

DONOR MANAGEMENT SOFTWARE COMPARISON	The Raiser's Edge Version 7	Best Software, Inc. MIP Fundraising Paradigm Version 4.0	DonorPerfect Version 7	NonprofitBooks Office Version 3.0	eBase Version 2.03	eTapestry (ASP)	Salesforce.com
CREATING AND MODIFYING RECORDS							
System has a "smart search" feature so user does not have to type in records full name.	•	•	•	•	•	•	•
Users can set up data entry defaults.	•	•	•		•		•
Separate recognition names (annual reports/honor rolls) so donors can be tracked.	•	•		•	•	•	With Customization
System allows for joint and separate giving records for spouses.	•				•		•
Addressee/mailling name and salutations are auto-created based on a prefix and last name (i.e., Mr. Tom Jones).	•	•		•	•		•
User can overwrite auto-created addressee/mailling names.		•	•	•	•	•	•
Relationships can be tracked between records (employer/employee, board member/organization).	•	•	•	•		•	With Customization
RECORDS ADMINISTRATION							
System archives records.	•		•	•	•		•
System has global change feature.	•				•	•	•
System tracks updates to records.	•	•	•	•	•	•	•
FUNDING TASKS, ACTIONS AND COMMUNICATION							
System has calendar for grants and other deadlines.	•	•	•	•		•	•
A tickler feature reminds users of important deadlines.	•	•	•	•		•	•
User can track actions/tasks and their status.	•	•	•	•	•	•	•
User can track correspondence and communication with constituents.	•	•	•	•	•	•	•
GIFT TRACKING							
System tracks in-kind gifts.	•	•	•	•	•	•	•
System allows for soft crediting of gifts.	•	•	•	•		•	•
System tracks matching-gifts.	•	•	•	•	•	•	•
System tracks different funds.	•	•	•	•	•	•	•
System allows for splitting gifts between funds.	•	•	•	•		•	•
System tracks different campaigns.	•	•	•	•	•	•	•
System tracks different appeals.	•	•	•	•	•	•	•
System tracks tribute/honor gifts and their notifications.	•	•	•	•	•	•	•
System tracks anonymous giving.	•				•	•	•
System tracks individual gift acknowledgements and thank-you letters.	•	•	•	•	•	•	•
PLEDGE TRACKING							
System tracks pledges.	•	•	•	•	•	•	•
System tracks scheduling of pledge payments.	•	•	•	•	•	•	•
System has a pledge reminder feature.	•	•	•	•	•	•	•
MAILINGS							
Records have primary and alternate mailing address fields.	•	•	•	•	•	•	•
System has mailing restrictions option.	•	•	•	•	•	•	•
System generates automated thank-you letters.	•	•	•	•	•		With Customization
QUERIES AND REPORTS							
User can create custom queries based on the fields user selects.	•	•		•	•	•	•
System has a built-in report writer/custom report generator.	•					•	•
System links to an external report writer (e.g. Crystal Reports or Access).	•	•	•	•	•	•	•
System has "canned reports." How many?	50+	60+	40+		10+	10+	10+
DATA IMPORT/EXPORT							
Data can be exported to a spreadsheet or text file (e.g. for a mailhouse).	•	•	•	•	•	•	•
CODES							

