

# Abyssinian Development Corporation

Location: **New York, NY**

Industry type: **Nonprofit Organization**

Current business: **Community Development Corporation**

Number of Employees: **130+**

<http://www.adcorp.org>

## BUSINESS CHALLENGES

### Time-Intensive Planning Process

Abyssinian Development Corporation (ADC) wanted to streamline its strategic planning process. Each department submitted 30-50 pg. word documents for the annual plan. These documents were cumbersome to evaluate and made tracking progress against the plans difficult. Even action items had to be managed separately.

### Protracted Property Management

For ADC's rental properties, tenants reported maintenance issues to tenant leaders - who in turn worked with a third party company to fix the issues, or they reported the issues directly to the third party. Tenant leaders managed issues via handwritten notes, emails and phone calls. Issues were difficult to track, and things could easily fall through the cracks. Being ultimately responsible, ADC needed to improve its process.

## CORASWORKS SOLUTION

### CorasWorks Workplace Suite

ADC has transitioned its strategic planning process to a SharePoint with CorasWorks solution. Departments enter data directly into a SharePoint site. With CorasWorks, all department plans are conveniently rolled into one central site. Data can be filtered to focus on a specific department.

CorasWorks enables the CEO to view every active project at any time. Departments can easily report on the status of plans throughout the year, including progress made and which projects are behind schedule.

### Property Management Solution

CorasWorks will allow the tenant leaders at each rental property to enter maintenance issues directly into a centralized site. Issue status is easily tracked, and unresolved issues are summarized for management.

## THE IMPACT

### Improved Strategic Planning

With CorasWorks, ADC streamlined its strategic planning process. Each of the 11 department executives would typically spend more than 20 hours to prepare each monthly update. Now each takes just 2-3 hours, at most.

Action items within plans are easily managed, and status updates are simple to complete, as data is available in real time on a central site. Data is more secure, with plans no longer stored on laptops or home computers.

### Property Issues More Efficient

Property management directly impacts the tenant and community perception of ADC. With CorasWorks, ADC will be in a better position to track its property issues. To further ensure action and investigation, it filters issues to focus on those unresolved for more than 5 days.

**“As a non-profit organization, I believe that if we had not discovered CorasWorks, we simply would have been unable to do much of what we have accomplished with the product. Our other alternatives were cost prohibitive and required significant development time.”**

*- Victor Millsap, VP of Technology*

## Next Steps...

ADC plans to further enhance its property management process by creating a site where tenants are linked directly to ADC. It is also considering CorasWorks to assist with check requisites, expense reporting and yearly performance plan reviews.

Abyssinian Development Corporation (ADC) is a leading non-profit community development organization dedicated to building the human, social and physical capital in Harlem. ADC has addressed the complex, interconnected challenges facing Harlem through: Increasing the availability of quality housing to people of diverse incomes; enhancing the delivery of social services; fostering economic revitalization; enhancing educational and developmental opportunities for youth; and, building community capacity through civic engagement.

**Strategic Planning Process:** For ADC's strategic planning process, each of its 11 departments would submit 30-50 page word documents for the annual plan as well as for monthly reviews. It was cumbersome for the CEO to evaluate and difficult for departments to monitor progress made throughout the year. There were also action items within the plans, such as a project manager needing approval from or work done by another department. Each department had to track action items separately using different methods, which often resulted in limited visibility for the CEO and other departments.

To address these challenges, ADC transitioned its strategic planning process to a SharePoint with CorasWorks solution. Departments now enter the same data directly into a basic SharePoint site. With the CorasWorks Workplace Suite, all department plans are conveniently rolled into one central site. Data can be filtered to focus on just one department – presenting all action items from every department plan that a specific department is responsible for.

CorasWorks has streamlined the strategic planning process. Department executives can now more easily prepare monthly updates to their plans. On average, the 11 department executives previously spent more than 20 hours each to prepare monthly updates. With CorasWorks, they can complete their updates in just 2-3 hours, at most. This frees up valuable executive time each month to focus on making progress, not just updating the CEO.

CorasWorks enables the CEO to view every active project in real time, and not have to wait for manual updates from each department. Departments can easily report on the status of plans during the year, including progress made on projects and which projects are behind schedule.

Instead of searching through word documents for the necessary data, it is available immediately on a central site. Action items within the plans are now consistently managed and visible to everyone involved. Data is also more secure, as plans are no longer being stored on employee laptops. ADC is aiming to further streamline its planning process, enabling staff to submit updates directly to the CEO and eliminate the mid-level re-gathering of data.

**Property Management:** ADC develops quality rental housing opportunities for the residents of Central Harlem. For all rental properties, tenants reported maintenance issues to tenant leaders, who in turn worked with a third party company to resolve the problems. Tenant leaders managed issues via handwritten notes, emails and phone calls. Issues were difficult to track, often resulting in things falling through the cracks. Being ultimately responsible, ADC needed to improve its process to ensure issues were fixed in a timely manner.

Resolving issues faster and being more responsive impacts how tenants view ADC. Tenant satisfaction is critical to its overall image in the community. Providing excellent property management, thus, is extremely important to the organization.

With CorasWorks, ADC can now better manage its rental properties. Tenant leaders at each property can enter maintenance issues directly into a centralized site, enabling issue status to be easily monitored. ADC can easily filter issues to view only those remaining unresolved for longer than 14 days. This allows management to focus on these critical issues and ensure that ADC is responsive to every request. With CorasWorks, management can also better analyze types of issues and assess how long issues take to resolve.

**IT Help Desk:** ADC's IT help desk utilizes a SharePoint with CorasWorks solution. CorasWorks rolls up disparate data from different SharePoint sites into a single site, enabling ADC to view open calls by technician. This helps the organization improve its workload balance and ultimately resolve IT issues more quickly. ADC is planning to build an IT dashboard with CorasWorks, so it can analyze IT issues by type.