



“Without **Kelley Create**, we wouldn't be doing all the stuff that we're doing”

Shauna Lane, IT and Project Manager, Acres of Diamonds

Acres of Diamonds (AOD) offers vital support for mothers and children facing homelessness. Located in Duvall, WA, this nonprofit creates a nurturing environment where families can strengthen relationships and develop the skills needed for long-term independence. With space to house 18 families on campus and the ability to serve up to 50+ families each year through their "Beyond Acres" program, AOD is creating lasting change in the community.

In 2019, AOD faced challenges in managing their IT needs amidst rapid growth. Their IT infrastructure was a patchwork of donated equipment and volunteer support. As Shauna Lane, IT and Project Manager, recalls, "We had filing cabinets everywhere full of just paper stuff. The security and confidentiality piece were lacking."

Recognizing the need for consistent IT support, AOD partnered with Kelley Create. Initially providing basic services like setting up laptops and printers, Kelley Create's role evolved as Shauna took over IT. "We were totally underutilizing our support team and our tools," Shauna explains. "I developed a relationship with Nathan Webb, our team lead, and Scott Anderson, and then Megan Swann, our current vCIO. We began to strategize on how to use our Microsoft tools more effectively."

With Kelley Create's support, AOD transitioned from a paper-based system to a fully digitized environment. Shauna worked with volunteers to implement PowerApps to digitize and automate various processes, including drug test result record keeping. This transformation allowed staff to capture and enter data in real time, ensuring up-to-date information and reducing errors. Kelley Create provided valuable consultation on licensing and data management, helping AOD to begin transitioning to Dataverse for better data storage and analysis.

Shauna and the team also optimized Microsoft 365 tools to streamline operations and improve efficiency. She encouraged staff to utilize the tools they were already paying for, saving money and simplifying the IT environment. "My goal is to make Microsoft 365 our primary toolset," Shauna explained. This approach avoided unnecessary expenses and kept the IT environment manageable.

By leveraging Kelley Create's expertise, AOD has focused on families without being bogged down by IT issues. Shauna appreciates Kelley Create's willingness to teach and support her. "I tell the team all the time, I could not do this job without you. They get on calls with me and walk through everything."

"Without Kelley Create, we wouldn't be doing all the stuff that we're doing," Shauna says.

In the end, it's not just about fixing IT problems; it's about building a relationship that helps Acres of Diamonds thrive. With Kelley Create by their side, the future looks brighter than ever.