

Konverge

Case Study

Overview

Automating
Humanitarian
Matching
Workflows for
Refugee
Support

The Challenge

A nonprofit organization responsible for connecting displaced individuals with eligible sponsors relied on outdated tools and manual workflows. Managing matches between participants and sponsors through spreadsheets and emails led to inefficiencies, a lack of real-time visibility, and an increased administrative burden.

- Manage complex matching logic with configurable criteria
- Track application status and changes across user roles
- Support multilingual access and real-time updates
- Provide audit-ready reporting and operational transparency

Contact Us



1-866-640-2345



info@konverge.com



400 University Ave, Suite 103,
Toronto, ON

Our Solution

Konverge developed a robust, web-based matching application tailored to the nonprofit's unique program requirements:

- Dynamic matching engine: Configurable logic to match participants and sponsors based on availability, preferences, and eligibility
- Role-based user management: Admin, sponsor organization, and program support users with distinct permissions
- Real-time dashboards: Visual representation of match activity and application statuses
- Audit logs and exports: Downloadable match reports and activity histories for compliance and review
- Security-first architecture: HTTPS encryption, session management, and secure hosting

Key Features

- Sponsor and participant profile management
- Intelligent match recommendations and manual override tools
- Email notifications and activity logs
- Application tracking with lifecycle stages
- Bilingual interface (English/French)

Business Outcomes

- Accelerated match-making from days to minutes
- Reduced manual entry and eliminated spreadsheet errors
- Empowered staff to focus on human support over admin tasks
- Provided full traceability and reporting for accountability and compliance

“When we build platforms like this, it’s not just about technology, it’s about making a meaningful impact. By automating complex processes, we help our clients spend less time managing data and more time delivering on their mission.”

— Sonia Couto, Managing Director, Konverge Digital Solutions



Why it Matters

Mission-driven organizations often have complex workflows that outgrow spreadsheets.

This project shows how custom software can elevate impact by introducing efficiency, clarity, and scale.

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