



# CONSUMERS GUIDE TO INTEGRATED SOFTWARE FOR COMMUNITY FOUNDATIONS



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# EXECUTIVE SUMMARY

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Community foundations have a complex set of requirements to track their data. In addition to making grants, a typical community foundation also solicits donations, manages investments and acts as fiscal custodian for funds under advisement from donors, and awards scholarships. In a real way, each community foundation is a grantmaker, fundraiser and financial institution all at once.

There's a limited list of vendors who provide solutions for these particular needs—only five met our requirements for this report to qualify as solutions appropriate for community foundations. By necessity, these vendors provide more than just standalone

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## Five vendors provide integrated ecosystems intended to support all aspects of community foundations' work.

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grants management systems. Rather, they provide integrated ecosystems intended to support all aspects of community foundations' work. Most of the systems we reviewed met this complex set of needs by integrating an ensemble cast of software—sometimes from different vendors—into a comprehensive solution.

We evaluated each system by 137 criteria geared to determine how well it stacked up to the criteria most important to community foundations. The report provides more detailed summaries, a comparison chart and extensive reviews of the five systems for each of the 137 criteria. In general, how do the available packages compare?

### Bromelkamp Community Pearl

Bromelkamp provides a fully integrated, installed solution built in Microsoft Access. The grants management side of the system uses the same functionality as Bromelkamp's First Pearl, with the same strengths in internal tracking, online grant applications and reviews, and payments and budgeting. The system has strong functionality for printed communications, but is weak in broadcast email. Community Pearl adds full community foundation-specific functionality in a highly integrated system with no need to navigate between multiple modules. It provides reasonable functionality to track incoming gifts, a donor portal, a full accounting system and surprisingly powerful functionality to manage fund details and investment income. The entire system is built in Microsoft Access, which is both a strength and a weakness. On one hand, Pearl leverages Access's solid report builder and uses its inherent flexibility to tailor Community Pearl to each client's needs, including adding fields or features to support unique processes. On the other, Access has limitations in user interface design options, which manifests in sometimes crowded screens, abbreviated labels and heavy reliance on codes that can be daunting for the uninitiated.

### ChesterCAP Dotche

ChesterCAP's Dotche provides a central hub to knit a suite of third party components into a hosted software solution for community foundations. Dotche itself specializes in online transactions—it provides strong support for online applications (including a streamlined scholarship application module), application review and a donor portal. Donation tracking functionality is quite weak, however—for instance, it's not possible to track a pledge in the system—as is both printed and emailed correspondence. The system is built to integrate with other solutions to manage relationships, payments and accounting. The vendor demonstrated the system integrated with SunGard's Addvantage to provide reasonably solid support for accounting, fund management and budgeting, and with NetSuite to provide much of the solution's support for relationship management, while also augmenting Dotche's reporting facility. Addvantage and NetSuite

are each robust solutions in their own right that provide substantial value to ChesterCAP's implementation, and while there is fairly seamless cross-product data exchange behind the scenes, the user experience suffers.

## Fusion Labs GrantedGE

GrantedGE is an installed system that adds solid grants management functionality to a suite of Blackbaud tools: Raiser's Edge, Financial Edge and Blackbaud Net Community (BBNC). Raiser's Edge is a widely used and well-respected donor management system with powerful features to track gifts, relationships and fundraising processes. Financial Edge is also a well-respected accounting system in its own right. GrantedGE adds mid-level features for tracking grants and scholarships and application review, as well as tailored Net Community functionality with reasonable support for online applications and a donor portal. With support from the powerful Raiser's Edge features, the system provides strong features to create mailings, broadcast emails and reports. The systems are tightly integrated; data flows between the four systems, and the interface matches across the different functions, decreasing the potential confusion of a multi-system setup.

## MicroEdge FIMS

FIMS is a traditional, installed community foundation solution that allows clients to assemble a tightly integrated system through an extensive menu of modules. It's a generally solid grants management system with good support for online applications, tracking grants, payments, and both email and printed correspondence. Application review functionality is the exception, however—it has no ability to score applications or to allow external reviewers. Relationship management, donation tracking and broadcast emails are somewhat limited in the core system, but are augmented by the Salesforce-based FIMS CRM system. This CRM system is accessed online via a completely different interface than the core FIMS system.

## Stellar Technology Solutions iPhi Suite

iPhi Suite by Stellar Technology Solutions is a quite-powerful online, hosted system for community foundations. The company made its start with software for financial institutions, and this focus shows through robust functionality to manage funds, investment income, donor

portals and payments. It's also strong in grants management features, such as online applications, due-diligence functionality and scholarships. While it's very good at what it supports, and was the most consistently usable and integrated system we reviewed, it has some holes. It lacks the ability for reviewers to score applications, for instance, and has almost no functionality to send emails or create printed correspondence. Reporting is also somewhat limited—it's not possible to name and save custom reports, for example—and there's no programmatic access to the data (as through an API). Though composed of several modules, the interface is polished, consistent and pleasant to use throughout, with functionality and data available seamlessly and easily. Functionality is well-thought out and generally powerful.

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# Do you need robust fundraising functionality or strong integrated broadcast email? Can you afford the systems at the high end? And how important is the user experience?

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Which should you use? With just five vendors to choose from, it's tempting to want to explore them all for your organization, but their complexity could make that an overwhelming task. While you'll certainly want to carefully compare two or three, you can likely use this report to eliminate at least one or two of the systems. Consider a few questions to help you decide. These systems aren't cheap—can you afford those at the high end? Do you need sophisticated fundraising functionality, or strong integrated broadcast email? And how important is it to provide your users with a polished and integrated user experience?

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**CONSIDERING COMMUNITY  
FOUNDATION SOLUTIONS**

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# INTRODUCTION

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In October 2011, Idealware, TAG and the Grants Management Network launched a report looking at grants management systems for private foundations. Why a second report for community foundations? Because community foundations operate quite differently than private foundations, and have a complex set of additional requirements to track their data. In addition to making grants, a typical community foundation also solicits donations, manages investments, acts as fiscal custodian for funds under advisement from donors, and awards scholarships.

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## Community foundations are essentially grantmakers, fundraisers, and financial institutions all at once.

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The experts we spoke to described community foundations as grantmakers, fundraisers and financial institutions all at once. Each of these roles requires something different of a foundation. As grantmakers, community foundations need to track grant applications, review processes and make payments, like all foundations. But their assets are typically made up of dozens, or even hundreds, of different “funds”—money specifically earmarked by the donor for a particular purpose—each of which can have its own rules, restrictions and reporting requirements. In a way, each fund can be viewed as a mini-foundation.

As fundraisers, community foundations have the same needs as any nonprofit dependent upon gifts—they need to be able to understand their relationships with prospects and donors, solicit them by mail and email,

track complex gifts and grants, and understand what fund each gift should go toward. They’ll also act as fiscal custodians of individual “donor-advised funds” for major donors who want to commit to ongoing philanthropy. While the foundation has direct control over these assets, donors often expect to be able to easily check balances, view statements, deposit money and make grant recommendations for them—often online. To complicate things further, the money under a community foundation’s management is often invested in a variety of investment vehicles, and the foundation must keep track of how the investment income affects each fund under its management. These requirements combine to make accounting particularly complex, as well. Community foundations need to track incoming gifts, outgoing grants and investment income for each of potentially hundreds of different funds, and to be able to see the balance of each more or less in real time. This feature makes data integration across the organization particularly desirable. If a foundation were to separate systems for fundraising, grants management and fund accounting, integrating all the data for real-time fund balances would be extremely difficult.

With a small number of potential customers—there are only about 700 community foundations in the United States—and a complex set of requirements, a limited list of vendors provide solutions that address these particular needs. We reviewed 22 different grants management systems for private foundations, but only five vendors met our requirements to qualify as solutions appropriate for community foundations for this report.

