IT
Platter

PROJECT LCAC

Notebook

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OUR PROJECT

WHO IS THE CLIENT

Our client is Linda Patterson, the director of Lorton Community Action Center (LCAC), a nonprofit organization designed to provide low-income families access to basic needs services (including food, furniture, clothing, etc.) and self-sufficiency programs. IT Platter has reached out to LCAC to review its business processes, analyze areas of improvements, research solutions to address key issues, and implement changes to make a significant impact in the organization.

WHAT ARE THE AREAS OF IMPROVEMENT?

LCAC has two facilities: the thrift store and the food pantry. Both locations had outdated and inefficient systems that carried out their checkout processes. The pantry building is structurally poor and limited; it is small and crowded with the aisles of packaged food and other items. In addition to the the poorly structured building, the pantry uses a single, outdated computer to perform its food checkout functions. The computer frequently crashed and at times would take several hours before it boots up again, resulting in employees writing all the checkout information on paper and wasting valuable time. These issues led to an inefficient pantry system, especially because it only allowed one family at a time to be helped. The thrift store also uses outdated technology that would benefit from an upgrade.

Another key area of improvement was that LCAC's employees and volunteers were in need of proper training, as business processes tended to take up a lot more time than needed. It was the client's wish to address this and maximize what is done in the time volunteers and employees are working.

WHAT ARE THE SOLUTIONS AND WHY?

To address the issues regarding the pantry's inefficiency for checkout purposes, IT Platter has come up with a new and improved system for the pantry. IT Platter incorporated the use of multiple tablets in the pantry. This replaced the single, outdated computer and also increased the output of the checkout processes by helping out more than just one family at a time.

The client strongly suggested a way to be able to train the volunteers and employees. IT Platter implemented a new training portal for all members (employees, volunteers, and administrators) of LCAC. This portal requires employee login credentials, as requested by the client, and provides an easy way for Linda and other administrators to manage the content within the portal. The reason behind developing the portal was to provide the employees and several hundred volunteers a better understanding of the organization and how the different operations at LCAC should to be carried out.

WHY THIS PROJECT?

IT Platter has chosen LCAC as the project due to the complications and challenges set forth. LCAC is a company that gives and provides a lot to a great deal of families but is still behind technology-wise. With their limited resources, they can only do so much; however, with the team directing the business in the right way and building the proposed solutions stated above, we believe the organization would flourish and improve the way it runs.

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