



Expand your mission impact with back office support from National Able Network. National Able Network, Inc. is a leading national non-profit organization that provides a variety of infrastructure services to growing organizations seeking to improve their operational efficiencies and customer services, reduce risks and overhead costs, and achieve operational excellence. The full breadth of infrastructure services includes finance, accounting and fiscal agent services, payrolling and benefits, inbound and outbound call center services, and IT network and desktop support.

[nationalable.org](http://nationalable.org)

## NONPROFIT COLLABORATION

BACK OFFICE SUPPORT FOR NONPROFIT ORGANIZATIONS



CONTACT US AT **312-994-4200**  
TO RECEIVE A QUOTE.



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## IT NETWORK AND DESKTOP SUPPORT

LEADING-EDGE TECHNOLOGY AND SUPPORT.

Technology evolves rapidly, but National Able Network helps you keep pace with the needs of your business with our leading-edge network and desktop support. Our technology suite helps you boost workforce productivity and maintain optimal network security with customized support and cost-effective solutions to fit your operational needs today, and in the future. Ongoing IT support services provide quick response troubleshooting for your workforce through our local team of experts. With remote support and scheduled maintenance and upgrades, we assure your IT environment and equipment are operating to their full potential.

### IT NETWORK AND DESKTOP SUPPORT SERVICES INCLUDE:

- Network Topology
- Multi-office & Remote Office Connectivity
- System Documentation & Asset Inventory
- Enterprise Authentication
- Cloud Computing
- Security & Roaming Capabilities
- Operating System and Software Upgrades, Installation and Maintenance
- Volume Purchasing Discounts
- Employee Onboarding & Off-boarding
- Help Desk & Remote Support
- Data Back-up and Recovery
- Printer Networking
- Telephony



## FINANCE, ACCOUNTING AND PAYROLLING

FISCAL INTEGRITY COUNTS.

Establish and maintain overall fiscal integrity with finance, accounting and payroll services from our team of non-profit accounting experts. We offer a considerable library of up-to-date policies, forms, internal controls procedures, procurement process and selection practices, and other products that have been vetted by dozens of independent auditors, as well as private, federal and state agencies. Whether you are starting from scratch or have established accounting practices and need some additional capacity, National Able Network's services help you uphold the highest standards of fiscal stewardship.

### FINANCE, ACCOUNTING AND PAYROLLING SERVICES INCLUDE:

- Budgeting & Forecasting
- Compliance Reporting
- Implementation and Maintenance of Accounting Software
- Cash Flow Projections
- Procurement (process and selection)
- Payroll Processing and Administration
- Accounts Payable
- Accounts Receivable
- Federal and State Tax Filings
- Accounts Reconciliation (monthly, quarterly and annually)
- Employee Benefit Plans
- Monitoring of Internal Controls
- Fiscal Reporting for your Board of Directors



## CUSTOMER CONTACT CENTER AND SURVEYS

EXCEPTIONAL RESOURCES. MEASURABLE RESULTS.

National Able Network's Customer Contact Center offers inbound and outbound calling services and exceptional survey response rates. Our team of Customer Contact Agents provide your customers with personalized positive interactions by fielding frequently asked questions, resolving inquiries, and identifying customer service opportunities while demonstrating a commitment to excellence. Let our Customer Contact Center help support your next fundraising event or campaign with outbound calling to donors. Gain insight into customer perception and behavior with a customized survey. We design and implement custom survey instruments and deliver quantitative and qualitative feedback results and comprehensive data analysis.

### CUSTOMER CONTACT CENTER AND SURVEY SERVICES INCLUDE:

- Live Troubleshooting
- Inbound and Outbound Calls
- Event and Campaign Support
- Responsive Services for Seasonal or Project-Based Customer Volume Increases
- Customized Survey Instruments
- Quantitative & Qualitative Feedback
- Exceptional Response Rates
- Data Reporting & Analysis

SUCCESS STORY:

## CENTER FOR ECONOMIC PROGRESS

Tax season is the busiest time of the year for Center for Economic Progress, requiring additional staff capacity to seamlessly respond to, and resolve, customer inquiries. More than 17,000 low-income Illinois families receive free tax preparation and financial assistance from Center for Economic Progress' dedicated staff and volunteers.

**National Able Network's Customer Contact Center fielded 6,500 inbound calls on behalf of Center for Economic Progress during the 2015 tax season, resolving 81 percent of client inquiries on the spot.**

"Tax season requires that we increase our ability to field a significant influx of client inquiries within a very short time period. National Able Network's Contact Center allowed us to handle the volume during the time period when it was most needed, and they provided an exceptional level of care and support to our clients."

- Raissa Allaire, Chief Operating Officer, Center for Economic Progress

SUCCESS STORY:

## INNER VOICE

In 2012, Inner Voice, like many nonprofit organizations, was experiencing funding cuts and was faced with the challenging decision of scaling back either program services or their administrative necessities. They looked to National Able Network for cost-saving solutions to address their ongoing financial reporting and information technology resources.

**The back office infrastructure support National Able Network provides to Inner Voice equates to 27 percent in annual savings, or 2 percent of the organization's total operating budget.**

"The mission of Inner Voice is to help socially and economically disadvantaged individuals achieve self-reliance. Coming out of the recession, our organization was in need of financial reporting and information technology resources to continue to serve Chicagoans in need of shelter and support. National Able Network gave us expert nonprofit financial reporting advice and information technology services that have helped us create and maintain greater efficiencies."

- Jackie Edens, Executive Director, Inner Voice