By necessity, these vendors provide more than just standalone grants management systems—they provide integrated ecosystems intended to support all aspects of community foundations’ work. Most of the systems we reviewed meet this complex set of needs by integrating an ensemble cast of software—sometimes from different vendors—into a single, comprehensive solution.

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# DO YOU NEED A COMMUNITY FOUNDATION SOLUTION?

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Many community foundations manage their processes with a set of multiple, unintegrated products—for example, a donor management system, a grants management system and a separate accounting system. Does it make sense for such foundations to move to a specialized community foundation system instead?

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**If streamlined data access between different areas of functionality is important to you, you may find a system that fits your needs in this report.**

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The most compelling reasons to switch are the need to tightly integrate data, or to provide more support for donor-advised funds.

For instance, are you having trouble determining the balance of particular funds? Do you spend a substantial amount of time trying to get data from one system into another, especially for accounting purposes? Are major donors asking for online portal functionality that you can't provide—or provide easily—from your current setup? If you answered yes to any of these questions, the five solutions included in this report could be worth the investment. They all boast relatively seamless integration between different systems, or modules, to provide comprehensive accounting data. And all have an integrated donor portal that can provide fund information in approximate real time.

If streamlined data access between different areas of functionality is important to you, you may find a system that fits your needs among those reviewed in this report.

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# WHAT DO COMMUNITY FOUNDATION SOLUTIONS DO?

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It's difficult to think about your own foundation's needs or evaluate the systems available to meet them without a solid understanding of what features are possible, and which are common. Based on our interviews with foundation staff and reviews of various systems, we learned a few things about what's typically available in these systems, and about what's desirable. More is not always better. The right system for your organization is the one that best supports your needs, not necessarily the one with the most features—feature-rich solutions can also be needlessly complex, and may present an unnecessarily high learning curve for your staff.

Use this section to construct a list of the features that might be useful to you, and then carefully prioritize the list for your own organization.

## Fund Management

The core of a community foundation's data management system is the ability to manage multiple funds—sometimes dozens, or even hundreds, of them. Each fund is a pool of money that often comes with different restrictions. For example, one fund may be income from a grant that can only be used for specific purposes, while another might be made up of donations from the community for a less-restricted “community building” fund. Many community foundations also allow philanthropic individuals to create a “donor-advised fund” from which they can then recommend grants. For each fund, the system must track incoming donations, outgoing grants and changes in income based on investments.

The core requirement in fund management is the ability to see the balance of any given fund in approximate real time. This feature is the primary driver behind the need for integrated systems for community foundations—if a foundation were to use one system for fundraising, another for grants management and a third for fund accounting, it would

be very difficult to integrate all the data for real-time fund balances.

It's also important that the system be able to track information about each fund. For instance, what are the restrictions, if any? Are there specific rules about how much should be paid out in grants for each fund, and will the system calculate the suggested annual payout based on those rules? Are there specific reporting requirements for the fund—for instance, has the donor requested a yearly summary rather than quarterly updates? It's also very useful for a grants manager to be able to easily look through the funds

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## The right system for you organization is the one that best supports your needs, not necessarily the one with the most features.

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and restrictions to find a fund that might match well with a grant the foundation would like to make. For many foundations, it's also important to be able to manage investment income by creating investment “pools” with money from a variety of funds. As fund assets can be part of many pools—and pools can contain many funds—straightforward functionality to associate investment income or losses to funds is often desirable. All the systems we reviewed will let you associate funds with one or multiple pools, and allow you to define the proportion of the fund invested in each pool. Consider how foundation staff

will update the funds with the income or losses based on a statement. Is that an easy process?

## Donor Portals

It's often desirable to give donors the ability to manage their funds online. As banks and investment firms move features to the web, many donors expect foundations to be online as well—and at a minimum, to be able to use an online donor portal to view their current balance and grantmaking history, if not make a deposit or provide information about a grant they'd like to make. Foundations also frequently find it useful to be able to make a list of “approved” or “suggested” nonprofits available to donors to guide them toward organizations the foundation has worked with in the past.

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## As banks and investment firms move features to the web, many donors expect donor advised funds to be online as well.

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### Grant Application Tracking and Review

Community foundations, like any other foundations, typically need the ability to collect and review incoming grant applications. More and more foundations use online applications to streamline the grantmaking process, but systems vary in the degree of support they offer. Check to make sure a system can support the number of programs and stages you need with tailored applications. How easy is it to create a new application? To integrate it with the look and feel of your website? You should also consider whether the online application makes your applicants' lives easier

or more difficult. Can applicants see the full application and required fields before they begin filling out the forms? Can they save incomplete applications or view their application status online?

Don't forget that you'll probably need to be able to enter information from paper applications as well. How easy is that process? Can you update basic information about the grant, even if it was entered online? Can you easily see a summary of the grant and the history of your grantmaking to that organization? Can you update a batch of applications at one time? Keep in mind that you're likely to want to categorize each application based on your custom-coding scheme, and to be able to search and find it easily.

A community foundation often makes similar grants to the same organizations year after year. Features to support this, such as the ability to copy an existing grant to make a new one or to set up a recurring grant, are one of the main factors that distinguish systems.

If your community foundation has competitive grants processes, it can be useful to have functionality that allows multiple reviewers to easily see a summary of a grant and the foundation's history with an organization and then be able score the grant on a specific set of criteria. As reviewers are often not the same people who work with the grants management system on a day-to-day basis, a stripped down interface that puts the review process front and center—perhaps even online for easy remote access—can also be beneficial.

Finally, consider whether your foundation needs specialized functionality to support scholarship processes—for example, to account for the volume of applications, or for specialized processes. Many of the systems simply support scholarships like any other competitive grant process, but a few provide specialized online interfaces geared to scholarship needs. Regardless of which interface applicants use to apply, make sure the system provides the functionality you need to easily review applications (for instance, do you need to allow external reviewers see applications?) and to track a scholarship either directly to individuals or to their academic institutions.

## 501(c)(3) and OFAC

As a routine part of the review process, grantmakers often check applicants' tax exempt, or 501(c)(3), status. Many grant management systems allow you to easily click through on an Employee Identification Number (EIN) to see the applicants' records and tax status in an official website, like GuideStar. A few even check the status of each organization automatically and flag those that are not tax exempt. For foundations that wish to check grantee organizations and contacts against the Office of Foreign Assets Control's (OFAC) lists of individuals and organizations with terrorist ties, some systems integrate with external OFAC list-checking websites or systems to make it easier to flag possible matches.

## Adding and Tracking Donations

It's critical that a community grants management system can manage both incoming and outgoing funds, but these systems vary considerably in their support. How easily are you able to enter gifts? Can you enter a lot of gifts in one sitting through a quick entry form, or less ideally in an upload file? Does the system allow you to group gifts into batches so you can reconcile them with your accounting system? All systems let you track things like the amount and date of a gift, but can you easily track the gift by a campaign, fund or source, or split the gift in order to associate each piece with different ones?

Consider how the system deals with other gift types. The more sophisticated fundraising systems allow you to create a pledge and then apply a payment against it. Stock gifts are often important to community foundations as well—can you track both the value of a stock gift at acquisition and the current value? Can the system track tribute gifts, bequests or in-kind donations?

## Relationship Management

A community foundation interacts with a lot of people—grantees, funders, corporations, donors, partners and more. A good grants management system can help track these interactions. What communications have you sent a donor or grantee? Who have they spoken with, and about what?

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# It's critical that a community system can manage both incoming and outgoing funds.

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To do this effectively, a system must track organizations separately from individual grants, and individuals separately from companies, and allow you to see a log of all the interactions you've had with each. The systems in this report are generally strong in those areas, but check to see if the system will automatically log system-generated emails or printed letters, if that's useful to you.

