



## Success Story: **Rotary International**

**Delivering a modern grantmaking system with 8 languages, 89% faster access and seamless integrations**



Gen3 has continually done a great job for us, jumping in to help us, figuring out what we need and coming up with unique solutions that only Gen3 can provide.

**Brent Drage**

Product Owner, Grant Center  
Rotary International



Rotary International built their custom system in-house in conjunction with an overhaul of their granting model. The idea was to build them in tandem so that the system would do exactly what they needed to manage their granting program. Unfortunately, the system they built had a slow page load time, and it was difficult to make system modifications to keep pace with process changes. Realizing they needed some assistance, they put out an RFP to search out a solution.

Of primary concern for Rotary was to find a system that could manage multiple languages and integrate with their other enterprise software. They chose SmartSimple's Platform3 for the limitless configurability while offering several other process improvements. With Gen3 leading the system implementation, the team delivered a fully integrated grantmaker system that satisfied Rotary's broad and diverse requirements with room to evolve as their needs changed.

## Rotary International

**Client since:** 2012

### **Type of giving:**

International grants and scholarships

### **Current platform:**

SmartSimple Platform3

### **Previous platform:**

Customized system built internally

### **Key challenges:**

- Custom system couldn't keep pace with the speed of organizational change
- Highly time-intensive for the internal team to make constant modifications

### **Key requirements**

- Ability to function in multiple languages
- Integrate with other enterprise software
- Make changes instantly

## About Rotary International

Rotary International is a global community network of 1.2 million members — with nearly 320,000 in the US alone — working from more than 35,000 clubs around the world. Their goal is a planet where all people unite and take action to create lasting change. They currently administer 30,000 service projects, and their volunteers work in excess of 24 million hours per year.

In 2017, more than 8,000 students became global citizens through the Rotary Youth Exchange, 400 million children were immunized against polio, and Rotarians built a 36,000-liter rainwater harvesting system to serve communities in Papua New Guinea. Overall, Rotary manages funds in 29 currencies to provide life-changing and sustainable grants, programs, and services.

## The evolution of an international grants management solution

*"We figured we'd start working on a new system and pilot a new granting process at the same time," says Brent Drage, Product Owner, Grants. "The problem was, the system we were trying to build couldn't keep up with program changes we were making. We found we were modifying things constantly as the pilot progressed. It was like trying to build a plane while we were in flight."*

It became incredibly difficult for the in-house team to keep pace with all the changes being requested. *"The whole reason for conducting the pilot was to figure out exactly what we needed in a new grants management system,"* continues Brent. *"That said, we knew there was no way we'd find anything that would work for us right out of the box. We required something configured to meet our specific needs."*

## The quest for a configurable grants management solution

The team decided to put out an RFP and look for a grantmaker system that could handle all the complexity Rotary needed to manage their vast array of international giving programs. *"The biggest challenge we knew we'd likely face was finding something that could do all we needed, and accommodate the 8 languages we operate in,"* adds Brent. After reviewing a shortlist of potential software vendors, Rotary found the SmartSimple platform to be the most capable to handle their unique requirements.



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## Partners in implementation

Finding the right grantmaking system was half the equation. The other half, was working closely with an implementation team that had the expertise to translate Rotary's complex requirements into a reality on the SmartSimple platform. Enter Gen3, who had years of prior experience building complex systems on the SmartSimple platform. *“Gen3 has continually done a great job for us, jumping in to help us, figuring out what we need and coming up with unique solutions that only Gen3 can provide,”* says Brent.

## A speedy, trusty-worthy system

One of the biggest challenges Rotary experienced with their custom in-house system was speed. Loading time per page took as long as 1.5 minutes at times. This was a serious problem since some of the communities Rotary served experienced limited internet access and bandwidth. Every second counted. Gen3 configured a much leaner and more efficient system on the SmartSimple platform, bringing page load times down to 10 seconds – a decrease in time of 89%.

## A solution like no other

*“System configurability is high on our list of requirements, and the overall adaptability of the platform has been incredibly important for us”,* says Stephen Montague, Business Analyst, IT at Rotary. *“The ability to translate our granting into different languages was a critical component that Gen3 was able to configure for us. Not many others can accommodate this level of personalization,”* continues Stephen. *“Gen3 also gave us the ability to seamlessly integrate with our accounting, and contact relationship management (CRM) software.”*

*“Our relationship with Gen3 is completely unique,”* adds Brent. *“We’re always pushing the envelope, seeing what else the SmartSimple platform can do. Gen3 is always able to work through our requests and solve our problems and the system consistently meets our needs, adapting to any changes we want to make.”*



Since 2007, Gen3 has been developing, configuring, and implementing holistic grant and case management solutions enabling philanthropic organizations to align their vision with the achievement of their goals. By leveraging the dynamic flexibility of SmartSimple's Platform3, Gen3 delivers state-of-the-art collaborative solutions that empower some of the largest, highest profile organizations in the world, enabling them to maximize their mission's impact.

Gen3 takes a truly collaborative approach that enables them to understand unique business challenges and deliver software solutions that truly transforms organizations. They work with clients to identify their requirements, recommend and implement flexible and innovative solutions, train their personnel, and ensure a successful go-live.

Learn more at [www.gen3impact.com](http://www.gen3impact.com)