

The Power of the Cloud for Continuity of Nonprofit Services During Natural Disasters

Hurricane Ian hit landfall as a Category 4 storm with winds of 155 mph, forcing 2.5 million people to evacuate. Florida Power and Light warned citizens to brace for days without electricity. Bishop Frank J. Dewane wondered how urgent food, water, and shelter supplies would get to the community during the outage.

DOV had recently migrated to Dynamics 365. During the worst of the storm, SylogistMission maintained 100% uptime so DOV could quickly support its community with supplies and financial assistance.



“We anticipated some devastation as a normal result of living in a hurricane-prone area, so I had prepared to make emergency payments for relief efforts as part of our disaster management plan. Thanks to Sylogist, we were able to respond immediately online to requests as they came in because we had zero downtime or financial disruption during one of the most destructive storms in history.”

Peter McPartland
Chief Financial Officer, Diocese of Venice



100% uptime during a hurricane

Sylogist has worked with DOV and the neighboring dioceses of St. Petersburg and Orlando for 10 years, earning a place as a leading solution for dioceses across the U.S.—from Seattle to Austin to Atlanta and Philadelphia.

DOV serves the growing population of Southwest Florida, which is located on a coastline that is often hit by tropical storms. Residents are accustomed to severe weather events, but each powerful storm threatens their homes and often their very lives.

DOV provides health and welfare services to the broader community, including adoption, adult education, anti-human trafficking efforts, after school programs, clothing, disaster response, HIV/Aids services, and more.

The DOV has been a customer of Serenic Navigator—now SylogistMission—for many years. It is known as a progressive and early adopter of technology with a desire to leverage SylogistMission and Microsoft products to increase efficiencies.

In summer 2022, DOV completed a successful migration from a legacy, on-premises version of Serenic Navigator to the cloud-hosted, Business Central-based SylogistMission. The DOV implementation was completed on time and under budget, with a successful transition to the cloud that would prove indispensable during Hurricane Ian.

61 parishes

8 missions

15 schools

DOV serves a Catholic population of **237,483**, representing **10%** of the area's total population, as well as **2.5 million** people in the broader community.

Migrating to the cloud and the Microsoft 365 Dynamics Platform provided a digital transformation that opened opportunities to leverage mobility, facilitate modern work, and explore new apps and extensions. The transition also provided the opportunity to secure financial operations, processes, and data on the cloud.

Two months after the migration of DOV's financial operations to the cloud on SylogistMission, Hurricane Ian hit the Southwest Coast of Florida. SylogistMission was instrumental in moving people into housing, getting the schools back online, meeting payroll demands, and turning the parishes into food and clothing distribution centers. Our support team personally contacted DOV to act as its conduit to outsource anything else it needed.

The 100 staff and hundreds of volunteers of Catholic Charities set up 10 distribution sites with the help of the parishes, where water, food, and needed supplies were distributed to more than 110,000 people during the span of two months after Hurricane Ian.



Purpose-built platform for nonprofits and communities

SylogistMission is a comprehensive solution that provides nonprofit organizations the ability to manage their operations, from fundraising to finance, and data from start to finish. It is built on Microsoft Dynamics 365, including Analytics/Business Intelligence, multi-entity support, advanced workflow management, and role-based views & permissions, all accessible from anywhere on any device. Tailor-made to the unique needs of nonprofit organizations, it includes specialized tools like donor engagement and fundraising, fund accounting, award management, payroll/HR, and budgeting. With SylogistMission, nonprofit organizations can rest assured that they have an all-inclusive, robust, end-to-end solution for managing their fundraising, operations and finances.

- ✓ Azure/Microsoft Cloud
- ✓ Dynamics 365 CE
- ✓ Dynamics 365 Business Central
- ✓ Microsoft Teams



Sylogist Gives Back

As part of our mission of giving back, especially during disastrous times, we offer additional services, including:

- 1** During COVID we worked rapidly with our customers to get their employees online and maintain business operations via remote access.
- 2** When George Floyd was murdered in Minneapolis and civil disruption threatened safety and security, Catholic Charities of Saint Paul and Minneapolis turned to us to manage its financial and funding operations to ensure payments were still made. We set up their e-commerce capabilities online in less than a week.
- 3** For any natural disaster we connect our customers to mobile equipment providers so they can continue working.

This powerful personal connection helps clients overcome the helpless feelings of a disaster, reduces stress, and gives them confidence that their needs will be met. Even when clients are pre-migration, Sylogist's cloud-based operation can enable on time payments.



20%

of our current customers are in the cloud or in process of upgrading to the cloud. We are working hard with the remaining to get them into the upgrade queue as quickly as possible.

Disaster recovery efforts continue

“As we transition into long-term disaster care management, we will have up to 40 case managers working for years to help many people in need. And the need is great, as within the 10-county Diocese of Venice territory, more than 4,000 applications for FEMA assistance have been made. Our technology investment in Sylogist is instrumental in helping us carry out our mission to do the Lord’s work. The work done each day is not always pretty or seen on the news, but it makes a difference.”

Eddie Gloria

Catholic Charities CEO



MORE SUCCESS STORIES



[Helping ALIGHT \(formerly known as American Refugee Committee\)](#)

Serenic (now Sylogist) adds efficiency to important work.



[Building Better Programs to Reach More Vulnerable Children](#)

Sylogist MISSION CRM on Dynamics 365 helps Right To Play scale its monthly donor program to improve the health and well-being of children.

[Diocese of Venice, Florida Implements Emergency Plans Before Hurricane Ian Hits](#)

Bishop Dewane met with members of the Diocesan Emergency Response Team to review and implement emergency plans for all parishes, schools, and other entities within the Diocese.

[Relief Efforts Help Those Hit by Hurricane Ian](#)

Rebuilding begins amid debris and disruption.



Learn More About Sylogist



sylogist.com/mission