



PRO BONO SERVICES



NO-COST TECH SUPPORT FOR NONPROFITS

Helping Nonprofits and Community-Led Organizations Simplify, Secure, and Scale with Technology.

Let Heartfelt IT help you scale your impact through technology, at no cost. These pro bono services are our way of giving back to organizations that make a difference.

OVERVIEW



**GRANT WRITING SUPPORT
FOR TECH FUNDING**



**COMPLIMENTARY IT HEALTH
CHECK**



**TECHSOUP SETUP &
OPTIMIZATION**



**QUICK CYBERSECURITY
RISK SCAN**



**REFURBISHED LAPTOP
DONATION PROGRAM**



**IT COST OPTIMIZATION WITH
MY SPEND**



**AI READINESS AUDIT &
ROADMAP**



**OUTGROWCRM – MARKETING
AUTOMATION PLATFORM**

FIND OUT MORE

Schedule a quick call with our team to discuss your needs and discover how we can help you save time and money and improve your effectiveness using better technology.

+1 (800) 322-9871
help@heartfeltit.com



OUR PROCESS — **SIMPLIFY. SECURE. SCALE.**



SIMPLIFY

We start by organizing your people, systems, and tools to build a clean foundation.



SECURE

Next, we protect your data and train your team to stay secure.



SCALE

Now you're ready to grow—smoothly and stress-free.

GRANT WRITING SUPPORT FOR TECH FUNDING

GET FUNDING FOR THE IT YOU NEED

We guide you through the process of applying for technology-related grants by helping define your project scope, providing supporting documents, and articulating the impact of technology on your mission.

How It Works

You tell us your goals—we research grant opportunities and help you draft compelling submissions. We'll provide the technical language and project plans funders are looking for.

Why It Matters

Many nonprofits miss out on funding simply because they don't know how to "speak tech." Our support can help you access the funding you need to modernize and grow.



COMPLIMENTARY IT HEALTH CHECK

DO YOU KNOW THE STATUS OF YOUR IT?

A no-cost review of your current hardware, software, processes, and pain points—resulting in a simplified, prioritized report.

How It Works

We evaluate your setup, listen to your team's concerns, and review your IT environment remotely or on-site. We've streamlined this process by dividing the Health Check into four core categories, each containing nine elements. Every element is scored and color-coded: Red indicates immediate attention, Yellow means improvement is needed, and Green is satisfactory. This approach results in a clear, visual report on your overall IT health.

Why It Matters

Many nonprofits suffer from tech sprawl and inefficiencies. An expert audit helps you avoid downtime, reduce costs, and make better tech decisions.



TECHSOUP SETUP & OPTIMIZATION

WE WILL SETUP AND OPTIMIZE YOUR TECHSOUP ACCOUNT

We help you set up a TechSoup account and recommend the best discounted tools available for your needs—such as Microsoft 365, Adobe, Zoom, and more.

How It Works

Our team verifies your nonprofit status, walks you through the setup, and provides a curated list of tools tailored to your goals and budget.

Why It Matters

TechSoup gives you access to thousands of dollars in software savings. We make sure you don't miss out on essential tools your organization could already be eligible for.



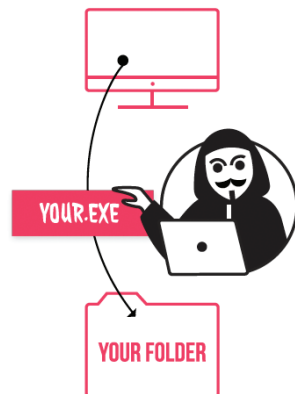
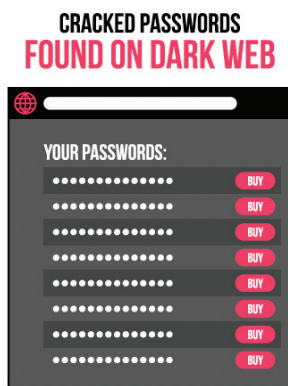
QUICK CYBERSECURITY RISK SCAN

QUICK CYBERSECURITY RISK SCAN

A simplified cybersecurity checkup designed to uncover vulnerabilities without disrupting your operations. No passwords, admin access or special training required.

