



## RELIABLE, INTUITIVE, EFFICIENT CUSTOM DATABASE FOR GLOBAL ORGANIZATION

**Industry:**  
Non Profit Organization

**Scenario:**  
Custom database design and implementation, enabling the organization to work more efficiently and economically.

**Company Profile:**  
Friendship Force International (FFI) is a leading nonprofit international cultural exchange organization.

FFI was founded with a single mission: to create an environment in which personal friendships are established across the barriers that separate people. A 1992 nominee for The Nobel Peace Prize, FFI is active in more than 60 countries, promoting friendship and goodwill through an extensive program of home stay exchanges.

Since the program began in 1977, nearly a half-million volunteer Ambassadors and Hosts have participated through 3,300 exchanges, touching the lives of more than two million people.

### **The Situation:** **Dysfunctional Database Hindered Growing Organization**

Friendship Force International (FFI) desperately needed reliable databases that were accurate, intuitive and efficient. The situation was critical. The organization's current database required data to be entered in three different fields in order to be functional. The database would mysteriously delete or migrate records. The staff was spending countless hours correcting errors and functionality issues.

FFI had worked unsuccessfully with two other technology vendors before a former staff member introduced FFI's Executive Director Constance Swank to Dynamic Answers. Constance was desperate for a solution, but was cautious about making another vendor decision since the previous two consultants had missed multiple deadlines, created a disparate, complex system, and had wasted the organization's time and money.

After talking with several other organizations that had worked with Dynamic Answers, Swank decided Dynamic Answers was the right choice for FFI.

*"From the start, I was impressed with the integrity exemplified by Dynamic Answers – no one was trying to push us into a decision – that belief has never been shaken," said Swank.*

### **The Solution:** **Dependable New Database Named FFIDO**

In the early stages of the project, Dynamic Answers worked closely with FFI to help the staff articulate their specific technology requirements, carefully consider options and make sound decisions. The first key choice was to build or buy. Once a comprehensive view of the ideal database was established, the decision was clear that FFI needed to build a new database from the ground up.

Dynamic Answers took on the challenge. The goals were clear: FFI needed an integrated, easy-to-use, highly responsive global database that would streamline processes and lower the administrative burdens.

Dynamic Answers built a scalable intranet solution using Microsoft ASP, Visual Basic and SQL Server 2000. FFI named the new database FFIDO (Friendship Force International Data Organization), whose paw prints mark the main screens on each desktop.

*"Throughout the entire process of building and implementing FFIDO, the Dynamic Answers team has been extremely responsive. They're always there when we need them. Dynamic Answers has moved as quickly as we were ready to move," said Swank.*

### **The Results:** **Efficient, Effective and Economical Database**

FFIDO has delivered significant value to the FFI organization, including:

- Providing worldwide access to information
- Delivering fast, reliable data entry, storage and retrieval
- Distributing responsibility and accountability throughout the organization
- Streamlining the costing processes for FFI's exchanges
- Reducing the number of administrative loops

*"We are very pleased with FFIDO and the relationship with Dynamic Answers. They have delivered exponentially more than the dollars paid them," said Swank.*