Case Study

Provide donation processing, referral handling and donor support for their national fundraising and assistance programs

Industry: Nonprofit

Client: Global humanitarian organization offering food, shelter and practical assistance to individuals and families in need

Timeframe: 2000-present



The Client

The client is a global nonprofit dedicated to helping individuals and families in need. It operates in more than 130 countries, offering a wide range of social services including disaster relief, housing support, food assistance, rehabilitation and youth programs.

Known for its long-standing commitment to community care, the organization serves millions of people each year through practical, compassionate assistance and a focus on improving lives during times of crisis.

The Challenges

With thousands of donors and community members reaching out monthly, the client needed a reliable, mission-aligned partner to manage donor engagement and caller inquiries across its U.S. and Canadian territories. These calls range from heartfelt donor stories and urgent requests for help to updates on monthly giving and address changes. The organization needed a contact center that could not only answer every call with compassion, but also accurately process donations, respond to sensitive requests and refer individuals to local resources.

The Solution

AnswerNet was selected to manage the client's 1-800 lines and donor services, providing responsive, empathetic support across both the U.S. and Canada. Our team handles high volumes of inbound calls, ranging from 3,000 to nearly 7,000 monthly per region and manages tasks such as processing credit card donations, updating donor records and referring individuals to their nearest branch for assistance. Services also include managing monthly gifts and donor engagement, customizing scripts to align with regional messaging and handling mail-in donations through caging and keying operations in Canada.

The Result

AnswerNet agents processed more than 420 credit card donations in March 2025 alone, representing nearly $70,000 in direct gifts via phone support. In Canada, we also supported the processing of $1.2 million in mail-in donations through keying and caging.

In the U.S., more than 65% of calls in March were from individuals seeking help, resulting in more than 4,400 referrals for practical support. The average single gift reached in excess of $213 in Canada and $148 in the U.S. Western region.

$1.28 million

Total donations processed in March 2025

For more information, call, text or visit us online.

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