

Nonprofit Unbound centralizes internal documentation and eliminates out-of-sync data with **Scaffolding & Reporting**

Unbound shares how, for seven years, two apps have continuously helped centralize documentation, reduce errors, and simplify reporting across the organization.

Challenge

In 1981, two young missionaries travelling in Latin America came up with an audacious dream: launching a nonprofit that would transform how we sponsor families in need. As it thrived, a new challenge arose: managing internal documentation in 19 countries for thousands of sponsors, children and staff without multiplying admin costs. The team chose Atlassian's Confluence, as it offered powerful features through a cost-efficient Community License.

For Tim Brigham, IT and Systems Engineer at Unbound, synchronizing data was a priority to keep track of the



At-a-Glance

Unbound

Industry Non-profit

Challenge

- + Managing internal documentation with up-to-date data in 19 countries for thousands of sponsors, children and staff without multiplying admin costs.

Solution

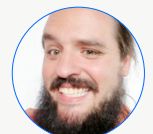
- + Seamless integration of Scaffolding and Reporting apps allowed for centralized documentation and fresh data at all times.

Outcome

- + Reduced the need for manual reviews, eliminated out-of-sync data and saved time to grow the organization and sponsor more families in need worldwide.

“ ‘It has exceeded my expectations,’ Tim says. ‘The templates save time and energy, and combining them with Reporting makes our lives easier to complete our mission. It’s awesome.’ ”

TIM BRIGHAM, Security Engineer



organization's various architectures. Updating a list in one place but not another meant the information got out of sync. This required a tremendous amount of time and effort to rectify.

Solution

In 2013, Tim purchased ServiceRocket's Scaffolding and Reporting apps, in part because their seamless integration with one another allowed for custom solutions to the organization's challenges.

He immediately began seeing how his workflow improved. After building the optimal structure for a page, he could instantly duplicate the template for a number of applications. And with Reporting, he could extract all the important data from multiple places, without losing track of the original sources.

In fact, as the nonprofit grew, both add-ons became widely adopted by other teams. Unbound now relies on dozens of live templates to store and manage large lists of IP addresses, make live updates to architecture information, or keep track of software mappings in use across the entire organization.

"Different teams can create reports using tags from multiple spaces," Tim says. "The fact that it's cross-categorical means everyone can be independent and automate their work without having to do it by hand."

Outcome

Keeping data in sync helps Unbound be more efficient and precise in their goals. "We've only got one place to enter data," Tim says. "And we can always see where it came from. It reduces the number of errors due to manual data entry, which is a big time saver in the long run."

Centralizing internal documents also has benefits for other departments. The help desk, for instance, can be more confident in their knowledge base when they pull information from Jira.

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Scaffolding and Reporting have helped Unbound leverage the full power of Confluence, but also to grow as an organization: as every department saves time and effort on manual admin, their focus can remain on reaching more families in need worldwide.

About Unbound

Unbound is an international nonprofit that strives to help the marginalized and vulnerable. Present in 19 countries and managing sponsorships for more than 300,000 children, the organization partners with families living in poverty, empowering them to become self-sufficient and fulfill their desired potential.

More information about Unbound is available at www.unbound.org