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User can maintain/edit standard code tables (e.g. gender and address type look-up tables).	•	•	•	•	•	•	•
User can create/define fields for donor information.	•	•	•	•	•	•	•
User can create/define fields for gift information.	•	•	•	•	•	•	•
VOLUNTEER MANAGEMENT FUNCTIONS							
System has capability for identifying volunteers.	•	•	•		•	•	•
System tracks a volunteer's skills.	•	•			•		•
System tracks a volunteer's availability.	•	•			•	•	
System allows for scheduling volunteers.	•						
System tracks a volunteer's work time.	•	•	•		•		
EVENTS MANAGEMENT FUNCTIONS							
System has the capability for managing events.	•	•	•			•	•
System tracks event attendees.	•	•	•		•	•	•
System tracks event volunteers.	•	•			•	•	•
Strong Points	*Very sophisticated application *Interface to Blackbaud's accounting and registrar software *Various add-on modules including online interface are available *B68Offers competent customer support	*Intuitive interface and navigation **"Snapshot" reports and graphs summarize key data *One-Click Reporting *Track and improve campaign effectiveness *A built-in accounting interface	*Good help section *Lots of reports *Robust events management system *Screens tailored to each client	*Inexpensive and unique as a suite *Cash gifts are attributed to and post directly to GL accounts *Integrates with Quickbooks, popular accounting software	*Open Source software, free service *Improved and simplified version compared to the previous ones	*Exceptional support *Offer planned giving and research tools *Free for nonprofits with under 500 records	*Free up to 10 users *Infinitely customizable *Robust reporting engine
Things to note	*Expensive *May require dedicated server depending on configuration *Takes extensive and expensive training to use system to fullest potential *Not suitable for small nonprofits	*Many of the action, task, and communication functions are not very advanced *Expensive for more than one user	*Navigation may be confusing for some users *Training classes offered in limited timeframes to only those with a support contract	*Donor management module is bare-bones only *Company is relatively new to the market	*Should not be considered ready-to-use software *Support not very formal	*The lack of a smart search function can make looking-up records difficult *Queries & reports don't have much flexibility *Requires a lot of set-up, e.g., defining basic user fields	*Built as sales tool, donor management template is relatively new *Should not be considered ready-to-use software *To use to fullest capabilities, must invest in knowledgeable consultant to help customize
Volunteer Tracking Feature	Yes (optional)	Yes	Yes	Yes	Yes	No	Yes
Events Management Feature	Yes (optional)	Yes	Yes	No	Some	Yes	Yes
Initial Cost	\$6000 and up	Licenses Software 1 user \$2,900 2 user \$4,150 3 user \$5,400 4 user \$6,150 5 user \$6,900	\$2,995 for single-user license (\$1,500 for Multi-user upgrade) Note: Donor Perfect Online is also available as an ASP at \$100/month (1 user, 100-2,500 accounts) with a set-up fee of \$295	\$1299 for a 3 User License	\$50 annual membership. Optional modules available. Version with filemakerPro (recommended) \$149	Up to 500 Records : Free For more records : \$31/month and up	Up to 10 users free; each additional user \$1500/year
Documentation	User's guide provided with software	User's guide provided with software	Comes with manual and online help. Help button also in system.	User's guide provided with software	Available on the website (pdf or Microsoft word)	eTapestry offers online start guides and online help.	Currently, no donor management specific documentation.

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Minimum Hardware Requirements	Processor (CPU) Pentium III or Pentium III-class 733 MHz as a minimum; Pentium IV or Pentium IV -class recommended. memory (RAM) 128 MB minimum; 256 MB recommended. disk space 550 MB minimum for program and system files; plus 500 MB free disk space for processing activities.	IBM-compatible, Pentium-level processor with 64MB RAM (256 Recommended) CD-ROM	IBM-compatible, Pentium 266 or better with 64MB RAM (128 Recommended). 15 MB+ free hard disk for Donor Perfect Visual Edition	64MB RAM, 105MB HD, 300 MHZ or higher	None noted	PC's : Pentium II/266 minimum, Pentium III/600 recommended. 256 MB memory recommended. Mac's : OS X or later, Power PC 604e 266MHz G3,G4. 128 MB memory recommended. Access to the Internet through a modem or internal LAN connection. (min 28.8kb modem).	None
Minimum Software Requirements	Windows 2000 Professional, and Windows XP Professional (The Raiser's Edge version 7.02 and higher); For The Raiser's Edge 7.6 and higher: SP3 and higher is required for use with Windows 2000 Professional and SP1 is required for Windows XP Professional	Microsoft Windows: 98 SE, NT, 2000, XP Pro Video Adapter: 800 x 600 resolution with 256 colors	Windows 95, 98, NT, 2000, ME, XP or higher	Windows 98 SE/2000/XP, Quickbooks Pro 2003 or 2004, Internet Explorer 5.5 or higher	A registered copy of Filemaker Pro is required for advanced features	Most current version of Microsoft Internet Explorer or Netscape Navigator recommended	Most current version of Microsoft Internet Explorer or Netscape Navigator recommended
Web site	www.blackbaud.com	www.bestsoftware.com	www.donorperfect.com	www.nonprofitbooks.com	www.ebase.org	www.etapestrv.com	www.salesforcefoundation.org

