

CLIENT SUCCESS STORY

How The Honor Flight Network Eliminated Spreadsheets and Refocused on Veterans



Introduction

Paper-based workflows always create headaches. That's why Michael Thena chose to transform his operations with a robust, proprietary software solution.



Client

Nonprofit serving military veterans



Challenge

Processing tons of information in Excel caused headaches and data issues



Solution

Custom managed database solution



Results

Volunteers can now focus on veterans rather than paperwork

Honor Flight Network: Honoring veterans with trips to DC memorials

[Honor Flight Network](#) has an incredible mission: To celebrate America's veterans by inviting them to share in a day of honor at our nation's memorials. Honor Flight Network makes this dream a reality by facilitating flights to DC for veterans, who always travel free of charge. It's all made possible by generous donations and a nationwide network of volunteers.

In today's tech-driven environment, it's more challenging than ever to coordinate information across veterans, volunteers, and flights. That's why Michael Thena, Honor Flight Network's Tech Coordinator, went looking for a solution.

The Challenge

The Honor Flight Network deals with large amounts of information. That information comes from numerous sources around the United States.

- 129 operational hubs
- 45 US states served
- 22,244 veterans served (2023)
- 17,444 guardians served (2023)

Since its founding in 2005, the Honor Flight Network had used Microsoft Excel to manage all this information. The related workflows got more and more complicated over time, even as the team relied on printing and photocopying documents. On flight days, the team had to bring papers with them in bins and boxes, which made it easy to leave behind essential information.



“We’d been running off an Excel file and paperwork, and it was completely time-consuming. When you’re dealing with well over 1,000 veterans, plus their guardians and our team members, it’s a lot of information—and a lot of paperwork.”

Michael Thena | Tech Coordinator
Honor Flight Network

Eventually, the Honor Flight team began to lose sleep over the stress of manually processing details for each veteran and their guardian—especially last-minute changes.

Michael Thena and the team decided it was time for a new solution. More than anything, they needed to turn their mountains of paperwork and manual processes into an automated system.

The Hunt for a Solution

The Honor Flight Network has unique processes and requirements. While they might have found a commercial software platform that approximated their needs, Michael and the team believed a tailor-made solution would serve them best. This would ensure that they didn't start using workarounds to cover any shortcomings of a commercial software platform. Ultimately, those workarounds would've put them back at square one, dealing with paperwork and inaccurate data.

Consequently, Michael and team needed a [digital transformation partner](#) who could do three things:

1. Audit and understand their requirements fully;
2. Take full ownership of the new solution from a technical perspective;
3. Not only build the solution but also support it after launch.

After evaluating some options, Michael chose to partner with Corsica Technologies to solve the organization's challenges with data handling and operations.



The Solution

Custom database application + ongoing support

The Honor Flight needed an automated system that could fulfill two high-level functions:

1. Collect and classify all relevant information.
2. Show the right information to the right user on any device.

Corsica Technologies worked closely with the Honor Flight to build their new custom database system. The solution was carefully designed to serve as “one true truth” for the organization’s complex world of information. Ultimately, the goal was to minimize paperwork and data loss while maximizing cybersecurity and confidentiality.

Of course, it’s not enough to build a custom software solution. Over time, every application needs updates to stay secure and play nicely with connected systems. That’s why we provided (and continue to provide) full management and support services for the Honor Flight’s proprietary database solution. Our experts keep everything running smoothly so the Honor Flight team can focus on what they love—serving veterans and creating great experiences for them.



Results

It's been night and day for the Honor Flight team. On flight days, the team can access all essential information on iPads—rather than lugging boxes of paperwork with them. Cathy Berkshire, Secretary, put it this way: "We don't have to worry about that last-minute rush on the morning of the flight. We can all relax, walk around, and visit with the veterans."



"It's completely transformed how we do what we do."

Michael Thena | Tech Coordinator
Honor Flight Network

The Honor Flight's operations are far more efficient now, which reduces stress for everyone. "The best part of the application is having everything available at your fingertips, without any pain or a lot of looking," said Max Robison, Vice President.

But the team hasn't only gained a software solution. They've gained something else too—a true partner who walks beside them and keeps everything running smoothly. "Corsica understands our needs," Michael said. "When we're in the process of calling for flights, they understand that this database has to stay running."

Cathy spoke about Corsica's close partnership and deep expertise. As she put it: "Corsica has always been right there beside us, making any changes and accommodating our needs."

The Future

Michael and the team no longer have to fight spreadsheets and boxes of paperwork. Every year, they're focusing exclusively on the veterans they serve—building relationships, honoring veterans' service, and creating unforgettable trips to the DC memorials. The future is incredibly bright, as the Honor Flight Network is now laser-focused on their mission—with no more headaches from information overload.

All in all, we couldn't be prouder to partner with Michael and the team at the Honor Flight Network.





ABOUT CORSICA TECHNOLOGIES

Corsica Technologies is a strategic technology partner specializing in consulting and managed services. With an integrated team of experts in cybersecurity, IT services, AI solutions, digital transformation, EDI, and data integration, Corsica offers comprehensive coverage and unlimited service consumption for one predictable monthly price—whether fully managed or co-managed.

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