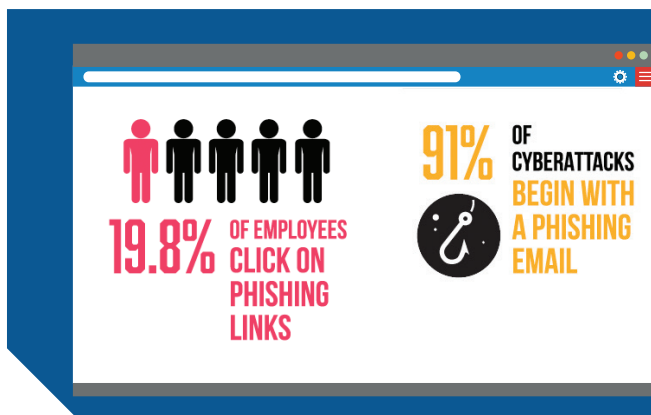
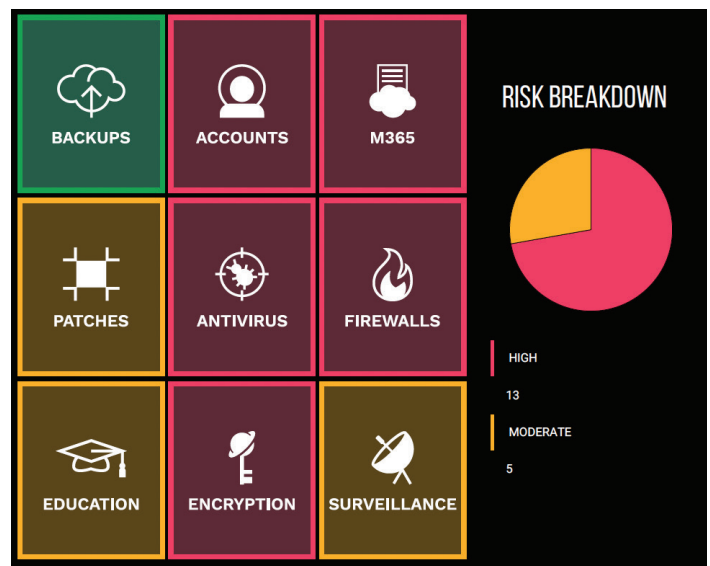
How It Works

This quick audit checks cybersecurity configuration, tools, and response. We generate and send you a special link that you run on up to 5 computers. After 72 hours, we produce a clear, non-technical cybersecurity report that outlines key risks and where immediate attention is needed.



Why It Matters

Cyberattacks are increasingly targeting nonprofits. This proactive scan gives you early warnings and action steps—without the need for expensive audits or confusing jargon.



REFURBISHED LAPTOP DONATION PROGRAM

GET NEW LAPTOPS FOR YOU, YOUR TEAM, OR YOUR CLIENTS

We securely refurbish business-grade laptops and donate them to organizations in need.

How It Works

We collect donated hardware, wipe all data securely, and install fresh software. Devices are then matched to nonprofits or individuals who can benefit.

Why It Matters

Reliable devices make a world of difference in education, outreach, and admin work. For many organizations, donated laptops are the bridge to digital equity.



IT COST OPTIMIZATION WITH MYSPEND

WE HELP OPTIMIZE THE COST OF YOUR IT WITH OUR MYSPEND TOOL

A full review of your tech-related expenses using our proprietary "My Spend" tool to identify savings opportunities and improve visibility.

