Business Needs

Customer: Into His Harvest Training School

Web Site: http://www.intohisharvest.com/

Customer Size:

Country or Region: Canada

Industry: Education

Partner: Adxstudio Inc.

Customer Profile

Into His Harvest Training School (IHH) is a post-secondary adult education institution in Regina, Saskatchewan. It operates as a ministry arm of Harvest City Church.

Software and Services

* Microsoft Dynamics CRM

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Into His Harvest Training School (IHH) is a post-secondary adult education institution in Regina, Saskatchewan. It operates as a ministry arm of Harvest City Church. Says Doug Christoffel, the Director of IHH: “Our mission is to help people everywhere find spiritual and personal wholeness, supportive Christian community and humanitarian aid. To that end, we provide academic and vocational education tailored to Christian ministry and volunteerism.”

In order to serve this mission effectively and grow their ministry, IHH needed a way to centralize their disparate administrative systems. According to Christoffel, “Our many small-scale administrative systems were just too taxing, too labor intensive and uncoordinated. We urgently needed to centralize our information and manage it better to coordinate all the workflows.”

Solution

IHH looked at several customer relationship management (CRM) solutions designed specifically for church organizations, but none of them quite fit the school’s unique requirements. “There’s a heavy educational aspect to what we do, and the church CRM customizations didn’t really include that full-blown education aspect,” says Christoffel.

IHH turned to Microsoft Dynamics® CRM Online in part because it was so easy to customize. Christoffel explains, “We found that it’s really flexible. It’s pretty simple for us to customize it and create the environment we need for our type of application.” Adxstudio Inc. brought a high level of xRM expertise to the project and was able to help IHH carry out those customizations quickly.

Benefits

Microsoft Dynamics CRM Online has helped IHH achieve a new level of administrative efficiency. In particular, the web portal capabilities have enabled IHH to more efficiently capture information—for instance, about prospective students. Christoffel says, “The greatest benefit is the integration of our web portal with a unified backend information management system; that is huge for us. It’s going to increase our administrative efficiency and effectiveness, and with increased efficiency we can handle a greater number of students, offer a greater variety of programs, and just generally provide a better service.”