



FEED THE HUNGER Case Study

KEY OUTCOMES

- IT workload shifted off internal staff
- Reliable Mac and phone system support
- Increased donor engagement through improved call response
- Aligned partnership with nonprofit-focused IT provider

CHALLENGES

Like many nonprofits, Feed the Hunger's staff wore many hats. Vincent Graves, the organization's creative manager, was also handling all IT responsibilities for a staff of more than 20. Balancing IT with his actual role quickly became overwhelming.

Feed the Hunger needed a partner who understood nonprofit challenges, could support their Mac environment, and could streamline their communication tools.

About Feed the Hunger

Feed the Hunger is a nonprofit ministry dedicated to nourishing the spiritual and physical hunger of people in need, particularly at-risk children. Through ministry partners around the world and the generosity of their donors, Feed the Hunger serves more than 17,000 children overseas every day while also supporting food banks and churches across the United States.

Their mission depends on reliable communication, donor engagement, and technology systems that empower their staff to serve effectively.

OVERVIEW

For Feed the Hunger, the choice to partner with Connect Cause came down to more than just technology. Connect Cause's nonprofit expertise, Mac support, and commitment to customer service made them a natural fit. With Connect Cause as their IT partner, Feed the Hunger can focus fully on its mission of nourishing thousands of children worldwide, without being weighed down by IT struggles.

Mac-Heavy Environment

With a staff that worked primarily on Mac computers, Feed the Hunger found that many IT providers could not support Apple devices.

Limited Capacity

IT issues delayed projects and stretched staff thin, distracting them from donor engagement and mission delivery.

“It's very important for us to align ourselves with like-minded organizations. Connect Cause is reliable, innovative, responsive, supportive, and certainly has excellent customer service.”

- Stephanie Langford, Donor Relations Manager



The Solution

Managed IT Services

By taking over the day-to-day management of technology, Connect Cause freed staff from the burden of troubleshooting and system maintenance. Instead of diverting time away from mission-critical tasks, employees could now focus on communications, fundraising, and direct program impact.

Mac Support

Unlike many IT providers who specialize only in PC environments, Connect Cause offered comprehensive support for Feed the Hunger's primarily Mac-based systems. This eliminated compatibility frustrations and gave staff confidence that every device in their office was fully covered.

VoIP Integration

Instead of learning a new phone system, staff were able to make and receive calls directly through Microsoft Teams, a platform they were already comfortable with. This streamlined communications, reduced downtime, and ensured donor-facing calls came through with professional caller ID.

Responsive Support

One of the biggest improvements came from the quick response time Connect Cause provided. Issues that once dragged on now receive timely resolutions, minimizing disruption to staff workflows and ensuring technology problems no longer stand in the way of serving their mission.



"What I've seen that has improved within our organization is the timely response in getting things completed, fixed, or serviced. It has been a blessing for us to work with Connect Cause. They see our vision and where we're going and want to help us help others."

- Vincent Graves, Creative Manager



The Results



Relieved Staff Burden

The creative manager was free to focus on communications and design work instead of IT firefighting.



Improved Donor Engagement

During their Thank-a-Thon event, the ability to make calls that displayed as "Feed the Hunger" meant more donors answered, strengthening relationships.



Reliable IT Operations

Faster response times and proactive support reduced downtime and stress.



Mission Alignment

Feed the Hunger valued that Connect Cause understood nonprofit budgets, global operations, and the importance of maximizing resources.