

Texas Children's Hospital Donations

The Challenge

A major non-profit organization managing donations in-house was struggling with slow turnaround times—especially during the busy holiday season. The influx of donations created unpredictable peaks, leading to costly overtime and overextended staff. Leadership faced a difficult decision: hire more people, invest in equipment, or expand their space. But doing so meant diverting valuable funds away from their mission—helping others. Most critically, they needed to speed up donor acknowledgements to encourage repeat giving.



Solution

We stepped in with a cost-effective, streamlined approach to donation processing. By implementing a robust system for data entry, caging, and database management—with full transparency and custom push reports—we empowered their team to focus on high-value relationships. Our process ensured acknowledgements and receipts were sent within 48 hours, with hand-written “Thank You” cards for donations over \$100, maximizing donor retention.



Outcome

Since outsourcing their donation management to us, the organization has seen lower processing costs, increased donor retention, and more repeat gifts. The team is no longer burdened with paperwork and can now focus on mission-critical initiatives. With faster turnaround and personalized communication, donor engagement and satisfaction have significantly improved.

We helped a leading non-profit turn a costly operational challenge into a growth opportunity—proving that the right partner makes all the difference. At The Service Center, we turn complex processes into smart, scalable solutions.