

FirstClass for Non-Profit Organizations

Creating a thriving online community that fosters effective communication and collaboration can be a significant challenge for non-profit organizations for several reasons: they typically lack the financial resources needed to purchase expensive, corporate business solutions and the IT staff essential to support them; their memberships can extend to hundreds of thousands of people, making scalability of a deployed system critical; and they require a system that can offer easy access to distributed users without sacrificing security.

FIRSTCLASS SOLUTION HIGHLIGHTS

The FirstClass Collaboration Suite is a cost-effective, highly scalable solution designed to enhance communication, collaboration and knowledge sharing by connecting members and employees within a secure, shared environment. Some highlights of the FirstClass feature set include:

- **FirstClass Email & Instant Messaging** - secure email and instant messaging that enables members in all locations to stay in touch.
- **FirstClass Calendars & Contact Management** - calendars and contacts can be personal or shared amongst a group and enable users to easily manage their schedules, plan activities and book available resources.
- **FirstClass Conferences & Work Spaces** - permissions-based, shared spaces that facilitate group email, calendars, and electronic resource distribution and enable large groups or smaller work teams to easily collaborate and share resources within a secure online environment.
- **FirstClass Web Publishing** - web publishing tools that enable organizations to set and maintain a consistent corporate branding and design framework for all websites and delegate content updates to local members, with no HTML knowledge required.
- **FirstClass File Storage & Sharing** - Files of any type can be transferred to conferences, work spaces, or a user's personal file storage repository through simple "drag and drop" from a local computer or through the available Upload/Download tools within FirstClass.

FirstClass delivers significant benefits to non-profit organizations, including:

- **Bringing Members Together Online** - Members of non-profit organizations are often a highly distributed group. FirstClass bridges the gap by providing a secure, online community that enables members to collaborate, share ideas, and disseminate information, regardless of their location.
- **Multiple Platform Support** -- Windows, Mac OS X (PPC or Intel), Linux client, web browser and mobile device support enables anytime, anywhere access.
- **Low Cost Of Ownership** - FirstClass' highly integrated feature set and simple yet powerful administration software makes it easy to deploy and manage from a central location with minimal IT support.

Solution Sheet

FirstClass provides a cost-effective and secure communications and collaboration solution for non-profit organizations such as:

- Political Parties
- Charitable Foundations
- Unions
- Religious Groups
- Social Organizations

FIRSTCLASS[®]

Powering collaborative online communities.



CUSTOMER PROFILE:

The CISL (Italian Confederation of Workers' Trade Unions) is the second largest trade union in Italy, with over 4.2 million members from a variety of industries. Independent of any economic power, employer, government, or political party, the CISL's core focus is to protect and promote the best interests of their member workers.

CISL was looking for a secure and cost-effective communications and collaboration solution that would enable its union members to work together electronically to formulate policies, disseminate information in a timely manner, collect and address issues, and communicate more effectively at the sector, regional and national level.

Beyond basic email and calendaring features, CISL uses FirstClass conferencing to enable members to collaborate on a wide range of topics, share ideas, and keep people informed -- regardless of their location.

"Our FirstClass system has been very easy and cost-effective for us to deploy. We have almost 10,000 members now using FirstClass and, despite the size of the system, it is being successfully managed by just one part-time employee."

- Gilberto Andreoli
Responsabile Informatica
CISL

FirstClass (www.firstclass.com) is a division of Open Text™ Corporation, the leading independent provider of Enterprise Content Management (ECM) solutions that bring together people, processes, and information in global organizations. Today, the company supports almost 20 million seats across 13,000 deployments in 114 countries and 12 languages worldwide. For more information on Open Text, please visit: www.opentext.com

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Powering collaborative online communities.