

About Miratel

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

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 resulting in over \$1.3 billion in gross fundraising revenue.

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.



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 for best-in-class customized fundraising services. Our management team brings 150+ years experience in managing nonprofit programs and have contributed to the following accomplishments of Miratel since 2000:

- 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
- Capably serviced over 40 million customer transactions by phone, internet, mail and fax

Flexible customized solutions for all your fundraising needs



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solutions inc.

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The Fundraising Experts

Tangible results delivered professionally and with integrity



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solutions inc.

a partnership you can trust

Proven Results:

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.

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

Lettershop Mail Fulfillment >>

- **Receipt printing and mailing**
- **Donor notification letters**
- **Program announcement**
- **Donor appeals**
- **Bulk printing and mailing**

Mail order receipt, data entry and processing

Stock inventory and management

Donation receipt auditing and donor notifications

Manage program deadlines

Finance Management >>

- **Payment processing management**
- **Daily deposits of funds**
- **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

Trust Miratel to Manage Your:

Donor programs via phone or web

Donation processing by phone, web, mail or fax

End-to-end lottery management services

Corporate gift program(s)

Outbound telephone fundraising

Gift matching programs

Funding office support

Alumni and special events funding

Business Continuity

Telethons



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.