When donors call, can you quickly see their involvement, their giving history, where you got their name and your record of communicating with them? Is this information well-organized and easy to access, or do you need to look in 10 different places just to figure out whether you've talked to them before? Also consider how the system handles "householding," or tracking multiple people (like a husband and wife) at a single address. Some systems make it easy to track information about two different people but send them combined mailings, while others group all the people in a household into a single record and manage them all together, or let you link separate records to indicate relationships.

In addition to tracking donors, many organizations want to use all this tracking data to proactively manage fundraising. All of these systems let you assign a status and priority to each donor. This helps you understand how they fit in with your fundraising action plan—for instance, whether they're a "sure thing" you should spend a lot of time soliciting, a "lapsed" donor you need to rethink your approach to, or an "unlikely" donor not worth much effort—and then use that information in queries and reports. It can also be handy to be able to schedule "ticklers," or reminders, for yourself or others to do something or call someone on a certain date.

## Communications and Board Dockets

A good community grants management system should make it easy to create printed materials, board dockets, thank you letters, solicitation letters, labels and more.

All of these systems allow you to define a default format for printing grant application summaries, choosing which fields to include. Most integrate with Microsoft Word to let you flexibly mail-merge information about gifts, grants and organizations into letters and customize fonts, colors and logos. Some, though, require you to export data into Microsoft Excel and mail-merge from there.

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## Most community foundation systems have a full, tightly integrated general ledger accounting system.

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Nearly every system will let you use a querying tool to define the group for whom you'd like to print letters, and then create the letters. It can be useful to be able to review and tweak each individual letter before it is printed—for example, to add a personal note for a specific donor.

Emailing can be a fast, effective and inexpensive way to reach out to constituents. All of these systems will let you either email people individually or to an entire group at once, including both standard text and “mail-merge” type inserted data. However, a number of them do not support robust tracking functionality—for instance, to allow you to see such delivery statistics as the open rate, click-through rate and unsubscribe rate for each email, or to allow the recipient to easily unsubscribe by clicking on a link.

Be sure to check, too, on automatic options—can you schedule an email to be sent in the future? Can you define that an email should be sent based on a particular event (like an online donation)?

It's important to consider how emails will be sent. Some systems use your organization's email server. This works fine for individual emails, or emails to a few dozen people, but is risky if you email thousands of people. In general, Idealware recommends sending broadcast emails through vendors' servers, which would mean either choosing a system that allows that or opting for a third party broadcast email tool instead.

## Payments and Budgeting

Accounting functionality is a core part of community grant management systems. Because of the complexity of managing both incoming and outgoing funds, most systems have a full general ledger accounting system tightly integrated with the core grants management functionality. Payment functionality also tends to be quite robust. For instance, all of these systems have the ability to define a default payment schedule and then adjust it for individual grants, award grants to one organization but pay another—such as a fiscal sponsor—and to pay by ACH or wire transfers. If you need to support currencies other than U.S. dollars, however, that will be a limiting factor. Only a few system can be configured to support different currencies, and supporting multiple currencies at the same time is likely to require custom configuration.

You should also check on the ability to create payment conditions. Grantmakers often tie payments to specific grantee requirements—for example, a second payment may be contingent on the receipt of a progress report. To support this, make sure the grants management system allows you to link payment to requirements, and that it uses this information to generate payment reports. Make sure you also check the audit log and security parameters to ensure that you can effectively control who has access to accounting and payment functions for your organization.

All the systems we reviewed have budgeting features that let you define the amount of money you plan to devote to each grant program or category, including hierarchical program structures, and then generate reports to compare these budget amounts to the amount spent. When looking at budget functionality, however, it's critical to understand what tracking method the system is using. Foundations budget by one of two different methods: by the amount paid out to grantees over that year (sometimes called a cash method of budgeting), or by the amount awarded that year regardless of when it is paid (sometimes called an accrual method of budgeting). None of the systems reviewed tracked budget figures for both these methods at the same time, although some let you choose the method you prefer.

## Querying and Reporting

System reports can help manage grants processes and provide updates to others. At a minimum, you should be able to create the basic reports you need for your grantmaking, donor management and fiscal/accounting processes—for example, fund statements, a list of current grantees, lapsed donors, the amount of money committed and paid for the year, or grant details required for a Form 990 PF (Return of Private Foundation). Such basic reports are considered “standard,” and most software packages provide for them out of the box. Fund statements are the surprising exception to this. Few systems provide them as a default report, requiring you instead to create them from scratch.

Most foundations will want to go beyond the basic standard reports. The ability to customize these reports to better meet your needs and save those customizations for future use can save a lot of time and money, but not all systems allow this. Also, many of the systems that *do* provide standard reports provide a lot of them. Is there some way to customize or filter the list or to bookmark your preferred reports?

From time to time you may want more customized reports. Some of these systems make it easy to produce ad hoc reports, while others require more technical SQL knowledge to create them. Make sure you have access to all the data that might be useful

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**All the systems we reviewed have budgeting features that let you define the amount of money you plan to devote to each grant program or category, including hierarchical program structures.**

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in such a report, including any custom fields you've defined and information submitted in grant applications or progress reports.

Some of these tools are basic, and allow only limited support for customizing reports—for instance, creating sums, using more complex layouts and tailoring the look of the report. Others are limited only by your ability to apply them. Reporting tools are complex, and can be confusing to users without experience managing databases. Look carefully at the features to judge whether someone on your staff will be able to effectively create reports. Also, make sure you can save a report format once you've invested time in creating it.

## Roles and Permissions

If multiple staff members will use the system, make sure you can set different levels of access. This will help protect critical data by limiting who can update it.

Many systems support varied access to individual features—for example, some users can read but not update any information, or update grant information

but not approve grants or change their amounts. The granularity of these access rights varies widely among systems. Some provide for a few different, preset roles. Others allow you to define read/update/delete rights for each module. Some even allow you to define rights for each individual data field.

In many cases, disabling functionality or features for a particular user or group doesn't remove it from their view. Users with read-only access may still have to navigate through disabled screens or fields to reach the information they need. Systems that provide simplified interfaces to improve ease of access for simple tasks or users with less-complex needs, such as reviewers, might be a better option for larger foundations with wider pools of users.

Audit logs—records of who made updates to what fields, and when—can also be useful. If a system includes an audit log, check to see what actions are logged. Is it every change, or just a few core ones?

The grants management process often is a series of tasks which need to be done by specific people, in a particular order. Because of this, larger foundations may want a system that manages the workflow—for example, assigning grants or tasks to individuals or roles and providing a customized “dashboard” view that spells those tasks out for each staff member. Systems that support configurable workflows can simplify grants and donor management for organizations with complex processes.

## Data Access

Community foundation systems are typically multi-module solutions, and some even comprise packages from multiple vendors. Whatever the configuration, it is important that information flows from one module automatically, without requiring a staff member to manually export and import data.

Whether your system is hosted (in the “cloud”) or installed, the data it contains is yours. You should be able to access it at will. Being able to extract your data from the system is critical in order to back it up—always a good idea—or migrate it to another system. If your system is hosted on the vendor's servers, make sure the vendor guarantees specifically that you will

be able to fully export all data and all attached files on request. Systems that allow you to do this yourself, without relying on the vendor, are even better.

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**If your system is hosted on the vendor's servers, make sure the vendor guarantees specifically that you will be able to fully export all data and all attached files on request.**

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Easy data access can also allow you to interact with your data through other systems—for example, to export grant, donor or financial data to a website as a text file, or to Excel for sorting, calculating and formatting more sophisticated reports. The ability to import files is also helpful—for example, to manually load information from an external online application system. If you want a system to automatically speak with other software packages, such as a separate fundraising system or Crystal Reports, make sure the system allows this. Is an Application Programming Interface (API) or ODBC database connection provided so your own programmer can configure it? What data can be accessed this way? Is it read only, or can you write to the database?

