

Charity / Not-for-Profit:

Do more with less through modern service management

Charities and not-for-profit organizations face a unique challenge: delivering high-quality services to their beneficiaries, donors, and staff while operating under tight budget constraints and lean IT teams. Every pound, dollar, or euro spent on back-office technology must demonstrably improve the organization's ability to fulfil its mission. Legacy ITSM platforms with complex licensing models, expensive customization requirements, and lengthy implementation timelines are a poor fit for this sector.

Xurrent offers a modern alternative. With rapid deployment (typically 4 to 16 weeks), a simple and predictable licensing model, free self-service for all end users, and AI-powered automation that reduces manual effort from day one, Xurrent helps not-for-profit organizations deliver better internal services without diverting resources from their core mission. And with 100% platform uptime in the trailing 12 months and weekly releases at no extra cost, the platform continuously improves without imposing upgrade burdens on already-stretched IT teams.

Service management for mission-driven organizations

Xurrent is a service management solution with strong and adaptive workflows that support the unique needs of charities and not-for-profit organizations. Xurrent is also deployed to deliver an increasing array of non-IT services. In the not-for-profit sector, this can cover:

- **Information Technology**
 - Desktop and device support
 - Data protection and GDPR compliance
 - Volunteer and staff account provisioning
- **Finance and Fundraising**
 - Procurement and expense workflows
 - Donor management support
 - Grant compliance tracking
- **Human Resources**
 - Staff and volunteer onboarding
 - Safeguarding and DBS workflows
 - Benefits and payroll support
- **Operations and Programs**
 - Facilities and office management
 - Event and program logistics
 - Field operations support

This combined suite acts as a technical platform for automation, enabling nonprofit organizations to deliver more services with fewer resources, ensuring that every investment in technology directly supports the mission.

PRODUCT FEATURES

The Xurrent SaaS solution provides the following capabilities

- Service Desk Console to optimize the efficiency of service desk analysts
- Request templates for frequently submitted requests
- Request grouping for major incidents
- Automated problem identification
- Knowledge Management
- Change Management
- Change Templates
- Scheduling of recurring changes
- Change workflow automation
 - *Task templates*
- Release and Deployment Management
- Project Management
- Service Portfolio and Catalogue Management
- Service Level Management
 - *Operational Level Agreements*
 - *Track Internal SLAs*
 - *Track External SLAs with external service providers*
 - *SLA Consolidation to Underpinning Contracts (SIAM-based)*
- Service Asset and Configuration Management
- Software License Management
- Usability Features
 - *Full Text Search*
 - *Audit*
 - *Multi-Language Support*
 - *Multi-Time Zone Support*
 - *Computer Telephony Integration (CTI)*
 - *Email Integration*
 - *Customizable email notifications*
 - *Email compliance archive*
- System/SaaS Administration
 - *UI Extensions*
 - *API Access*
 - *KPI Metrics Warehousing*
 - *Back-up to multiple physical locations*
 - *SSL Encryption*
 - *Your Branding*
 - *Single Sign-On*
 - *QA Environment*
 - *99.8% Availability Commitment*
 - *Disaster Recovery Commitment*

Maximize Impact with Lower Total Cost of Ownership

For charities, every reduction in operational overhead is money redirected to the mission. Xurrent's licensing model eliminates the hidden fees and module-based pricing that make traditional ITSM platforms expensive to scale. Self-service is free for all end users, and weekly updates are included at no extra cost.

Validity achieved a 50% cost saving when switching to Xurrent from ServiceNow, and **Fiskars projected 40% cost savings** on service management over 5 years. While these organizations are not in the not-for-profit sector, the cost dynamics are directly relevant: Xurrent consistently delivers significant TCO reductions compared to incumbent platforms.

SEAS, an energy services company, **saved 266+ hours per month and 4,300+ hours annually** via automation rules. For a not-for-profit with limited staff, this kind of time saving translates directly into more capacity for mission-critical work.

Rapid Deployment for Lean Teams

Not-for-profit organizations cannot afford 6-to-12 month implementation projects that consume the attention of a small IT team. Xurrent's configuration-first approach means the platform is ready to use in weeks, not months.

Axsos completed a **full platform implementation within just 10 business days**, deploying **across 5 separate departments**.

They successfully automated 50% of all service desk tasks, and 40% of users now resolve issues through the self-service portal. Deichmann, a retail organization with over 10,000 employees, **completed implementation in 3 months** and achieved **93% end-user satisfaction** after rollout.

For charities managing multiple programs across multiple locations, this speed to value means IT can stop being a bottleneck and start being an enabler.

Self-Service and Automation for Volunteers and Staff

Not-for-profit organizations often rely on a mix of permanent staff, temporary workers, and volunteers who may not be technically experienced. Xurrent's self-service portal is intuitive and accessible, reducing the burden on service desk teams while empowering all users to get the help they need.

VX Company saw a 73% rise in self-service portal usage after going live with Xurrent in just 4 weeks. SSP Group, supporting 39,000 staff across 35 countries, achieved 40%+ self-service adoption, which is twice the industry average. XAL Lightning reported that 80% of their 1,100 employees use self-service on a regular basis.

Combined with Xurrent's AI-powered Sera AI, which automatically classifies, routes, and suggests resolutions for incoming requests, even the smallest IT team can deliver a professional, responsive service to the entire organization.

Get started with Xurrent today.

Contact a Xurrent Expert [↗](#)

Xurrent is a service-oriented platform designed to be the ITSM solution for tomorrow. We replace incumbent service management systems with a new model, focused on a service-centric approach which we believe is better suited to drive the agility, connectivity, and visibility today's IT leaders need. Our multi-tenant, highly scalable, secure cloud platform raises productivity, empowers your teams, and transforms your business into an agile, service-driven enterprise.



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