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Nonprofit Challenges in the Digital Age: Harnessing Remote Technology for Success



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NONPROFIT ORGANIZATIONS ARE MISSION-DRIVEN TO FURTHER THE public good within their specific communities rather than enriching stakeholders. But they face issues that parallel those of for-profit businesses, such as ensuring appropriate funding and expanding their impact, both of which can be addressed by remote access and management technology.

In the U.S., nonprofit organizations employ more than 13.6 million workers, a number that has [grown 33% over the last 15 years](#), compared to 9% in the for-profit private sector. Demand for services [surged during the pandemic](#), increasing the need to expand organizational missions, increase funding, and ensure adequate staffing.

Amid [historic worker churn](#), nonprofits are also scrambling to retain, hire, and train needed personnel, who are typically a mix of full-time and part-time workers, along with a variable force of volunteers who may or may not be available when needed.

A 2023 survey by the [National Council of Nonprofits](#) found that salary competition was the most frequently identified barrier to recruitment and retention (cited by 72.2% of the respondents), followed by budget and funding issues (66.3%) and stress and burnout (50.2%). A remote access platform can increase worker satisfaction and help relieve stress, minimizing churn and enabling organizations to reduce the costs of turnover. And with more long-term employees with deep expertise in their space, nonprofits will be better positioned to expand their impact.

Workforce and access challenges

The IT infrastructure needs to consistently work to ensure access and management of these varied workforces, particularly for new and remote staff. When it doesn't succeed, it needs to be fixed fast to avoid inefficiency and further stress on workers and service recipients.

For instance, The Red Cross Hospital of Córdoba in Spain has a staff of 250 health professionals and a computer network with more than 100 devices, and the administration of such a network can be quite challenging. The hospital is open around the clock and needed a remote support tool with ease of use and simplicity. After testing other software, the hospital found the TeamViewer solution, which enables secure remote access to all computers through the internet and is used to immediately mitigate technical failures in any of the network's computers, from anywhere at any time.

On a larger scale, the merger of two regional Salvation Army entities in Australia forged an organization comprising 10,000 employees operating out of 200 offices across the country. One of the major challenges was integrating the IT systems, which involved multiple legacy solutions and an outdated cybersecurity infrastructure.”

The IT team settled on a multicloud strategy, including software as a service (SaaS) to replace the legacy infrastructure and data center network without requiring a significant up-front capital investment. It adopted TeamViewer Tensor for a future-proof, secure digital remote work environment for everyone, at enterprise scale, providing remote access for centrally managing and integrating with core applications for the entire workforce.

Cybersecurity threats

Nonprofits are looking to offer remote access to paid staff and volunteers. They are also increasingly employing digital fundraising campaigns. Growth in these areas potentially augments their security risks.

Worldwide, 27% have experienced a cyberattack, according to “[The 2023 Nonprofit Tech for Good Report](#).” An industry-wide survey of nonprofits [found that 59% of nonprofits did not provide training on cybersecurity](#) for their staff and 70% of charities do not perform comprehensive vulnerability assessments to determine cybersecurity threats. This, in turn, leaves their staff, donors, and beneficiaries vulnerable to unnecessary risk.

Granting remote and off-hours access to workers can introduce even more security risks. Some software applications force users to choose between security and convenience. This trade-off often arises because implementing stronger security measures can make an application more complex, less user-friendly, or less efficient. Remote access solutions shouldn't require organizations to give up usability for security.



Employing technology to stay mission-driven

Cloud-based remote control and administration enable nonprofits to quickly and easily automate the access requirements of their remote and mobile workforce – all while providing a secure and compliant support experience that is accessible anywhere and any time, even in the most remote locations.

With cloud-based centralization and automation of remote access, organizations save time and increase productivity, with greater oversight and reduction of manual errors that are often the cause of security issues. Organizations can confidently enable workers – from traditional offices to fully remote to work-on-the-move – empowering them to be as efficient, effective, and productive as possible while maintaining complete visibility into the IT ecosystem.

TeamViewer is a leading global technology company that provides a connectivity platform for remotely accessing, controlling, managing, monitoring, and repairing devices of any kind. Its software has been installed on more than 2.5 billion devices around the world. Learn more about how you can expand your mission with [TeamViewer](#).