## Overall Customization

Most systems are designed to support a variety of different foundations. To this end, most systems let you customize the programs and codes you use to categorize grants. Systems that support online applications, reviews and progress reports also let you customize the fields collected within these online forms, although some require a fee to the vendor to update them.

All of these systems also allow you to add custom “internal tracking” fields, but some require you to put them into a limited “custom field” area, which can become disorganized and awkward if you add a number of fields. Check to see if you can remove fields or change the names of existing ones.

If you want to capture specific application or progress report information from grantees, check to see where the system will store it. Some provide useful views of this information. Others dump it into that same disorganized “custom field” area, forcing you to set up custom reports to view it effectively.

A few systems can be almost completely customized to your needs, with custom fields, labels, interfaces, processes and functionality, but they require the vendor’s involvement in the customization. This can be useful for organizations with unique needs, but it can be expensive and more difficult to support down the road. Before you pay to customize a system to your existing processes, see if they can be streamlined or improved. Are they truly unique? Or would you be better served by moving toward the best processes used by a number of foundations, which are therefore easier and cheaper to support? If you choose to have the vendor customize the system, make sure they are experienced with this type of work. Do they allow heavily customized systems to remain on the upgrade path?

## Ease of Use

Community foundation solutions are necessarily complex, so your staff will likely require training. Core functionality, however, should be relatively easy to learn and remember. Are fields and functions intuitively named and easy to find? If staff need cheat sheets or guesswork to run basic processes, they’re more likely to opt out of using the system, or to resort to workarounds. Can users easily find the actions they need to take without returning to a main menu? Are different solution components well-integrated for a consistent user experience? The system should also effectively support power users—those most familiar with the system.

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# How usable is the system? Are different solution components well-integrated for a consistent user experience?

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## Support and Training

Whatever else you need in a grants management system, you can be sure you’ll need customer support. All the reviewed vendors offered solid, basic-level support: phone support, system documentation and at least informal training upon request.

In terms of phone support, the difference is likely to be on price and quality. How much do you have to pay, either per incident or per year? Are existing customers typically able to reach someone knowledgeable when they call for support?

Good documentation, whether printed or online, is also critical. Ideally, information is available in the form of hypertext within the system—for example, to let you see what clicking a button will do before you actually click it. If you’re rolling out a system to a number of people in your organization, can you tailor the documentation to your own processes?

Different vendors provide different types of training, from affordable over-the-phone and online options to more formal training at your own offices. Do they have training materials? How much will you pay for each of these training options?

## Installation and Maintenance

It's important to know what hardware and software will be required to use the system you choose. For most online hosted systems, a major web browser is likely all you need, while for installed and web-based systems you host yourself, there can be many other requirements. You will want to know what kind of server hardware you will need. Additionally, there will likely be software prerequisites, like web server software and a core database like SQL or Microsoft Access. Will the vendor help with setup and maintenance? If not, you might need to hire a consultant to assist you.

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**You don't want to be forced to select a different solution in a year because the vendor has gone out of business.**

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## Vendor Background

Finally, consider vendor stability. Choosing a grants management software package and moving your data into it is a considerable effort. You don't want to be forced to repeat this work in a year because a vendor has gone out of business. Ask some background questions. How long have they been in business? How many clients do they have? Does the revenue earned from the grantmaking system cover the personnel and operational expenses required to support it?

Because of the size and scale of community grants management solutions, 10 or so clients could be enough for a vendor to support operations. But if they have fewer than that, or if their revenues don't cover their expenses, it could be that the vendor isn't yet at a very stable point and their long-term viability is more of a risk.

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# HOW DO THE SYSTEMS COMPARE?

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How do the available packages compare? We evaluated each system by 137 criteria geared to determine how well each stacked up to the criteria most important to community foundations.

Below, you'll find summaries and a comparison chart. The details of how each system supported all of the 137 criteria is in the detailed reviews in Appendix A.

## Bromelkamp Community Pearl

Bromelkamp provides a fully integrated, installed solution built in Microsoft Access. The grants management side of the system uses the same functionality as Bromelkamp's First Pearl, with the same strengths in internal tracking, online grant applications and reviews, and payments and budgeting. The system has strong functionality for printed communications, but is weak in broadcast email. Community Pearl adds on full community foundation-specific functionality in a highly integrated system with no need to navigate between multiple modules. It provides reasonable functionality to track incoming gifts, a donor portal, a full accounting system and surprisingly powerful functionality to manage fund details and investment income. The entire system is built in Microsoft Access, which is both a strength and a weakness. On one hand, Pearl leverages Access's solid report builder and uses its inherent flexibility to tailor Community Pearl to each client's needs, including adding fields or features to support unique processes. On the other, Access has limitations in user interface design options, which manifests in sometimes crowded screens, abbreviated labels and heavy reliance on codes that can be daunting for the uninitiated. After an initial \$43,000 investment, a small community foundation's recurring costs for Community Pearl would be about \$1,200 annually.

## ChesterCAP Dotche

ChesterCAP's Dotche provides a central hub to knit a suite of third party components into a hosted software solution for community foundations. Dotche itself specializes in online transactions—it provides strong support for online applications (including a streamlined scholarship application module), application review and a donor portal. Donation tracking functionality is quite weak, however—for instance, it's not possible to track a pledge in the system—as is both printed and emailed correspondence. The system is built to integrate with other solutions to manage relationships, payments and accounting. The vendor demonstrated the system integrated with SunGard's Advantage to provide reasonably solid support for accounting, fund management and budgeting, and with NetSuite to provide much of the solution's support for relationship management, while also augmenting Dotche's reporting facility. Advantage and NetSuite are each robust solutions in their own right that provide substantial value to ChesterCAP's implementation, and while there is fairly seamless cross-product data exchange behind the scenes, the user experience suffers. For example, when you are using NetSuite or Advantage-provided features, you are actually in NetSuite or Advantage—each with an interface confusingly distinct from Dotche. A small foundation would pay about \$80,000 for the system in the first year, with annual recurring costs of \$55,000.

## Fusion Labs GrantedGE

GrantedGE is an installed system that adds solid grants management functionality to a suite of Blackbaud tools: Raiser's Edge, Financial Edge and Blackbaud Net Community (BBNC). Raiser's Edge is a widely used and well-respected donor management system with powerful features to track gifts, relationships and fundraising processes. Financial Edge is

also a well-respected accounting system in its own right. GrantedGE adds mid-level features for tracking grants and scholarships and application review, as well as tailored Net Community functionality with reasonable support for online applications and a donor portal. With support from the powerful Raiser's Edge features, the system provides strong features to create mailings, broadcast emails and reports. The systems are tightly integrated; data flows between the four systems, and the interface matches across the different functions, decreasing the potential confusion of a multi-system setup. Costs for a specific GrantedGE license range from around \$20,000 to \$85,000, with an equivalent amount for setup costs—the average first-year price is about \$60,000. To use the system for donor management and fund management, grantmakers must also buy Raiser's Edge and Financial Edge, which Fusion Labs estimates at approximately an additional \$80,000.

## MicroEdge FIMS

FIMS is a traditional, installed community foundation solution that allows clients to assemble a tightly integrated system through an extensive menu of modules. It's a generally solid grants management system with good support for online applications, tracking grants, payments, and both email and printed correspondence. Application review functionality is the exception, however—it has no ability to score applications or to allow external reviewers. Relationship management, donation tracking and broadcast emails are somewhat limited in the core system, but are augmented by the Salesforce-based FIMS CRM system. This CRM system is accessed online via a completely different interface than the core FIMS system. A small foundation might pay \$48K in the first year and then \$18K in continuing yearly costs to get the bulk of these features. A large foundation might pay \$100K or more in the first year and about \$50K in continuing yearly costs to take advantage of all the available functionality.

## MicroEdge FoundationPower

The current status of FoundationPower is unclear. MicroEdge requested that it not be included in this report, instead referring us to FIMS, but declined to provide more information. In the past, the company told existing clients it would no longer be supported, but then rescinded that information to assure clients that support would continue. It seems safe to say that foundations should not be considering making a new investment in FoundationPower at this time.

