



**Intranets**  
.com

# Non-Profit Organizations

Using an intranet has helped Community Agencies Corporation of NJ to coordinate and manage their staff to better serve their community



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### **Community Agencies Corporation of NJ Newark, NJ**

“I have great things to say about Intranets.com, “says Shakirah Johnson, Executive Assistant and IT Coordinator of the Community Agencies Corporation of NJ. “We use it across all groups in our organization. Our 25-member management staff - executive and deputy directors, executive assistant, social workers and program managers - use it to help manage 200 part-time and full-time employees.”

Community Agencies Corporation of NJ is a family of non-profit agencies that works collaboratively to deliver services to children and families of the Greater Newark Metropolitan area.

It encompasses the: Protestant Community Centers, Inc. whose hundreds of volunteers provide programs for 1,500 children ages 6 to 18; the Friendly Fold Neighborhood Centers, Inc. whose child care, head start, recreation and employment readiness and training programs, provide support for 400 families; and Cross Counter, Inc., whose residential group homes serve 24 young men and women, who have been identified as being at risk of suffering abuse, abandonment or neglect.

“I found Intranets.com after searching the Internet for an ‘online office assistant.’ I didn’t know what an Intranet was, but when I looked at the features that Intranets.com offered, I knew we could use it,” says Johnson.

”First, Intranets.com solved the problem of getting quicker email access for us. We had been using Microsoft Express, but we have 10 remote sites and they had to dial in here to get on, and it was slow, slow, slow. We have only 6 ISDN lines, and so if 7 people wanted to get in, the last person would not be able to get in.”

“I had tried “360Networks” for a month and it didn’t work on a company level. Then we found Intranets.com. At first, I got grumbles from people who used Microsoft and didn’t want to change. But now, everyone is glad we did change. Now there is no waiting to get in or to get email.”

“Intranets.com allows us to avoid using our own server and ISDN lines. I’ve had as many as 50 emails on Intranets.com when I connected and I get them much faster than when I had to log into our server.”

“I also love this Intranets.com mail feature: I can set up my own mailing groups. I have several boards, and 70 people on one advisory board. So when I have to send out email, I click on the appropriate group and out it goes. It’s easier than Microsoft Word.”

**“Intranets.com  
lets you focus on  
and manage your  
business, not your  
technology.”**

- Shakirah Johnson,  
Executive Assistant and  
IT Coordinator of the  
Community Agencies  
Corporation of NJ



“And, I love the document-sharing feature. We keep all kinds of shared documents and update them on Intranets.com. We share a lot of grant proposals among our remote users and Intranets.com lets me know who checked a document out. If the Director of Development needs 3 different people to review and make changes to a document, and save those changes back to the document, Intranets.com lets us do that easily. With Intranets.com, we can open up any document in Microsoft Word and make track changes. We can also mark any document as a private or group document. All our different letterhead is online and we also share that through Intranets.com.”

“I also do level of service reports in Excel spreadsheets and put those on Intranets.com. I can share these with others who can open them up and make minor modifications.”

Johnson says she also loves the new Intranets.com calendar. “Seeing the availability of colleagues is great. As an executive assistant, I schedule a lot of meetings. As soon as I invite someone, the calendar checks availability, so I can change the meeting date and time, if I need to.”

“I also love the option to accept, decline or make a tentative reply to a meeting. Before I would end up with everyone’s appointments on my calendar.”

“With Intranets.com, we’ve built an “In and Out Board” to track vacations, sick time, and people coming in and out. So we don’t have to guess where people are anymore.”

“We’ve created other internal boards too. As IT and property manager, I use the Intranets.com Project Manager to create trouble tickets. For instance, if there’s work to be done on a piece of property, I specify on the ticket that the person to repair it will be here on such and such a date, etc. It keeps everyone informed.”

“I plan to use Intranets.com to do event planning. I can use the database feature to track who will attend an event, and all the other event logistics. We don’t do big events very often, but we could use it for strategic planning events, the company picnic or fundraisers.”

“I also plan to take advantage of the economically priced Audio Conferencing Tool. I had signed up for a Verizon conference call and was taken aback by the charges from Verizon. There was a connection fee, a per user fee, lots of fees. We have people who travel throughout the summer and Intranets.com’s audio conferencing will give them the option of attending meetings via audio conferencing while on the road.”

“I also like the fact that the Intranets.com’s contacts lists provide for a company list and a private contact list.”

“As a power user, I’ve only had to call Intranets.com’s customer service a few times, but when I have, they’ve been very helpful. I also use the online support.”

“I recommend Intranets.com to all my colleagues in other companies and I’ve let some of them come up as guests on our system to try it out.”

