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Extreme IT Makeover and Shelter Pro Software Power the Joplin Humane Society

by [Moira](#) Wednesday - last edited Wednesday

One year after an F5 tornado ripped thru Joplin, MO the Joplin Humane Society was the recipient of an Extreme IT Makeover sponsored by Microsoft, Intel & HP along with Heartland Technology Solutions and Shelter Pro Software. The new infrastructure takes the Joplin Humane Society from a few scattered islands of technology to their first server that allows them to run their business with the Shelter Pro Software solution.

In May 2011, an EF5 multiple vortex tornado devastated the city of Joplin, Missouri. After the tornado, the citizens of Joplin worked together to rebuild their city. The Joplin Humane Society, a private, non-profit animal welfare organization, was there to help however they could. They took in more than 1,300 animals, caring for them and helping reunite those they could with their lost families. A year later, the Joplin Humane Society is still working hard to fulfill their mission, "to promote the humane care and protection of all animals, especially those abandoned, neglected, and abused; and to prevent cruelty and suffering of all animals". Coffee Coaching, HP and Microsoft's joint program, in association with Intel, Heartland Technology Solutions and Shelter Pro Software, is proud to be able to give the Joplin Humane Society a helping hand, in the form of an Extreme IT Makeover that gets them their first server along with a wireless network, new client machines complete with Shelter Pro Software to run their shelter.

Shelter Pro Software is a Window's based application, built using Microsoft visual development products. The application is designed using a modular approach which allows organizations to choose what they need from the six [available modules](#) including: Shelter Management, Animal Control, Animal Identification, Donations, Traps, and Accounting. Shelter Pro is ideal for any animal service organization from animal shelters, Humane Societies and SPCAs, to animal control organizations. Over its 18 years in existence, Shelter Pro has been purchased by over 300 organizations worldwide. The modules are used to help organizations keep up-to-date records for animal case tracking, animal control field work, animal licensing, donations, medical treatments and procedures, citations, and much more. All modules can be used independently or together allowing the animal service organization the choice of starting with a single module and adding more as their needs grow. Because there is significant variance in data tracking requirements from customer to customer, Shelter Pro designed to be highly configurable through extensive parameterization to meet the individual needs of each animal service organization. Additionally, each module offers extensive reporting and form generation tools. Training and data conversion services from other software products are available as well.

Along with the six modules offered, Shelter Pro also offers secondary features that can be used with the different modules. An upcoming product offering will include an internet interface, allowing organizations to have an internet presence. Using this feature, residents will be able to apply for on-line licensing and help keep their animals' records up to date, reducing the amount of paperwork done by animal service

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organizations. Another secondary feature, one that has been a BIG hit at the Joplin Humane Society, is the Shelter Pro Kiosk feature. This feature is a touch-screen application which provides the public an interactive, simple, and fun, way of searching for adoptable pets, or locating lost pets.

The design and creation of Shelter Pro's multiple modules did not occur all at once. Instead, they were developed as Bill Duncan, President of Shelter Pro Software, worked hand in hand with his customers and learned the needs of animal service organizations. Duncan is a long time Microsoft Windows partner and started designing Shelter Pro in 1994 as a hobby while working as a Software Developer for Hewitt Associates. The first Shelter Pro Software customer came onboard in late 1994, with time the business grew, and today is his sole career. Having a strong interest in animal welfare, he learned that there was limited software available for animal service organizations, with the software options that were available being quite expensive or poor quality. This made it difficult for small, not for profit, organizations to utilize available software. An affiliate who worked with a local Humane Society asked Duncan if he could create software to help them, and the Shelter Module was formed.

Then, as more animal service organizations utilized Shelter Pro, demand became apparent for features with emphasis on the needs of animal control organizations, and the Animal Control Module was developed. From the Animal Control Module came the need for the Animal Identification Module, and the Donations Module, Traps Module, and Accounting Modules followed. As each module was developed, Bill Duncan listened to his customers' feedback. The result is a software product that easily adapts to their specific requirements.

As part of the Extreme IT Makeover, Shelter Pro Software donated all six modules to the Joplin Humane Society, as well as the touch screen kiosk feature. To run this incredible software, Joplin also received, a Microsoft Small Business Server 2011 Premium edition run on a HP ProLiant Gen8 Server using Xeon Intel based processors, HP notebooks powered by Intel vPro technology, HP digital signage, and other technological improvements donated by HP, Microsoft, and Intel. Larry Hedin and his team at Heartland Technology Solutions donated their services designing the makeover for the Joplin Humane Society and completing all installation.

You may ask why these companies would donate their hardware, software, and services to the Joplin Humane Society. For Duncan, the answer to this question is simple. He feels it is an incumbent duty to give back to the community, especially when there is such tragedy that occurs. After he saw disaster from the storm, the lives lost, animals displaced, and property damaged, he knew he had to help in whatever way he could. When he learned that the Joplin Humane Society was getting an Extreme IT Makeover, and had been looking at Shelter Pro, he saw his chance to give back. "What happened to Joplin is extreme, and thankfully doesn't happen often, but when something of this magnitude does occur, we need to rally as citizens of this country and help however we can," Duncan explained. "Plus, it feels good to know they chose Shelter Pro. It's energizing to know that Shelter Pro has truly helped the animal services market, and ultimately millions of animals, by providing a well recognized, top of the line software product."

Duncan had the chance to visit the Joplin Humane Society for the installation of Shelter Pro and the filming of the Extreme IT Makeover video. "It is great to see how Joplin, and specifically the Joplin Humane Society has risen after the tornadoes. The Humane Society has an immaculate building, coupled with great staff and supporters that love what they do there." said Duncan. "Now, thanks to the Extreme IT Makeover, they also have a top of the line IT infrastructure to help them fulfill their mission."

Learn more about [Shelter Pro Software](#) and how it can help animal service organizations. Find out more about the [Microsoft Small Business Server 2011 Premium Edition](#) and what it can do to help small businesses and learn more about the [HP ProLiant Gen8 Server](#). Get more information about [Intel vPro Technology](#). Be sure to keep an eye out for the Joplin Humane Society Extreme IT Makeover video [here](#), and view the schedule of upcoming small business events from [Heartland Technology Solutions](#). Join our Coffee Coaching Community by following us on [Facebook](#), [Twitter](#), [YouTube](#), or [LinkedIn](#) to keep up to date with Coffee Coaching and Extreme IT Makeover.

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