



Communication Enhancements for Education-Based Nonprofit

PROJECT DETAILS

Web Development

May. - Jun. 2021

\$10,000 to \$49,999

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"You can contact them anytime and they respond back very quickly."

PROJECT SUMMARY

Over the years, Toteria Inc. has provided web maintenance services for an education-focused nonprofit. Recently, they've offered suggestions on how to improve internal and external communications.

PROJECT FEEDBACK

While the nonprofit hasn't used Toteria Inc.'s latest tool, they're confident in the results given Toteria Inc.'s positive track record. The team is helpful, speaking in a non-technical manner that's accessible to all. On top of that, their pricing is nonprofit-friendly.



The Client


Please describe your company and your position there.


I am the treasurer of a professional non-profit organization whose primary focus is on education.


The Challenge

For what projects/services did your company hire Totera Inc., and what were your goals?

Totera has been providing website services for our organization for several years.

 Treasurer, Education-Focused Nonprofit

 Education

 11-50 Employees

 New York, New York

CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



The Approach

How did you select this vendor and what were the deciding factors?

Totera was known to us through another non-profit who highly recommended them.

Describe the scope of work in detail, including the project steps, key deliverables, and technologies used.

Totera has assisted us in numerous projects over the years. They have offered valuable suggestions on how we can improve our communication within and outside of our organization. In addition, they have been generous in offering cost savings to us knowing that our resources are limited.

How many people from the vendor's team worked with you, and what were their positions?

Our Executive Committee are the main people who interface with Totera. The Ex-Com consists of the president, president-elect, secretary and treasurer.

The Outcome

Can you share any measurable outcomes of the project or general feedback about the deliverables?

We haven't used the most recent project yet, but past projects have always had very satisfactory outcomes.





Describe their project management style, including communication tools and timeliness.

It is a pleasure to contact Toteria. They are always helpful, especially with we who are not so tech savvy. They are able to communicate in basic, non-technical jargon that makes untangles what initially appears very complicated.

What did you find most impressive or unique about this company?

I think their accessibility. You can contact them anytime and they respond back very quickly. Also, I can approach them with questions that are often simplistic, but they have never made me feel I shouldn't have asked.

Are there any areas for improvement or something they could have done differently?

I can't think of anything at the moment. They are a great company!

