

# How CalendarAnything Improves Ease of Care for QSAC, a Nonprofit



Founded in 1978, QSAC (Quality Services for the Autism Community) is a New York City and Long Island based nonprofit that supports more than 2,500 children and adults with autism. Together with their families, QSAC helps people achieve greater independence, realize their future potential, and contribute to their communities in a meaningful way by offering person-centered services.

We spoke with QSAC's IT Director about their CalendarAnything solution—the #1 calendar app for Salesforce.



## Why the move to CalendarAnything? What was the need?

As IT Director, I am responsible for all hardware, software, network infrastructure, and technology planning and strategy for QSAC. Our organization is extremely Salesforce heavy. We use many custom apps to administer our programs, people, devices, property, appointments, vehicles, various HR systems, and cases/ticketing systems.

One major challenge was managing medical appointments for our individuals — including follow-ups, and related appointments. CalendarAnything allows us to simply visualize what is upcoming and filter by individual, employee, location, and any other criteria quickly and effectively. The value is in its simple-to-use interface. There has been very little training needed since the search feature works so well. Staff can search a name, location, or any other criteria and bring up all related items right on the calendar.

## How long did it take to get up and running with CalendarAnything?

From evaluation to implementation was surprisingly fast. We figured it would be a lengthy process and were allowing three months for implementation. In the end, it was a matter of about three weeks to implement. The calendar can work using existing fields — so a simple mapping of fields was all it took.

## About Silverline

Silverline creates unique digital experiences that transform the way our clients do business. As a Salesforce Platinum Partner, Silverline leverages best practices acquired through 1,200+ implementations, with significant expertise in the Financial Services and Healthcare industries. Our Industry solution focus combines Strategic Advisory, technical implementation, and ongoing Managed Services to enable organizations to achieve maximum value with the Salesforce platform. Additionally, Silverline offers CalendarAnything, a popular AppExchange application, and industry-proven accelerators.

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## How does CalendarAnything improve everyday operations and experience at QSAC?

All parties involved with the appointments (i.e., drivers, coordinators, and program staff) can quickly see who has an appointment on what day.

Before CalendarAnything, a calendar needed to be compiled by a person and distributed to all stakeholders or we would expect users to work off of Salesforce reports. Changes to this meant redistributing an updated calendar and advising everyone to disregard the previous calendar. We were creating these for each location, staff, individual, and the families.

Now, it's a quick view or print right from CalendarAnything—saving hours and hours of work per week.

## Anything else we should know about QSAC's experience with CalendarAnything?

The support staff was very helpful when we initially implemented and had a lot of questions. They also helped with small customizations happily and quickly.

