



KSBJ Radio
Case Study

Industry: Non-Profit Christian Ministry

Challenge: Coordinate almost 2,500 active volunteers for 170 events annually.

Solution: **VSystem One, VSystem Live**

Key words: volunteer management, hosted system, self registration, self scheduling, expandable system, bar codes, volunteer badges, custom reports

Customized System Facilitates Rapidly Growing Volunteer Force

Who KSBJ is a non-profit, listener-supported Christian radio ministry in Houston, Texas. Each year, 2,500 people from their volunteer force of 9,300 answer the call to serve at prayer gatherings, concerts, fundraising, and local outreach events.

Challenge KSBJ's previous volunteer management system was inadequate and inefficient. "It was difficult to operate," said Steven Gonzalez, Volunteer Manager. "You had to be an IT specialist to do anything with our old system, eCoordinator [by Samaritan Technologies]. It would take three hours just to set up an event. It was hard to craft an email." Literally, hundred of emails went back and forth to fill the openings for major events.

The organization was growing quickly; paid staff had doubled to facilitate expansion of outreach programs. KSBJ needed **a solution for volunteer management and communication that would adapt to their growing organization.**

KSBJ also needed a way to **ensure that volunteers met their requirements and had the proper certifications.**

Solution Convert KSBJ's existing data to VSystem One and VSystem Live by Bespoke Software to provide:

- **optimized event coordination**
- **streamlined communication**
- **custom reports**
- **custom calendars**
- **real time volunteer tracking**

Bespoke Software also **hosts the system that will keep up with KSBJ's robust growth.**

Results The ease of use of VSystem One helps KSBJ focus on their growing ministry and makes volunteer management a breeze. Now instead of three hours, "I can set up a job in 10 minutes," said Gonzalez.

Internal communications tools eliminated the e-mail deluge that used to come with coordinating large events. **Volunteers are efficiently scheduled** and informed about their assignments. The new system is flexible and powerful, proven by the seamless coordination of 1,000 volunteers for the KSBJ Sharathon.

"Hands down, VSystem is the best volunteer management system out there."
-Steven Gonzalez, Volunteer Manager

VSystem Live, the volunteer-facing portal, has **reduced the workload of staff** by allowing prospective volunteers to sign up online. Once approved, volunteers select opportunities themselves, self-schedule, and manage their volunteer experience.

As one of Bespoke Software's earliest fully-hosted clients, KSBJ benefits from **a system that can expand beyond** their in-house capacity. Bespoke hosting also allows staff to **access the system anywhere**, and provides **access to VSystem Kiosk for on-site volunteer check-in** at events.



"VSystem stands alone," said Gonzalez who vetted five volunteer management systems before making his choice. He cites ease of use, the ability to customize the system to fit KSBJ's needs, customer service, and price as factors that make Bespoke Software stand out.

"VSystem is unique in their ability to customize the system to my organization's needs – no other system does this. Bill and the team are very responsive. Any time I need a special report created from scratch, they provide it. For example, if we want to identify volunteers who worked at a certain concert, that are males, and are of a specific age, they'll have the report created and to us within a day."

Bespoke **delivers greater value** than any other volunteer management system according to Gonzalez. Others charge according to the number of volunteers. With VSystem it's **one price regardless of the number of volunteers**. KSBJ's system expenses do not grow as their volunteer force grows; it's a fixed cost.

Ease of use, the ability to customize the system, customer service, and price make VSystem stand out from other products.

One of the custom features Bespoke Software developed for KSBJ is the ability to create **photo ID badges with bar codes** for each volunteer. "It's easy for volunteers to check in. We just plug a scanner into a laptop, iPad, or cell phone and scan the bar codes. This provides greater safety at our events and we can see who is here in real time. At the end of the event, we can automatically sign them all out." Convenience and ease of use **provide a seamless experience for both staff and volunteers**.

When KSBJ started using VSystem One three years ago, they had 1,700 volunteers. "The system has helped us grow to 9,300," said Gonzalez. "**We don't lose people from frustration any more.**" Plus, they can track volunteers' certifications. "We certify our volunteers in several training areas. One of the most important is safety protocol." With VSystem One, KSBJ **ensures the volunteers have up-to-date training**, and if they don't they are blocked from volunteering.

"It would be impossible do all this with our old system," said Gonzales. With VSystem One and VSystem Live, KSBJ staff and volunteers spend less time on their system and devote more time to their ministry.

About Bespoke Software and VSystem One

Bespoke Software was founded in 1998 to support the Special Olympics, and has grown since to help all manner of non-profit organizations. The VSystem One system is in use across the United States and in Canada, in organizations small and large. We are passionate about supporting our applications, with a knowledgeable US-based support team available for you to call, and we offer training both on-site and via the web.

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