The Organization of Fire Contractors and Affiliates

OFCA manages training and certifications for over 30,000 wildland firefighters across hundreds of companies and agencies. Before working with Northwoods we were running 50% or more of the process through paper, emails, and spreadsheets. Approvals that should've taken hours could take weeks and when a record was wrong or missing, people couldn't get to work.

Northwoods spent time learning how our organization actually operates before rebuilding our entire system in about two months, checking in weekly so we always knew where things stood. It felt like they were part of our team and they even answered support questions directly from our users during the transition.

Approvals now take hours instead of weeks, every firefighter's certifications are right at our fingertips, and we haven't had a single mistake in certifications or payments since launch. Northwoods is still with us, adjusting the system as regulations change. I can't recommend them enough.

Dillon Sanders, President OFCA