

Delivering Impact Efficiently Under Resource Pressure



Not-for-Profit Operating Reality

NOT-FOR-PROFIT ORGANISATIONS OPERATE ACROSS:

Siloed functions and legacy systems, limiting coordination and slowing end-to-end service delivery

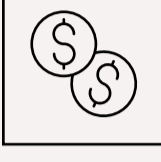
Constrained budgets and competing priorities, constraining programme scale and impact

Limited integration across workflows and systems, requiring manual coordination across teams and channels



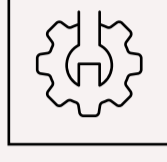
Outcome:

Technology investment is not consistently translating into scalable or efficient service delivery



67%

of Australian not-for-profit organisations are increasing technology investments to improve experiences



But only 35%

are seeing reduced service delivery volumes

Challenges: Why Outcomes Fall Short

1. Competing Priorities Under Cost Pressure

NFPs must balance service delivery, workforce enablement, and cost efficiency simultaneously.

63%



Volunteer & workforce enablement

57%



Cost efficiency & resource optimisation

53%



Service delivery effectiveness & beneficiary impact



Tension:

Improving outcomes while operating within tight funding and resource constraints

2. Fragmented Platforms, Workflows & Data

Despite digitisation efforts, fragmentation persists across systems and service layers.

Service platforms operate in silos across programmes and functions

Data is distributed across case systems, donor platforms, and programme databases

Manual coordination ("human middleware") is still required to bridge disconnected processes

62%



have set organisation-wide service KPI

Yet only 27%



have a unified source of programme & beneficiary data



Result:

Inconsistent service delivery, duplicated effort, and limited cross-programme visibility

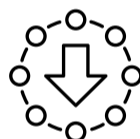
3. Operational Inefficiencies from Disconnected Execution

Disconnected workflows continue to slow service delivery and increase operational load.



72%

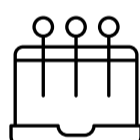
of interactions are now digital, increasing execution pressure across channels



46%

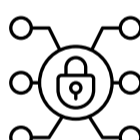
struggle to keep information updated to deliver consistent services

Other Challenges:



23%

Keeping information updated for consistent service delivery



15%

Data security across multiple systems & channels



Result:

Slower response times, higher administrative burden, and uneven service quality across programmes

4. AI Adoption Constrained by Experience Gaps

Key barriers to scaling AI:

65%

Unclear differentiation across overlapping AI solutions

65%

Uncertainty over AI's ability to deliver context-aware responses

65%

Privacy, security & responsible AI concerns



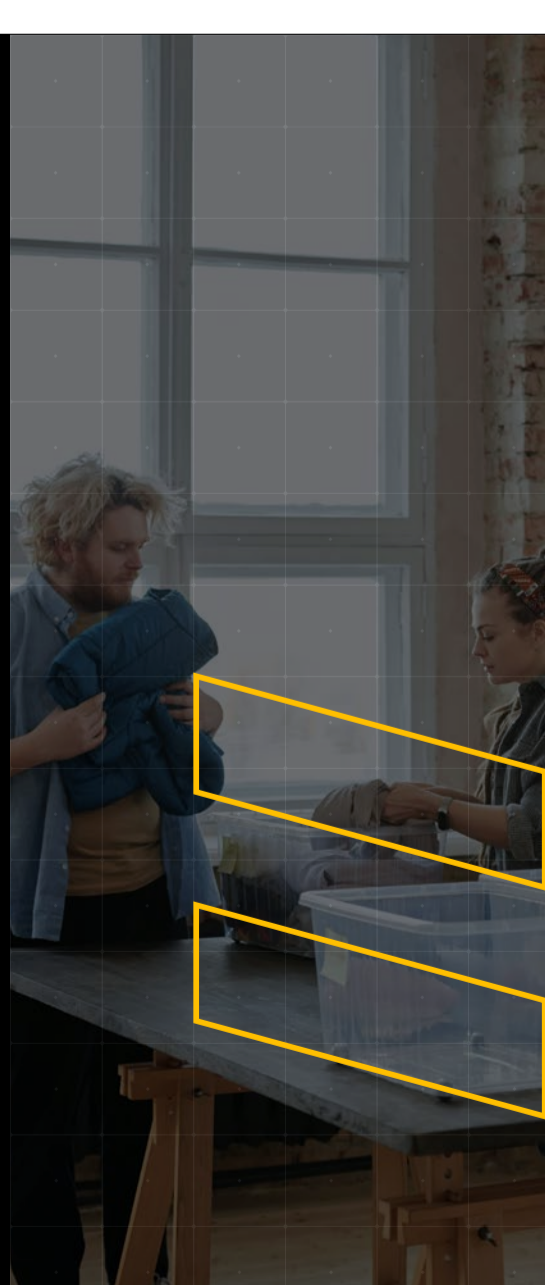
Result:

AI remains siloed within pilots and is not embedded across end-to-end service workflows

N=30 Australian Not-for-Profit Organisations, Source: Ecosystem, 2026

Building Connected Experiences

- Orchestrate End-to-End Service Journeys**
Connect service requests, case management, and programme delivery across channels to reduce handoffs and improve responsiveness.
- Unify Service Platforms & Channels**
Bring together case management, donor systems, and engagement platforms into a single environment for consistent delivery.
- Enable Real-Time Operational Visibility**
Provide a unified view of cases, demand, and performance to improve tracking, prioritisation, and decision-making.
- Apply AI to Service Operations**
Apply AI within core processes such as case triage, volunteer coordination, and demand forecasting to improve speed, accuracy, and resource allocation.
- Strengthen Control & Service Operations**
Embed compliance, audit, and SLA monitoring into workflows to ensure reliable, transparent, and governed service delivery at scale.



Service delivery continues to break at handoffs across programmes, functions, and stakeholder interactions, even as digital tools expand.

Without connected execution across the full service lifecycle, technology investment struggles to translate into scalable and consistent impact.

→ Discover more about the Total Experience Advantage



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