

Case Study:

Hosted Board Portal Content Management System for the Archdiocese of Philadelphia

About Catholic Human Services

Catholic Human Services (CHS) is an operating division of the Archdiocese of Philadelphia. CHS provides a comprehensive array of social services, elder care services and child nutritional services throughout Southeastern Pennsylvania. CHS has operations in approximately 190 locations, with over 2,500 employees and is the largest private provider of social services in Pennsylvania.

Member Challenge

CHS was facing a dilemma, getting information to board members while dealing with cost, convenience and lead time in organizing the information. The cost, including staff time of collating, copying and mailing board packet(s) to over 60 individuals was becoming unjustifiable. After researching ways to make it easier for board members to receive the information they needed at a cost that was feasible for CHS, it was decided that the convenience of an electronic board portal made more sense than board members needing to carry paper documents to and from meetings. This, combined with not being able to reference previous historical board documents, justified the discontinuation of the paper-based board documents.

Franz Fruehwald, chief information officer (CIO) of the Archdiocese of Philadelphia stated, "At that time, anything was going to be better than the current paper system we had in place. We were well behind the curve in implementing an online/electronic system."

The Board Portal Solution

According to Fruehwald, cost was a big factor in choosing the Christian Brothers Information Technology and Website Services XpressIT Board Portal Xpress. After pricing out other board portal products, Fruehwald came to the conclusion that it was not financially feasible to provide a board portal to three separate boards with a combined total of 60+ members. When he turned to the Christian Brothers Services XpressIT Board Portal Xpress, a hosted board portal content management system, he noticed the pricing structure was extremely competitive, which made it possible for CHS to install the much-needed board portal. According to Fruehwald, "Christian Brothers



Services delivered our solution very professionally and efficiently - we were all-around satisfied." Currently, CHS has three separate boards, each utilizing a separate board portal, averaging 20 members per board portal.

Outcome

"The lead time involved in the distribution process - collating, copying and mailing of a board packet - seriously impacted our ability to be as up-to-date as possible with board materials, as well as give board members adequate time to review materials," explained Fruehwald. "The Christian Brothers Services XpressIT Board Portal Xpress changed all of that!" Fruehwald also mentioned that the ability to have a searchable electronic document available to reference at the board meeting is very valuable. That feature, along with having electronic access to past/historical board documents, makes all the information quickly and easily accessible to the board members. Fruehwald added, "With a few exceptions, all of the board members embraced the move from a paper-based system to an online system. Most wondered what took us so long!" ☀

For more information on the Christian Brothers Services XpressIT Board Portal Xpress, contact Brian Page at 800.807.0100 x3092.