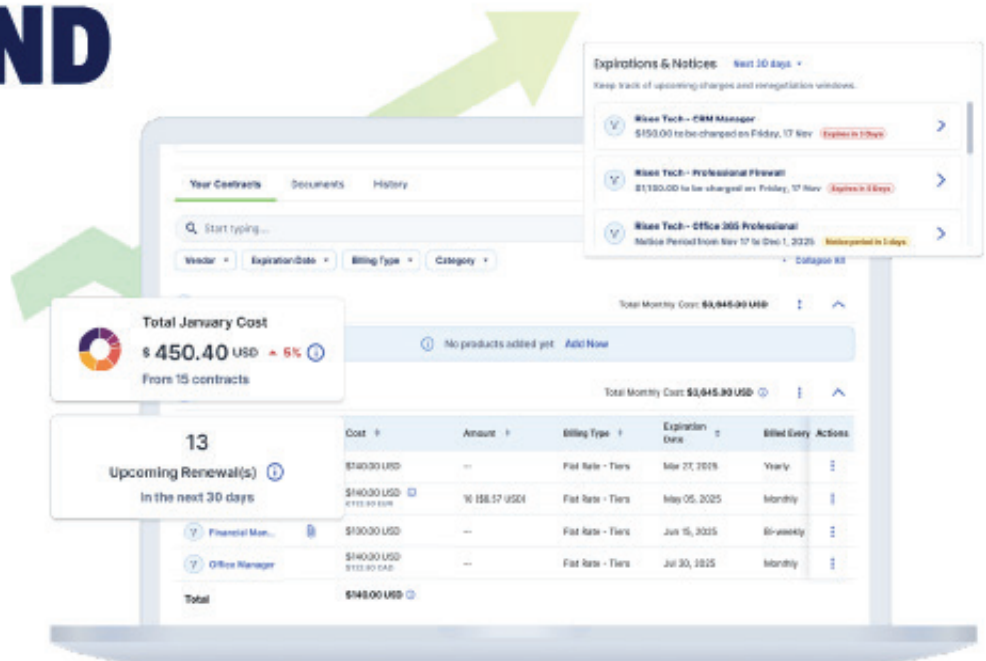
How It Works

We collect your invoices and subscription data, then run them through our optimization engine. You can also upload and store all your vendor contracts, track renewal and expiration dates, and set up auto-reminders—so you're never surprised by an automatic renewal again.

Why It Matters

Without centralized contract management, nonprofits often waste money on underused or duplicate services. Our tool helps you stay in control and maximize every dollar spent on technology.

MYSPEND



AI READINESS AUDIT AND ROADMAP



AI READINESS AUDIT & ROADMAP

A strategic analysis to help your organization responsibly and effectively integrate AI into its daily operations.

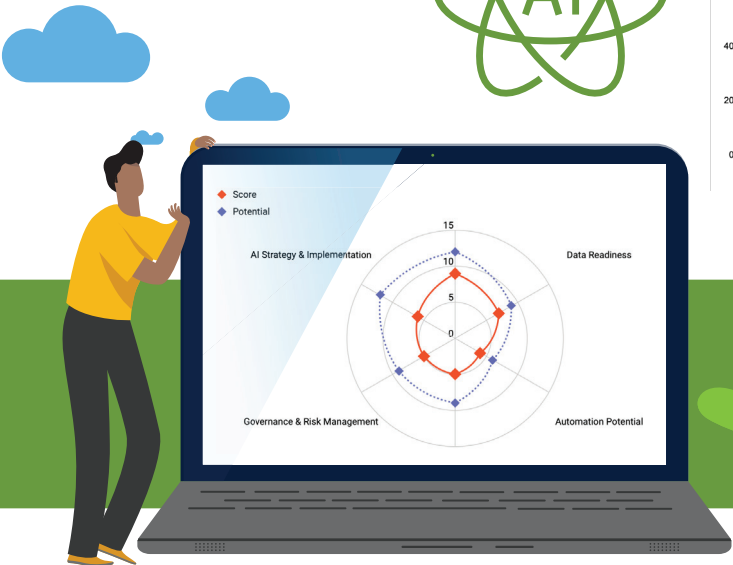
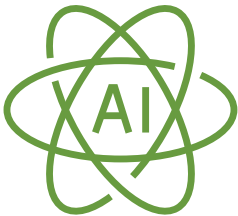
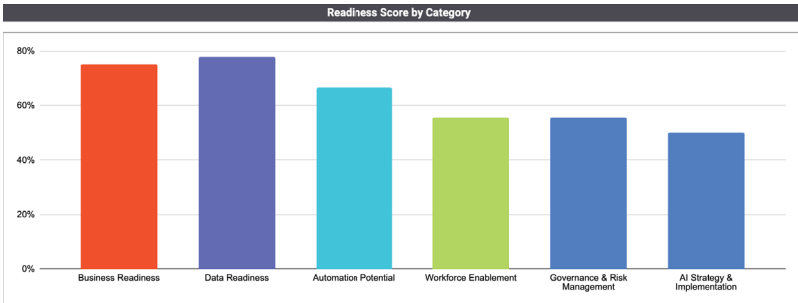
How It Works

