



Hannah's Home

OVERVIEW

Hannah's Home is a maternity home for single pregnant young women ages 18 and over. They provide a safe nurturing environment designed to provide the strength and encouragement needed to face the future in positive ways.

THE CHALLENGE

Hannah's Home is funded exclusively through private donations by individuals, churches, businesses, and grants. Thus, providing donors with streamlined donation experiences is of utmost importance, as is their ability to manage their donations and communicate with donors.

The home had been using PayPal to accept donations, as well as eKYROS as their donor management solution. Because PayPal could not integrate with eKYROS, manual processes still existed which introduced significant inefficiencies and the potential for human error, and they did not have all the management tools and reporting that they needed. Further, their donors were frequently having difficulty when trying to set up repeat donations.

As the upward trend of electronic fundraising continued to rise at Hannah's Home, the staff concluded that these challenges needed to be addressed without further delay.

THE SOLUTION

After considering a broad range of available donation acceptance providers, the staff at Hannah's Home selected Paya. Purpose-built for nonprofits and faith-based communities, the Paya solution not only enabled Hannah's Home to accept donations easily and securely, but it integrated seamlessly with eKYROS, and reflected their organization's branding.

"Integration with eKYROS was key," said Shelly Dedmon of Hannah's Home. "The integration was seamless, and it was easy to learn how to use the tools in eKYROS to access the Paya information. In addition, we appreciate the ability to create various reports," Ms. Dedmon continued.

THE RESULTS

By simply changing from PayPal to Paya, Hannah's Home experienced dramatic results. During high giving season, they had more one-time donors than ever before, and most notably, their monthly donors increased by over 300%.

Ms. Dedmon attributes these results to the Paya system. "[The] increase is directly due to the fact that Paya is transparent and easy-to-use, and reflects the Hannah's Home branding."

Further, with a fully integrated system, processes have become more automated and staff efficiency has dramatically increased, enabling them to spend more time on what's most important: fulfilling the mission of Hannah's Home.



300%+

Increase in monthly donors



Paya (NASDAQ: PAYA) is a leading provider of integrated payment and frictionless commerce solutions that help customers accept and make payments, expedite receipt of money, and increase operating efficiencies. The company processes over \$40 billion of annual payment volume across credit/debit card, ACH, and check, making it a top provider of payment processing in the US. Paya serves more than 100,000 customers through over 2,000 key distribution partners focused on targeted, high growth verticals such as healthcare, education, non-profit, government, utilities, and other B2B goods and services. The business has built its foundation on offering robust integrations into front-end CRM and back-end accounting systems to enhance customer experience and workflow. Paya is headquartered in Atlanta, GA, with offices in Reston, VA, Fort Walton Beach, FL, Dayton, OH, Miamisburg, OH, Mt. Vernon, OH, Dallas, TX and Tempe, AZ.