

OUR ESTEEMED CLIENTS INCLUDE:

- ◆ Heart & Stroke Foundation of Ontario
- ◆ Princess Margaret Hospital Foundation
- ◆ SickKids Hospital Foundation
- ◆ Canadian Cancer Society of Ontario
- ◆ Health Sciences Centre Foundation
- ◆ Canadian Cancer Society of New Brunswick
- ◆ Canadian Cancer Society of Newfoundland

we believe that cost-effectiveness, professionalism and integrity are paramount to our collective success

ABOUT MIRATEL

Miratel is an industry leader in providing end-to-end fundraising solutions including: inbound and outbound call centre support, eCommerce services, finance management, and receipt/letter shop mail facilities.

When you combine over a decade of fundraising experience with our technology and strategies you are sure to see results that exceed the aspirations of your donor program.

Miratel's team of dedicated professionals with over 150 years experience managing non-profit programs have helped propel the success of more than 100 campaigns over the past 10 years.

"We are most pleased with your flexibility in accommodating our dynamic requirements. We also appreciate the attention to detail and high accountability and professionalism you continue to demonstrate..."

A Lloyd
Heart & Stroke Foundation of Ontario

"Miratel Solutions have consistently demonstrated a high degree of professionalism and integrity in the manner in which they have serviced our client's needs. The management team's dedication, passion and good old fashioned hard work ethic is evident every day in their business operations."

P. MacDonald
SO Asher / Princess Margaret Hospital Foundation

flexible end-to-end solutions for all your fundraising needs

WHAT MIRATEL BRINGS TO FUNDRAISING

Miratel can provide the full range of customized services to support every facet of your fundraising program all under one roof. We consistently deliver cost-effective solutions to our clients that maximize campaign performance, streamline processes, create efficiencies and forge valuable connections with donors and supporters

We bring our expertise and provide end-to-end solutions that are expansive, flexible and customizable, while maintaining the highest standards of integrity and accountability. Our knowledge and depth of experience with non-profits is unparalleled and our proven solutions, winning strategies and robust technology reflect our peerless dedication to the success of your fundraising program.

Our tailored solutions have helped define the success of our client's programs and we can do the same for you. Regardless of your service requirement, Miratel has the proven solution for you.

contact us today



miratel
solutions inc.



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fundraising experts

tangible results delivered professionally and with integrity



EXPERIENCE YOU CAN TRUST

Our fundraising experience is extensive and we are dedicated to building on that knowledge base so we remain the ideal partner providing best-in-class customized fundraising services throughout North America. Our management team brings more than 150 years of non-profit program experience but we believe the proof is in the results. Since we began in 2000 we have:

- ◆ successfully managed in excess of 100 individual fundraising campaigns
- ◆ professionally represented more than 25 different charitable organizations
- ◆ skillfully received more than 10 million inbound fundraising calls
- ◆ expertly placed more than 12 million outbound fundraising calls
- ◆ proficiently sold more than 15 million charitable lottery tickets
- ◆ been honoured to help generate over \$1.3 billion in fundraising revenue

hire the best - don't settle for anything less

CALL CENTRE

Outbound Pledge Calls
 Inbound Donor Support
 Outbound Courtesy Calls
 Donation Calls
 Program Follow up Calls
 Market Research Surveying
 Donor Feedback

- ✓ 24 x 7 multilingual services
- ✓ Staff of 250+ experienced agents easily accommodating staffing fluctuations
- ✓ Over 160 web-enabled workstations
- ✓ Business Continuity Plan with over 40 web-enabled workstations to safeguard your business against service interruptions
- ✓ Focused and professional team with over 150 years experience in fundraising program management
- ✓ Skilled list and database management
- ✓ Skillset based routing able to track marketing events with multiple inbound lines/routing options



E-COMMERCE

Online Order/Donor Management
 Mass email deployment

- ✓ Customized secure online solution with secured data entry forms
- ✓ Intrusion detection

YOU CAN TRUST MIRATEL TO MANAGE YOUR:

- ✓ annual donorship
- ✓ annual giving campaigns
- ✓ planned giving
- ✓ pledge drives
- ✓ fund development for expansions/dedications
- ✓ corporate gift program(s)
- ✓ gift matching programs
- ✓ funding office support
- ✓ alumni and special events funding
- ✓ telethons

PROVEN SOLUTIONS

Nothing speaks to the quality and standards of our fundraising solutions as effectively as the faith of renewed contracts our loyal clients continue to place in our hands.

LETTERSHOP MAIL FULFILLMENT

Receipt printing and mailing
 Donor notification letter printing and mailing
 Program/appeal announcement printing and mailing

- ✓ Mail order receipt, data entry and processing
- ✓ Stock inventory and management
- ✓ Donation receipt auditing and donor notifications
- ✓ Manage program deadlines



**customized,
 results-driven
 fundraising solutions
 delivered with integrity**

FINANCE MANAGEMENT

Payment processing management
 Daily deposits of funds and reconciliation of program bank accounts
 Donation tax processing, receipting and file reporting

- ✓ Processes audited yearly according to CICA 5970 standards
- ✓ Secure PCI Compliant credit card authorizations
- ✓ Daily deposit and reconciliation of funds collected
- ✓ Efficient customer service follow up and resolution to charge-backs, returned cheques, and declined credit card transactions
- ✓ Efficient donation receipting
- ✓ Extensive working history with Scotia Bank, CIBC, RBC, Moneris, Iats and Eigen

COMPETITIVE ADVANTAGE

Miratel has the experience, technology, methodologies and people to ensure your fundraising program achieves the exceptional results it deserves. Our proven solutions and winning strategies will perform during the most challenging situations and can be depended upon at all times. With over a decade of experience, we continuously look for ways to fine-tune our approach so we remain the industry leader in servicing non-profit fundraising programs.

Our knowledge and depth of experience is extensive and our proven solutions, winning strategies and robust technology reflect our peerless dedication to the success of our client's fundraising programs.

ROBUST AND SECURE INFRASTRUCTURE

Miratel showcases proven technology to streamline operations, enhance client experience, maximize performance and drive profitable service delivery. The security of our facilities and your data are uncompromised. Read for yourself:

- ◆ Over 160 web enabled workstations at main call centre
- ◆ Business Continuity Plan with hot site including 40+ web-enabled workstations
- ◆ 10 T1s (over 230 lines)
- ◆ Redundant servers with real time data replication and daily offsite backup
- ◆ Redundant and secure online purchasing presence
- ◆ Data and Reports on demand
- ◆ Real-time anti-virus malware
- ◆ Real-time monitoring of critical system
- ◆ A fully customizable and robust online solution with secured data entry forms
- ◆ Dedicated report generation server with 24 hour delivery
- ◆ Customized outbound calling module
- ◆ Real-time productivity monitoring
- ◆ Mass email deployment software
- ◆ Secure, PCI compliant data encryption
- ◆ Address verification software
- ◆ Multi-tiered levels of data integrity and process controls to minimize risk
- ◆ 24 hour alarm monitoring
- ◆ Buzz entry with Front desk sign in and badge protocol
- ◆ Keypad entry
- ◆ Video surveillance with motion detection



contact us today

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