We conduct an in-depth review of your workflows, assess your infrastructure, evaluate team readiness, and deliver a customized AI roadmap with clear goals and ROI projections.

Why It Matters

AI can help you automate repetitive tasks, improve outreach, and boost impact. Our roadmap ensures your use of AI is ethical, realistic, and mission-aligned.

Readiness Question		Assessment Criteria - How to Score?	Score	Max Score	Impact	Effort	Weighting
# 1. Business Readiness							
1	Clear AI vision tied to business goals	1: No AI vision or loosely defined, not linked to goals 2: AI is discussed but not yet aligned to key priorities 3: Clear AI vision directly mapped to business outcomes	3	3	High	Low	25%
2	Senior leadership commitment / AI champion assigned	1: No leadership support or ownership 2: Verbal support exists, but no clear owner 3: Active executive sponsor and AI lead in place	3	3	Medium	Medium	25%
3	Competitive monitoring	1: No tracking of industry AI trends or competitors 2: Informal awareness, no structured effort 3: Regular benchmarking and insights used for strategy	1	3	Medium	High	25%
4	Budget & resources allocated with ROI targets	1: No dedicated budget or ROI planning 2: Budget exists, but ROI is not clearly measured 3: Budget and resource plan tied to clear ROI goals	2	3	High	Medium	25%
			9	12	<--- Total Score		100%



OUTGROWCRM MARKETING AUTOMATION PROGRAM



USE OUR OUTGROWCRM – OUR FREE MARKETING AUTOMATION PLATFORM

This free, all-in-one CRM is designed specifically for marketing automation. Powered by HighLevel and white-labeled as OutgrowCRM, it puts powerful tools in your hands to grow engagement.

How It Works

We set up and customize your system, then train your team to use features like:

- Landing pages and forms
- Automated email and SMS campaigns
- Surveys and appointment booking
- Funnels and lead tracking
- Social media posting and reporting

Why It Matters

While many nonprofits use CRMs for donations, OutgrowCRM empowers you to market smarter, automate outreach, and create professional experiences that inspire action.

MANAGE SOCIALS EASIER

MANY FEATURES & TOOLS

CAPTURE NEW LEADS



TALK TO A TECH TEAM THAT CARES

Technology should empower, not hinder. Nonprofits face resource challenges that limit their ability to leverage technology effectively. We bridge the digital divide, ensuring nonprofits have the tools they need to maximize their impact.



Schedule a quick call with our team to discuss your needs and discover how we can help you save time and money and improve your effectiveness using better technology.



Accessible technology solutions, assessments, planning, and cloud computing for nonprofits in Ottawa, Canada, and across North America. We understand limited budgets and IT expertise, and offer help through grant writing, consulting, and tech support.



Contact

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