

	Community Enterprise	DonorPerfect Online	Exceed!	Little Green Light
PROGRAM AND ELIGIBILITY INFORMATION				
Donation program on TechSoup	CitySoft	DonorPerfect	Arreva	Little Green Light
Product website	http://www.citysoft.com/	http://www.donorperfect.com/	http://www.arreva.com	http://www.littlegreenlight.com/
Offer available to all TechSoup 501(c)(3) org types and libraries?	Yes	Yes	Yes	Yes
Offer available to organizations with maximum annual budget of	\$500,000 or less	\$150,000 or less for donated offer under \$2 million for access to discounted rates	\$50,000 or less for donated Exceed! Basic offer \$50,001 to \$500,000 for discounted Exceed! Basic or Exceed! Premier offers	\$100,000 or less (larger organizations can obtain a \$125 discount; see the Little Green Light program page)
Offer available to current or former customers?	Yes	No	No (users with a previous version who wish to upgrade can contact Arreva directly)	No
OFFER DETAILS				
Product name	Community Enterprise Full License	DonorPerfect Online for Growing Organizations, 1-Year Subscription DonorPerfect Online 1-Year Subscription – Access to Discounted Rates	Exceed! Basic Exceed! Premier	Little Green Light Donor Management CRM, Initial Subscription
Online (cloud-based) or on-premises software	On-premises or hosted online by CitySoft for additional fee (recommended by CitySoft)	Online	On-premises	Online

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OFFER DETAILS (continued)				
Service contract	None for software; hosting services are month-to-month.	One year	None for software	None
Number of records	Unlimited	Up to 500 for donated offer Up to 75,000 for access to discounted rates	Unlimited (Exceed! Basic) Up to 2,500 (Exceed! Premier)	2,500 (can obtain more at extra cost)
User licenses	Unlimited	Unlimited	One (can obtain more for additional fee)	Unlimited
Support and training included?	Online client support portal and forums, but no live support; phone support available for a fee from CitySoft or consultants	Online knowledge base and on-demand training videos included, but no live support except for chat; additional online training courses and phone support contracts available for a fee	No, but online training courses and phone support contracts available for a fee	Knowledge base articles; training videos; regularly scheduled introductory webinars; small-group Q&A sessions; email support
COSTS				
Initial cost (admin fee) for first year of service	\$119	Donated: \$60 Discounted rates: \$35 admin fee plus \$908 – \$8,150 (15% discount)	\$55 (donated Exceed! Basic) \$350 (discounted Exceed! Basic) \$995 (discounted Exceed! Premier)	\$40
Fees after first year	None for software itself if hosted on-site (server required)	Donated: \$60 per year for first three years (renew through TechSoup); discount on Lite package after three years Discounted rates: 15% discount each year	None for software itself	Retail pricing of \$421 annually for up to 2,500 records; more for other tiers; paid directly to Little Green Light
Other services available for a fee	CitySoft hosting services: \$75 per month with a one-time \$100 setup fee (recommended by Citysoft)	Payment processing tools	Tech support contracts for Exceed! Basic \$249 – \$449 annually; additional user licenses \$100 per license, one-time fee Tech support for Exceed! Premier depends on modules and interfaces owned	More records: price difference between the new tier and the lowest; data migration management: fee is for specified periods of time with a data migration specialist

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TRACKING DONORS, GIFTS, AND PLEDGES				
System tracks donations and donors	Yes	Yes	Yes	Yes
System tracks pledges	Yes	Yes	Yes	Yes
System tracks recurring gifts and pledges	Yes	Yes	Yes	Yes
Pledge reminders	No	Yes	Yes	Yes
MAILINGS				
Mail merge features	Yes	Yes	Yes	Yes
EMAILING				
System supports sending scheduled emails	Yes	Requires Constant Contact subscription for additional fee	Yes (via free integration with VerticalResponse or Constant Contact; requires VerticalResponse or Constant Contact subscription for additional fees)	Yes (via integration with Constant Contact or MailChimp, which may have an additional fee)
Batch emailing limits	Unlimited	Requires Constant Contact subscription for additional fee	Send up to 10,000 per month with VerticalResponse integration; Constant Contact requires additional fees	Depends on Constant Contact or MailChimp pricing level
System generates email reports	Yes	Requires Constant Contact subscription for additional fee	Yes	Yes

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QUERIES AND REPORTS				
User can create custom queries based on fields user selects	Yes	Yes	Yes	Yes
System has a built-in report writer/custom report generator	Yes	Yes	No (Exceed! Basic) Yes (Exceed! Premier)	Yes
System links to external report writer (e.g., Crystal Reports or Access)	No	Yes	Yes	No
System has "canned reports"	Yes	50+	40+ (Exceed! Basic) 60+ (Exceed! Premier)	Yes
System has tool for data import	Yes	Yes	Yes	Yes
DATA IMPORT/EXPORT				
Online integrated data cleaning	No	Yes	No	Yes
Data conversion or migration services available	Conversion provided in most cases	Yes, additional one-time fee	Yes, additional one-time fee	Some free support; extended support in 2-hour blocks for additional fees; recommendations for consultants for entire conversions
Data can be exported to a spreadsheet or text file	Yes	Yes	Yes	Yes
VOLUNTEER MANAGEMENT FUNCTIONS				
System has tools for managing volunteers	Yes	Yes	No (Exceed! Basic) Requires purchase of the Volunteer Management module (Exceed! Premier)	Yes

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EVENTS MANAGEMENT FUNCTIONS				
System has tools for managing events	Yes	Yes	No (Exceed! Basic) Yes (Exceed! Premier)	Yes
PAYMENT PROCESSING				
Accept payments through a website	Yes	Yes	No	Yes
Integrated payment processing	Yes (gateway/merchant account fees apply)	Yes (gateway/merchant account fees apply)	No (Exceed! Basic) Yes (Exceed! Premier) (gateway/merchant account fees apply)	Yes (gateway/merchant account fees apply)
Recurring gifts or online payments	Yes (gateway/merchant account fees apply)	Yes (gateway/merchant account fees apply)	No (Exceed! Basic) Yes (Exceed! Premier) Requires purchase of the Recurring Giving Module	Yes (gateway/merchant account fees apply)
CONTENT MANAGEMENT				
Support for creating a website or donor portal	Yes	No	No	No
MOBILE				
Mobile access to constituent records	Not optimized	Yes	No	Not optimized
Dedicated mobile app for admins	No	Yes	No	No
Mobile giving support (mobile giving site or text message donations)	No	No	No	No