Beth Espey, Volunteer Resources Supervisor, remains pleased with their choice:

*Our experience with VSys has been great. The support and service is outstanding. We love all of the different functions, which have allowed us to more effectively manage and communicate with our volunteers. Two features we love are the 'Mail Merge via export file', which allows us to pull so many different reports for our staff, and the 'Mandate Manager' which allows us to print mandate completion letters from a standard template. Both functions have taken jobs that were once cumbersome and made them simple and easy.*

## Calgary Food Bank/VSys One Case Study

### VSys One Advantages

- Scalable
- Integrated communications tools, including e-mail and mail merges
- Touch screen/kiosk module
- Advanced scheduling tools
- 100+ built-in reports
- SQL Server or Oracle
- Highly customizable
- Custom reports, applications and fields
- US-based *phone*, e-mail and web support

### About Calgary Food Bank

In support of our mission, the Calgary Inter-Faith Food Bank believes:

- All people seeking our help should be treated with compassion, dignity and understanding.
- Our clients deserve the highest quality foods that are possible for us to provide.
- The best way to meet hunger needs is in collaboration with others who share our common purpose.
- The spirit of volunteerism is our strength and our primary resource.
- We are accountable to our community for the programs and services we deliver.

Calgary Food Bank  
5000 11 St. SE  
Calgary, AB T2H 2Y5  
www.calgaryfoodbank.com  
General Information: (403) 253-2059  
Emergency Food Hamper Request Line: (403) 253-2055

### About Bespoke Software, Inc. and VSys One

Bespoke Software was founded in 1998 to support the Special Olympics, and has grown since to help all manner of non-profit organizations. Our VSys One application is in use across the United States and in Canada, in organizations small and large. We are passionate about supporting our applications, with knowledgeable US-based support team available for you to call, and we offer training both on-site and via the web.

Bespoke Software, Inc.  
5 Sand Creek Road  
Albany, NY 12205  
www.VSysOne.com  
(800) 517-3943      (518) 618-0746

“We believe you know the best way to run your projects. Our software and our staff are here to support you and your organization. This means that VSys One will adapt to your process, your way, not the other way around.”

-- William Cornett, founder of Bespoke Software.