## Stellar Technology Solutions iPhi Suite

iPhi Suite by Stellar Technology Solutions is a quite powerful online, hosted system for community foundations. The company made its start with software for financial institutions, and this focus shows through robust functionality to manage funds, investment income, donor portals and payments. It's also strong in grants management features, such as online applications, due-diligence functionality and scholarships. While it's very good at what it supports, and was the most consistently usable and integrated system we reviewed, it has some holes — it lacks the ability for reviewers to score applications, for instance, and has almost no functionality to send emails or create printed correspondence. Reporting is also somewhat limited—for instance, it's not possible to name and save custom reports—and there's no programmatic access to the data (for example, through an API). Though composed of several modules, the interface is polished, consistent and pleasant to use throughout, with functionality and data available seamlessly and easily. Functionality is well-thought out and generally powerful. The system licensing fee is typically calculated using a basis point model based on the value of the assets being administered on the system and the specific features used. The system licensing fee entitles the client to an unlimited number of users.<sup>1</sup> A small foundation might pay as little as \$10K in the first year and \$4K in continuing costs, but a large foundation could pay initial and recurring costs of \$80K or more.

<sup>1</sup> The system licensing fee is calculated using a basis point model based on the value of the assets being administered on the system. The specific basis points model used is dependent on the size of the assets being administered on the system and the extent to which the client is using the integrated components of the system. The system licensing fee entitles the client to an unlimited number of users both from an operational and donor perspective, approximately four to six system upgrades per year and dedicated client support services. If a client is large enough, the vendor will enter into a fixed-price licensing agreement with that client.

# COMPARISON CHART

	Bro-melkamp Community Pearl	Chester- CAP Dotche	Fusion Labs GrantedGE	MicroEdge FIMS	Stellar Technology Solutions iPhi
<b>Small foundation, basic functionality</b> <sup>1</sup>					
First year cost	\$43K	\$80K	\$36K <sup>2</sup>	\$48K	\$10K-\$15K <sup>3</sup>
Ongoing yearly cost	\$1.2K	\$55K	\$8.6K <sup>2</sup>	\$18K	\$4K-\$5K <sup>3</sup>
<b>Larger grantmaker, all functionality</b> <sup>1</sup>					
First year cost	\$79K	\$105K	\$153K <sup>2</sup>	\$118K	\$80-\$180K <sup>3</sup>
Ongoing yearly cost	\$2.1K	\$80K	\$18K <sup>2</sup>	\$49K	\$40K-\$100K <sup>3</sup>
Fund Management	●	○	○	●	●
Donor Portal	○	●	●	○	●
Online Applications	●	●	○	●	●
Internal Tracking	●	○	●	●	●
Application Review	●	●	●	○	○
Scholarships	○	●	○	○	●
501(c)(3) and OFAC	●	○	○	○	●
Adding and Tracking Donations	○	○	●	●	●
Relationship Management	●	●	●	●	○
Letters and Board Dockets	●	○	●	●	○
Email	○	○	●	●	○
Payments and Budgeting	●	○	●	●	●
Querying and Reporting	●	○	●	○	○
Ease of Use	○	○	○	○	●
Roles and Permissions	○	○	●	●	●
Data Access	●	●	●	●	○
Overall Customization	●	●	○	●	○
Vendor Background	●	○	●	●	●

• None ○ Basic ○ Solid ● Advanced

<sup>1</sup> **Small:** two named users, one concurrent user, \$5,000,000 asset base, 10 grants per year though a single program.. Basic functionality to review applications, track payments, pay grants, manage donors, and track G/L entries. **Large:** 20 named users, 10 concurrent users, \$100,000,000 asset base, 100 grants per year though three programs. Includes all functionality covered in this report.

<sup>2</sup> This cost includes both the costs for Fusion Labs and required Blackbaud products.

<sup>3</sup> The licensing fee is calculated based on the value of the foundation assets. See the footnote on page 18 for more details.

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# HOW TO DECIDE

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With just five vendors to choose from, it's tempting to just explore them all for your organization, but their complexity could make that an overwhelming task. While you'll certainly want to carefully compare two or three systems, you should be able to use this report to eliminate at least one or two. What questions should you ask to narrow down the choices and focus in on the packages likely to work best for you?

- **What can you afford?** These systems, unfortunately, are far-from-cheap. Are you able to afford the initial and long-term costs of one of the higher-end systems, or will you need to opt for something less feature-rich? Make sure you factor in all the costs of the components you'll need, and not just the core system.
- **How substantial are your fundraising and communication needs?** One of the major differentiators between these systems is the extent of functionality to manage relationships, add and track more specialized donations, and to create email or printed communications, all functionality that dictates how sophisticated your fundraising efforts can be. On the other hand, if you have very sophisticated fundraising needs, can you manage most of the process in a different system and simply enter gifts into a specialized community foundation solution?
- **Is an integrated experience a critical factor?** A number of these systems integrate multiple modules, or even products from multiple vendors, into a suite of tools—with substantially varying levels of success at making them feel like one integrated whole. Do you have tech savvy professionals managing your data who can easily overcome interface challenges? Or is ease of use and clarity of design a major factor in making sure your staff will be able to use the system?

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## Think through your needs carefully— which of the features described here are critical for you?

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Hopefully, the information in this report will help you narrow down the options to two or three choices. Take a careful look at those systems before making a final decision. Think through your needs carefully— which of the features described here are critical for you? Which are only nice to have, or not useful for your organization? What other features, which aren't discussed here, might be useful?

With that list of important features in hand, contact the vendors and ask for demos. Ask them to show you exactly the features you consider important. Consider giving them a script which walks through the tasks you'd like to see demoed—for example, “I check the grantees that have progress reports due, and create a letter to mail to each of them.” This can be very useful to help compare different systems to each other.

Use these demos to narrow down your choices to only a couple, and then ask those vendors for pricing information. For some systems, pricing is straightforward. For others, it's quite complicated, and may take some time for the vendor to estimate. Make sure you know what is included in the price. Will the vendor move any existing data into the system? Set up the system for you? Do more complex customizations? There's much to consider when choosing such a

system. Each of the available options has its own strengths and feature mixes, and cost isn't a guarantee of anything—especially since every foundation's needs differ. But if you do your homework and compare what's available with an honest evaluation of what you need, your reward will be a system that will help you manage all your data more efficiently and effectively.

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**Each of the available options has its own strengths and feature mixes, and cost isn't a guarantee of anything.**

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# **REVIEWS OF COMMUNITY FOUNDATION SOLUTIONS**

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# BROMELKAMP COMMUNITY PEARL

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Bromelkamp provides a fully integrated, installed solution built in Microsoft Access. The grants management side of the system uses the same functionality as Bromelkamp's First Pearl, with the same strengths in internal tracking, online grant applications and reviews, and payments and budgeting. The system has strong functionality for printed communications, but is weak in broadcast email. Community Pearl adds full community foundation-specific functionality in a highly integrated system with no need to navigate between multiple modules. It provides reasonable functionality to track incoming gifts, a donor portal, a full accounting system and surprisingly powerful functionality to manage fund details and investment income. The entire system is built in Microsoft Access, which is both a strength and a weakness. On one hand, Pearl leverages Access's solid report builder and uses its inherent flexibility to tailor Community Pearl to each client's needs, including adding fields or features to support unique processes. On the other, Access has limitations in user interface design options, which manifests in sometimes crowded screens, abbreviated labels and heavy reliance on codes that can be daunting for the uninitiated. After an initial \$43,000 investment, a small community foundation's recurring costs for Community Pearl would be about \$1,200 annually.

