



Southwark Council Testimonial



Background

Southwark Council, responsible for awarding grants to constituted groups and organisations that benefit local residents, recently implemented BenefactorCloud from Gallery Partnership to manage their diverse grant programs. The council needed a system capable of handling a high volume of applications while adapting to each unique grant program.

The Challenge

- Managing a large number of grant applications across various programs
- Lack of flexibility in the previous system to accommodate different workflows
- Need for a bespoke solution tailored to each department's specific requirements

The Solution

BenefactorCloud offered Southwark Council a highly customisable grants management system. Nicola Donnelly, a representative from the council, shared her experience:

"I've been really impressed with the software's customisation capabilities. Unlike our previous system, BenefactorCloud allows us to modify workflows to our specific needs. We had the opportunity to design the workflow collaboratively with the Gallery Partnership team, making it feel less like an 'off-the-shelf' solution and more like a system tailored to each department's individual ways of working."

"The software seems to flow well from one stage of the process to the next, making it easier to manage for all involved. I can see that it will save us valuable time. Our old system allowed all applications to proceed to assessment, but with BenefactorCloud, we now have an eligibility section that applicants must pass first. This means we have fewer redundant applications and ultimately less unnecessary admin."

The implementation process was smooth, with Gallery Partnership providing exceptional support:

"The grants team at Gallery Partnership has been incredibly helpful, going above and beyond to assist us in implementing this new system. They've been responsive to all our questions and readily available for meetings to discuss the implementation process and next steps. They even worked closely with our IT team to expedite the process and ensure we met our go-live deadline. I appreciated the input from Alex and Laura at Gallery, with their suggestions on how the software could be amended to improve our admin efficiency. They really understood our organisation and tailored the software accordingly to support us."

While still in the early stages of post delivery, Southwark Council is already experiencing the benefits of BenefactorCloud. The system's flexibility, coupled with Gallery Partnership's dedicated support, has positioned the council to manage its grant programs more efficiently and effectively, ultimately benefiting the Southwark community.