

NPT Serves all the Needs for Downtown Emergency Service Center

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Mark Siler
CFO
Downtown Emergency Services Center



After moving to Abila MIP in 2004, Mark Siler, CFO of Downtown Emergency Service Center (DESC), found he wasn’t getting the level of service their growing organization needed. In searching for new business partner, Mark found NonProfit Technologies Inc. (NPT), and was impressed with the quality and quantity of the staff, and made the switch in 2008/9.

“We just weren’t getting what we needed with our first business partner,” recalled Mark. “Their staff was too small to support us, and do it quickly. I had high expectations for the level of service we’d get for our MIP system, and we found that with NPT.”

DESC is the largest multi-service agency serving homeless adults in the Puget Sound region of Washington reaching over 7,000 people annually and providing state licensed mental health and

chemical dependency treatment, 279 emergency shelter beds, and over 800 units of permanent supportive housing. Since 2009, DESC has moved over 1,200 vulnerable adults affected by mental illness, chemical dependency, and multiple disabilities off Seattle's streets and into housing, more than any other local homeless provider in the area.

Mark stated, “We have been quite satisfied with NPT as a business partner, so when the time came in 2012 to consider a move to the cloud, NPT’s hosting was a natural solution for us.” As DESC grew, their internal information services were not able to keep up with supporting Abila as well as Mark needed. Between version updates and database administration items that weren’t happening as quickly as he liked, he hoped to gain speed in the system, updates, and optimizing the database by

switching to the cloud.

“I’ve been very happy with the NPT cloud hosting and would be very comfortable recommending it and NPT on a whole to other organizations,” said Mark. “The NPT staff is competent, available when issues come up, and generally seem to respond within an hour or two of any problem identified. Additionally, NPT has been willing to help me understand the nuances of remote hosting and Abila’s approach to software and updates. NPT gives me confidence that they know what they are doing, that Abila continues to be the right solution for us, and that NPT’s cloud hosting service was the right decision.”

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NonProfit Technologies, Inc. (NPT)

NPT understands the unique needs of nonprofits and has dedicated its entire business to addressing those needs since 1996. We are a business and technology solutions provider with over 40 locations and over 1,100 nonprofit clients nationwide. We help federal, state, and local government agencies and nonprofit organizations, including schools, human and social service agencies, religious organizations, museums, and libraries achieve their missions.

NPT provides expert, certified implementation, customization, and integration of industry leading nonprofit accounting software - Abila MIP Fund Accounting and Abila Fundraising 50 (formerly Sage Fundraising 50). Our expertise has been acknowledged through our selection to the Abila President's Circle, Chairman's Club, Million Dollar Club and as an Abila Development Partner. NPT is also a Microsoft Gold Certified Partner as well as being the publisher of Gazelle, a complimentary product to Abila MIP fund accounting software specifically designed for Workforce Development Boards and Economic Development organizations.

We also offer a number of training and support services designed to maximize your knowledge of your software and empower you throughout the implementation of our solutions. At NPT, we strive to provide business solutions that exceed your expectations on-time, on budget, and with the functionality we've promised. If you are interested in learning more about NPT's solutions please contact Tammy Massey at 800.404.9758 ext. 123, at tammy@cpaz.com, or visit us on the web at www.cpaz.com