## Fund Management

- **Overall Approach to Fund Management:** Fund Management is supported in the core Community Pearl system at no additional cost.
- **Multiple Funds:** Lets you set up multiple funds from which to grant, and to maintain separate restraints and requirements for each.
- **Enforcing Fund Restrictions:** Lets donors specify fund restrictions and displays pop-up messages warning of giving restrictions on a fund. Such restrictions are not enforced by the system.
- **Fund Balance:** It's easy to see the current fund balance for any fund, with a record of incoming and outgoing money. The system includes several default reports and the user can modify them or create new ones.
- **Suggests Annual Payout:** The system calculates the suggested annual payout for a fund, given defined spending rules calculated by the Spend Percent field. The foundation could also specify a formula in lieu of the spend percent value.
- **Creating New Funds:** Lets the grant manager easily create a new donor-advised fund.
- **Multi-Fund Reporting:** Lets you set separate reporting schedules for each fund.
- **Opportunity Matching:** Lets grant managers search to find restricted funds that match desired grant opportunities based on donor interests.
- **Tracking Investment Value:** Allows foundation staff to easily update the value of a fund, using a "Joint Investment Allocation" function that allocates changes in market value and investment expenses based on the average daily balance of each fund's share in the joint investment.
- **Investment to Fund Association:** Funds can be associated with one or many investment pools. The system tracks the proportion of fund investment in each pool.
- **Investment Quick Entry:** The system has a grid or similar interface for quick entry of adjustments to funds based on investment income.

## Donor Portal

- **Overall Approach to Donor Portal:** The donor portal is supported by an additional FundWeb.net module.
- **Balance Checking:** Lets donors check their account balance from a donor portal. You can also see historical fund balances.
- **Make Deposits:** Lets donors make deposits from a donor portal.
- **Approved Nonprofits:** Does not provide a charitable catalogue or directory of "approved nonprofits."
- **Suggest Grants:** Lets donors select grants by matching giving opportunities and/or nonprofits with a donor-definable list of interests and criteria.

- **View grant history:** Lets donors view their account statements and grant history from a donor portal.

## Online Applications

- **Overall Approach:** Online Applications are supported by an additional module, eGrant.net, which is provided by the vendor at additional cost.
- **Creating Online Applications:** Lets you create new online applications with, at a minimum, file uploads, dropdown boxes, checkboxes and text fields without additional charges from vendor. Requires eGrant.net Builder module.
- **Number of Online Application Forms:** Lets you create different online forms to support each grant program.
- **Look and Feel:** Lets you customize online application forms to match the look and feel of your website, including colors, fonts and navigation.
- **Support for Multiple Stages:** Supports multiple application stages, including an automatically scored eligibility quiz, a Letter Of Intent stage, a more detailed proposal stage and as many other stages as needed.
- **Online Application Integration:** Data from online applications is automatically pulled into the core grants management system—no download or upload of data files is required.
- **Viewing Status Online:** Applicants can view their status online.
- **Saving Incomplete Applications:** Applicants can save partially completed applications and return to them.
- **Viewing Applications:** Applicants can easily view or print applications at any stage in the process.

## Internal Tracking

- **Overall Approach to Internal Tracking:** Internal Tracking is supported in the core Community Pearl system at no additional cost.
- **Tracking outbound grants:** The system can track outbound grants by program cycle/board meeting date or grant codes/categories.
- **Grant Summary Tracking:** Can track summaries based on hierarchical codes—for example, to show grant money paid to each Education sub-program as well as total Education grants.
- **Tracking Organizational Grant History:** Tracks organizations separately from individual grants to allow you to see a history of all grants to an organization.
- **Custom Categorization Codes:** Lets you define custom categorization codes for tracking and reporting.
- **Updating Basic Grant Information:** Lets you easily update basic grant information like project names or codes throughout the process.
- **Copying Grants:** Lets you copy an existing grant to create a new one.
- **Recurring Grants from Existing Funds:** Allows the grants manager to set up and adjust a recurring grant from a designated fund.
- **Searching:** Grants and applications are searchable by a number of criteria, including organization's legal name, EIN, application ID, program and grant cycle. Operators and any visible fields can be used in a search.
- **Handling Paper Applications:** Applications received in paper can be easily entered into the system without logging in as the applicant.
- **Batch Updates:** Lets you perform batch updates of defined coding and other fields.

## Application Review

- **Overall Approach to Application Review:** Application Review is supported by an additional module, eGrants.net, which is provided by the vendor at additional cost
- **Viewing Relationship History:** Lets you see a history of a relationship with prospective grantees—for example, what grants they've applied for, been declined or been granted in the past.
- **Printing Grant Summaries:** Reviewers can easily print grant summaries or full grant information.
- **Reviewer's Portal:** Provides a simplified “portal” interface to allow reviewers to see and review grant applications more easily.
- **Grant Review Workflows:** Lets you define automatic steps and rules, or “workflow,” for the grants review process.
- **Multiple Reviewer Support:** Multiple reviewers can each rate an application on a number of different factors, and add comments.
- **Scoring Flexibility:** Supports different information or scoring schemes for different programs.

## Scholarships

- **Overall Approach to Scholarships:** Scholarship applications can be accepted via the eGrant.net module. Scholarships can be tracked with the core Community Pearl system.
- **Online Scholarship Applications:** Scholarship application can be completed online via the grant application portal.
- **Awards to Individuals and Organizations:** The system allows scholarships to be awarded to either individuals directly, or to their academic institutions.
- **Online Review and Evaluation:** Scholarship applications can be reviewed by both internal staff and external reviewers.

## 501(c)(3) and OFAC

- **Overall Approach to 501(c)(3) and OFAC:** 501(c)(3) and OFAC is supported in the core Community Pearl system at no additional cost.
- **501(c)(3) Status Checking:** Automatically checks Employee Identification Numbers against a standard 501(c)(3) non-profit registry and flags those not listed. This system checks against GuideStar. Organizations are checked automatically by Pearl on a regular basis, and Pearl keeps a copy of the verification PDF in the document manager.
- **OFAC Status Checking:** Lets you compare organizations and individuals against standard OFAC and other terrorist watch lists via an export to ChoicePoint's Bridger Insight.

## Adding and Tracking Donations

- **Overall Approach to Adding and Tracking Donations:** Adding and Tracking Donations is supported in the core Community Pearl system at no additional cost.
- **Adding a Gift:** Adding a single gift into the system is a straightforward process of finding a donor and filling out fields.
- **Gift Quick Entry:** Lets you quickly enter a number of gifts at one time through a streamlined quick-entry interface which can be tailored on the fly with the appropriate fields and defaults for a particular set of gifts.
- **Batching Gifts:** Gifts are automatically reflected in G/L accounting rather than being batched for reconciliation. For convenience, donations can be grouped by a number of descriptors, including date, fund, donor and appeal.
- **Gift Types:** Supports tracking of tribute gifts, bequests and in-kind gifts.
- **Stock gifts:** Tracks the value at acquisition of stock gifts, but not the current value.
- **Adding Pledges:** The system supports pledges by letting you enter the amount of a pledged gift and then recording payments against it and amount remaining in "Paid" and "Balance" fields.
- **Assigning to Funds:** Lets you assign gifts to a particular fund, or split the gift across multiple of these.
- **Campaigns or Source:** Lets you assign gifts to a particular source or campaign, or split the gift across multiple of these, as well as to track the solicitation that generated a gift.

## Relationship Management

- **Overall Approach to Relationship Management:** Relationship Management is supported in the core Community Pearl system at no additional cost.
- **Tracking Constituent Types:** Lets you assign multiple roles to an individual record.
- **One-to-Many relationships:** The system allows for flexible connections between people and organizations. You can specify the type of relationship and the system can track degrees of separation between constituents—for example, whether someone is the friend of a donor's friend.
- **Logging Contact and Correspondence:** Lets you keep a log of outside communications, such as phone calls and emails, with a particular contact at a grantee organization, and stores a record of system-generated correspondence.
- **Prospect Management:** Lets you assign both a priority and a stage to a donor to manage a prospecting workflow.
- **Ticklers:** Lets you create "ticklers" to remind you of upcoming tasks.
- **Constituent Snapshot View:** Provides "snapshot" views which summarize constituent information.
- **Householding:** A database record describes a single individual and all their contact information and actions; you can identify and group donors by household.

