



Company Overview: ASCEND, a Humanitarian Alliance, is a unique organization where caring people make an individual impact at home and across the world. Their efforts transcend political, cultural, and language barriers to answer requests for life-saving programs in education, enterprise, health and simple technology. They work side-by-side with some of the most impoverished people of the world, helping them with life-skills mentoring, school construction, and other sustainable development programs.

web site: [ASCEND](#)

Location: Utah, South America, Africa

Industry: Non-profit humanitarian

NetDocuments Usage: Document Management, collaboration

Software switched from: Windows File Directory, email, courier

CHALLENGE

- "Working overseas in developing countries presents special challenges due to distance, language and lack of technology. Like all organizations ASCEND has communication and reporting requirements that necessitates reliable and secure file transfer."
- "Prior to discovering NetDocuments we tried to share information with our South America and Africa offices via email attachments, snail mail, or courier. Inevitably, there were failures and delays. Sometimes, the information would be lost due to a hard drive crash in the field office. If not a crash, then the files would sometimes become corrupted and unusable in transit. If they did arrive intact, they would often arrive late."
- "Once they arrive at headquarters there was no control over the file structure used to store and manage the documents. We often couldn't find the documents on our local server and rarely knew if it was the latest version."

SOLUTION

- "All that has changed now. Using NetDocuments has provided a very effective solution to most of our document management needs."
- "All our regional managers know that they have access to the same resources the home office enjoys."

RESULTS

- "NetDocuments greatly enhances productivity and unity."
- "We no longer worry about losing files or having them arrive late because the moment they are uploaded to ND we have instant access to them."
- "Using NetDocuments allows us to establish companywide standards for all our field offices and maintain control of crucial information. In the past, the field offices "did their own thing". Now that we all have the same way of doing things our productivity and professionalism has increased."
- "A final benefit is cost savings. Previously, we experimented with an in-house server. It proved to be expensive and inadequate. We no longer need an IT person to tinker and maintain things. We rarely waste time searching for lost documents. The fact that we don't have to worry about backup anymore is a great relief. The way I look at it, for less than the cost of an employee's lunch, we have access to NetDocuments' team of skilled professionals and its state of the art technology."
- "This is an excellent solution for ASCEND and its international branches. Because NetDocuments is always updating its software and hardware, our next challenge is to try to stay current with all the new features ND rolls out periodically. The reality is that NetDocuments' service is very robust and provides many additional features that our team members haven't had the time to learn and adopt yet. Once they do, they will be even more effective in their work."