

HELIX

DATA PROCESSING CONSULTANTS LTD

Helix is a leading provider of enterprise-wide software to non-profit organizations. Using the most advanced technologies, our software gives you the tools to manage information gathered from all activities including fundraising, funds distribution, volunteer management, relationship building, and community impact. Our reputation for customer service is unparalleled. Our ability to innovate is proven. Helix creates solutions that empower you to realize your vision.

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Helix Data Processing Consultants Ltd. began operations in 1988, offering general computer consulting services to a broad range of industries. In 1991, Helix narrowed its focus to developing and supporting software for non-profit organizations.

"...The one thing I always tell people when they ask my opinion of Helix is that you can't get better service anywhere."

Kathleen K. Jewell, CPA
Vice President, Finance
Tulsa Area United Way
Tulsa, OK

Our original product, FMS, was developed under the guidance of a number of large United Way organizations. It was eventually installed in over 35 of the largest United Way organizations. Helix continues to update and enhance it as per the wishes of the users.

"The United Way of Central Ohio switched to ANDAR in May of 2001 after approximately 8 years with FMS. This application was selected through an extensive review process that compared three major applications. Our decision was based on a number of factors, some of the most critical being the user-friendly design, integration of a web-based pledging component into the system, and very importantly, our previous experience and relationship with the vendor Helix and their key staff."

"...The entire Helix team is professional, reliable and very customer focused."

Edward C. Sabatino, Jr.
Chief Operating Officer
United Way of Central Ohio
Columbus, OH

In 1998, Helix introduced "ANDAR For Fundraisers," designed by Helix to address the needs of all fundraising organizations. ANDAR reflects the benefit of many years of experience and the guidance of our customers. With numbers steadily growing, ANDAR is the product of choice for non-profit organizations throughout North America.

ANDAR offers all the advantages of proven leading edge technology while providing users with the most advanced tools available to address all aspects of fundraising, including:

- Prospecting and soliciting
- Donor segmentation and cultivation
- Leadership tracking and recognition
- Campaign management
- Pledge and designation processing
- Web-based e-Pledging
- Customer relationship management
- Volunteer matching
- Information and referral
- Allocations and outcomes

We know there is often more to your mission than fundraising. That is why Helix invests in the development of additional ANDAR modules to meet the distinct needs of our customers. These modules are closely integrated and use the single database of ANDAR, thus eliminating the duplication of data that results from using multiple systems.

Helix's most valuable asset is our unparalleled reputation for customer service, and no effort is spared to keep it that way. This begins with on-time and on-budget implementation services, including guidance in hardware selection, system setup, data conversions, and on-site training. It continues with unmatched customer support via our Web-based Customer Support Center. Customers will confirm their exceptional satisfaction with Helix.

We are very selective when it comes to hiring. As a result, our personnel are highly skilled and dedicated, and there is little or no staff turnover at Helix. Many of our staff have been with us for over seven years. This provides the important element of "continuity" in customer service. Our employees have extensive experience in the non-profit sector, totaling between them more than 35 years of experience with fundraising organizations.

Over the past decade, we have established very close relationships with our customers. We have absorbed much of the culture of the fundraising industry. We can speak your language. Helix views the mission of non-profit fundraisers as critical to the functioning of our society, and we see ourselves as your partner in this task. Helix remains committed to providing technologically superior tools to fundraisers and community builders, and to delivering the superb service for which we are known in the fundraising community.

"One of our staff commented that he had been personally involved in 5 previous software conversions, and this was 'by far the smoothest conversion I've ever seen.' What most impressed us however, is the customer service."

Al Ruhe
MIS Director
United Way of the Greater Dayton Area
Dayton, OH

"Conversion was awesome, outstanding! I felt like I was the only customer, even though I knew that I wasn't."

David Colvin
Director of Information Technology Solutions
Heart of America United Way
Kansas City, MO

"ANDAR is a complete and thorough application; is user friendly; provides clear and concise reporting of all levels of the campaign... I have spent many years looking for the "right" campaign software and I know that our choice of ANDAR was the right one."

"...software applications are only as good as the support a user can access. Suffice it to say that the support we have received from Helix has been extraordinary! At every juncture of our usage, we have felt very comfortable calling Helix... and getting a very receptive person on the other end." "...planning and converting our data went well and we were impressed with the thoroughness of the conversion. The employees of Helix have been a pleasure to work with."

Gail M. Garceau
President
United Way of Greater Manchester
Manchester, NH

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