## Letters and Board Dockets

- **Overall Approach to Printed Correspondence:** Printed Correspondence is supported in the core Community Pearl system at no additional cost.
- **Default Print Format:** Lets you define a default format for printing grant application summaries, choosing which fields to include as well as customizing fonts, colors and logos.
- **Letter Template Flexibility:** Lets you create letter templates in Microsoft Word or an equivalent web-based word processor that include mail-merged information about grants and organizations, and lets you customize their fonts, colors and logos.
- **Serial Printing:** Lets you print letters or summaries for a series of grants or grant applications in a single step.
- **Pre-Print Viewing and Customization:** Lets you view and customize individual letters before printing them.

## Email

- **Overall Approach to Email:** Email is supported in the Community Pearl system at no additional cost.
- **Emailing Individuals and Groups:** Lets you send email through the system to a single individual or group that meets particular criteria.
- **Email Template Flexibility:** Lets you create letter templates in Microsoft Word or an equivalent web-based word processor that include mail-merged information about grants and organizations, and lets you customize their fonts, colors and logos. The system also records in the database the date that you ran the letter, and keeps a PDF copy in the document management for each recipient.
- **Email Automation:** Lets you create scheduled emails and event triggers for automatically sending email.
- **Email Deliverability Reporting:** Does not let you see email delivery statistics.
- **Unsubscribes:** The system does not support email unsubscription.
- **Outbound Email Method:** Emails can be sent through third-party email services. Otherwise, emails are sent through clients' email servers, potentially exposing them to blacklisting.

## Payments and Budgeting

- **Overall Approach to Payments and Accounting:** Payments and Accounting are supported in the core Community Pearl system at no additional cost.
- **Default Payment Scheduling:** Lets you define a default payment schedule that applies to all grants, and then adjust the amounts and dates for each grant individually. The system supports multiple default payment schedules—for example, one for scholarships and another for grants.
- **Paper Check Requests:** Can generate a paper check request for accounting, but you would need to build a report for this at no additional cost.
- **View Scheduled Payment Amount (Annual):** Can view the amount scheduled to be paid out in a given year, including payments for grants awarded in previous years.
- **Contingent/Conditional Payments:** Allows for payments to be made contingent or conditional upon a specified grant or payment requirement.
- **Viewing scheduled payments, with requirements:** Lets you see what scheduled payments are upcoming and whether the grantee has met the requirements linked with that conditional payment.
- **Third-Party Payee Support:** Supports payments to individuals or organizations other than the primary grantee (for example, fiscal sponsors).
- **Electronic Payments:** Supports ACH payments and wire payments. The system supports ACH direct deposits and direct debits through direct communication with the ACH banking infrastructure.
- **Viewing Payment History:** Lets you see what payments have been made, including amount, date paid and check/ACH payment/wire transfer number.
- **Accounting Integration:** Includes a robust, integrated accounting package.
- **Multi-Currency Support and Reporting:** The core system only supports grants in a single currency, but the vendor can customize the system to support grants made in multiple currencies by storing currency and exchange rate information, at additional cost.

- **Payment Controls:** Lets you configure audit/security controls to ensure that only certain staff can change payment information.
- **GL Accounting:** The system contains a full accounting system with a general ledger, and does not need any additional accounting software.
- **Budget Tracking Configuration:** You can decide whether the budgeting features track the amount paid out in a particular year or the total amount awarded.
- **Budget Amount Reporting:** Lets you enter a budget amount for each grants program and report on that information with actuals (approved and pending).
- **Hierarchical Budget Tracking:** Budgets can be tracked in hierarchically defined categories or program areas.

## Querying and Reporting

- **Overall Approach to System Querying and Reporting:** System Querying and Reporting is supported in the core Community Pearl system at no additional cost.
- **Grants Management Reports:** Lets you search or filter to find a particular set of grants based on status, program and cycle, and view pre-packaged reports based on this customized set of grants.
- **Donor Management Reports:** The system includes several pre-built donor management reports. These reports are modifiable by grantmakers.
- **Fund Statements:** The system provides a standard fund statement that can be modified by grantmakers.
- **Favorite Reports:** Cannot quickly view favorite reports without navigating a much-larger set.
- **Modification of Standard Reports:** Lets you name and save reports that you create or modify.
- **Ad Hoc Reporting:** Supports ad hoc reports within the system, which can include and filter by nearly any field displayed to users. These reports can include custom data columns, data sets, sorting, grouping, logos and headers.
- **Data Reportability:** Virtually all system data—including data entered into online applications, review forms and grantee progress reports—can be included in reports.

## Ease of Use

- **Interface Layout:** The interface is not as polished looking as some systems, and fields are sometimes crowded together, making it more difficult to scan.
- **Intuitive Labels:** The labels for navigation and action items are not always intuitive, meaning that many users will require training specific to the system in order to effectively understand them. However, a description appears on the status bar when the cursor is in the field.
- **Easily Taking Action:** On the core interface pages, the user can easily find the actions he or she is most likely to take.
- **Optimization for Experts:** The system pulls together the information and actions an expert user is likely to need so as to minimize the number of steps and clicks they need to take.
- **Component Integration and Consistency:** All the components of the system are well-integrated through a single interface and navigation scheme

## Roles and Permissions

- **Permissions Granularity:** You can grant individuals access to granularly view, edit or delete data for a wide variety of system functions.
- **Audit Logging:** Records substantial data updates, along with the data and the user who made the update, in an audit log, but requires configuration at no additional cost.
- **Grantmaker Dashboards:** All users see the same view of information; no “dashboard” views are available.
- **User/Role-Based Tasks:** Does not assign tasks to users based on rules and roles.
- **Role-Specific Views and Interfaces:** Provides a standard focused, roles-based view for management and board members, but requires a module at additional cost.

## Data Access

- **Data Export:** Lets you export all data visible to users into another file format, such as .xls or .csv.
- **Custom Data Feeds:** Provides a direct ODBC database connection to allow a programmer to create custom data feeds to or from an external system.
- **Cross-Module Data Availability:** Data is shared between modules automatically. Most data is immediately available.
- **Cross-Module Data Flow:** Data flows between modules freely, without an export/import process.

## Overall Customization

- **Overall Approach to Overall Customization:** All customization functionality described below, except online information functionality, is supported in the core Community Pearl system at no additional cost. Online information functionality requires an additional module, eGrant.net which is provided by the vendor at additional cost.
- **Dropdown Fields:** Lets you customize dropdown values for fields such as program or grant code.
- **Internal Tracking Fields:** Lets you add custom “internal tracking” fields for staff use.
- **Custom Field Names:** Lets you customize field names.
- **Online Information Customization:** Lets you customize the information requested in online applications Grant.net Builder module, at additional cost. Review forms can be customized in the core system.
- **Vendor Customization:** Vendor will extensively customize system to your needs, at additional cost.
- **System Extendability:** Vendor permits clients to extend system functionality via access to underlying database and code, so long as existing modules and macros are not changed. While the vendor allows source code access, they retain the license to the code and the system is not “open source.”
- **Support for Customized Systems:** Vendor permits extensively customized systems to remain on the upgrade path.

## Vendor Background

- **History:** The vendor has been in business since 1978; Pearl has been in use since 1997.
- **Client Base:** The vendor reports about 250 grant maker clients, 60 of which are community foundations.
- **Sustainability:** The revenue earned from the grantmaking system currently covers the personnel and operational expenses required to support it.

## Support and Training

- **Phone Support:** Vendor provides support for a fee by the quarter hour, or unlimited support as part of a support and maintenance package. Support is billed monthly.
- **Manuals and Documentation:** The vendor provides documentation on desktop and online.
- **Training:** The vendor provides initial training in person at the client site at no additional cost, and more training in person or over the web can be scheduled at additional cost.
- **User Support Forums:** There are no support forums available for this system.

## Installation and Maintenance

- **Installation and Maintenance:** Requires Microsoft Access (optionally with Microsoft SQL server) or can be hosted on the vendor’s server for a monthly fee.

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# CHESTERCAP DOTCHE

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ChesterCAP's Dotche provides a central hub to knit a suite of third party components into a hosted software solution for community foundations. Dotche itself specializes in online transactions—it provides strong support for online applications (including a streamlined scholarship application module), application review and a donor portal. Donation tracking functionality is quite weak, however—for instance, it's not possible to track a pledge in the system—as is both printed and emailed correspondence. The system is built to integrate with other solutions to manage relationships, payments and accounting. The vendor demonstrated the system integrated with SunGard's Advantage to provide reasonably solid support for accounting, fund management and budgeting, and with NetSuite to provide much of the solution's support for relationship management, while also augmenting Dotche's reporting facility. Advantage and NetSuite are each robust solutions in their own right that provide substantial value to ChesterCAP's implementation, and while there is fairly seamless cross-product data exchange behind the scenes, the user experience suffers. For example, when you are using NetSuite or Advantage-provided features, you are actually in NetSuite or Advantage—each with an interface confusingly distinct from Dotche. A small foundation would pay about \$80,000 for the system in the first year, with annual recurring costs of \$55,000.

## Fund Management

- **Overall Approach to Fund Management:** Fund Management is supported through integration with SunGard Advantage. The data is shared through the back end but the interface does not feel particularly connected. Dotche can also integrate with other fund accounting applications.
- **Multiple Funds:** Lets you set up multiple funds from which to grant, and to maintain separate restraints and requirements for each.
- **Enforcing Fund Restrictions:** Lets donors specify fund restrictions (as per a comment field) but does not enforce any actual restrictions on the use the funds.
- **Fund balance:** It's easy to see the current fund balance for any fund, with a record of incoming and outgoing money.
- **Suggests Annual Payout:** The system calculates the suggested annual payout for a fund, given defined spending rules.
- **Creating New Funds:** Lets the grant manager easily create a new donor-advised fund.
- **Multi-Fund Reporting:** Lets you set separate reporting schedules for each fund.
- **Opportunity Matching:** The system automatically suggests opportunities to the donor based on focus area or interests.
- **Tracking Investment Value:** Allows a foundation staff person to easily update the value of a fund based on investment income.
- **Investment to Fund Association:** Funds can be associated with one or many investment pools. The system tracks the proportion of fund investment in each pool, through integrating with back-office accounting software.
- **Investment Quick Entry:** There is no quick entry interface.

## Donor Portal

- **Overall Approach to Donor Portal:** The donor portal is supported in the core Dotche system at no additional cost.
- **Balance Checking:** Lets donors check their account balance from a donor portal.
- **Make Deposits:** Lets donors make deposits from a donor portal.
- **Approved Nonprofits:** Lets donors browse through a foundation provided list of “approved nonprofits.”
- **Suggest Grants:** Lets donors select grants by matching giving opportunities and/or nonprofits with a donor-definable list of interests and criteria.
- **View Grant History:** Lets donors view their account statements and grant history from a donor portal.

## Online Applications

- **Overall Approach to Online Applications:** Online applications are supported in the core ChesterCAP system at no additional cost.
- **Creating Online Applications:** Lets you create new online applications with, at a minimum, file uploads, dropdown boxes, checkboxes and text fields without additional charges from vendor.
- **Number of Online Application Forms:** Lets you create different online forms to support each grant program.
- **Look and Feel:** Lets you customize online application forms to match the look and feel of your website, including colors, fonts and navigation.
- **Support for Multiple Stages:** The system supports three application stages, an automatically scored eligibility quiz, a Letter of Intent and a full proposal stage.
- **Online Application Integration:** Data from online applications is automatically pulled into the core grants management system—no download or upload of data files is required.
- **Viewing Status Online:** Applicants can view their status online.
- **Saving Incomplete Applications:** Applicants can save partially completed applications and return to them later.
- **Viewing Applications:** Applicants can easily view or print applications at any stage in the process.

## Internal Tracking

- **Overall Approach to Internal Tracking:** Internal Tracking is supported in the core Dotche system at no additional cost.
- **Tracking Outbound Grants:** The system can track outbound grants by program cycle/board meeting date or grant codes/categories.
- **Grant Summary Tracking:** It's possible to track summaries based on hierarchical codes—for example, to show grant money paid to each Education sub-program as well as total Education grants, but reporting on this information requires a custom SQL report to be built by the vendor.
- **Tracking Organizational Grant History:** Tracks organizations separately from individual grants to allow you to see a history of all grants to an organization.
- **Custom Categorization Codes:** The system allows you to define custom codes within the following categories: interest area, geographic area and population served.
- **Updating Basic Grant Information:** Lets you easily update basic grant information like project names or codes throughout the process.
- **Copying grants:** Lets you copy an existing grant to create a new one.
- **Recurring grants from existing funds:** Allows the grants manager to set up and adjust a recurring grant from a designated fund.
- **Searching:** Grants and applications are searchable by a number of criteria, including organization's legal name, EIN, application ID, program and grant cycle.
- **Handling Paper Applications:** Applications received in paper can be easily entered into the system without logging in as the applicant.
- **Batch Updates:** Lets you perform batch updates of defined coding and other fields.

## Application Review

- **Overall Approach to Application Review:** Application Review is supported in the core Dotche system at no additional cost.
- **Viewing Relationship History:** Lets you see a history of a relationship with prospective grantees—for example, what grants they've applied for, been declined or been granted in the past.
- **Printing Grant Summaries:** Reviewers can easily print grant summaries or full grant information.
- **Reviewer's Portal:** Provides a simplified “portal” interface to allow reviewers to see and review grant applications more easily.
- **Grant Review Workflows:** Lets you define automatic steps and rules, or “workflow,” for the grants review process, using email triggers.

- **Multiple Reviewer Support:** Multiple reviewers can each rate an application on a number of different factors, and add comments.
- **Scoring Flexibility:** Supports different information or scoring schemes for different programs.

## Scholarships

- **Overall Approach to Scholarships:** Scholarships are supported in the core Dotche system at no additional cost.
- **Online Scholarship Applications:** Applicants can apply online for scholarships via a dedicated scholarship application portal.
- **Awards to Individuals and Organizations:** The system allows scholarships to be awarded to either individuals directly, or to his/her academic institution.
- **Online Review and Evaluation:** Scholarship applications can be reviewed by both internal staff and external reviewers.

## 501(c)(3) and OFAC

- **Overall Approach to 501(c)(3) and OFAC:** 501(c)(3) is supported in the core Dotche system at no additional cost.
- **501(c)(3) Status Checking:** Lets you click on organizations to view their records and tax status in a standard registry of 501(c)(3) nonprofits, such as GuideStar.
- **OFAC Status Checking:** There is no in-system support for comparing organizations and individuals against standard OFAC and other terrorist watch lists.

## Adding and Tracking Donations

- **Overall Approach to Adding and Tracking Donations:** Adding and Tracking Donations is supported in the core Dotche system at no additional cost.
- **Adding a Gift:** Adding a single gift into the system is a straightforward process of finding a donor and filling out fields.
- **Gift Quick Entry:** Lets you quickly enter a number of gifts at one time through a streamlined quick-entry interface which can be tailored on the fly with the appropriate fields and defaults for a particular set of gifts.
- **Batching Gifts:** Each donation is automatically assigned to a batch when you process the donations that have not yet been receipted.
- **Gift Types:** Supports tracking of tribute gifts and in-kind gifts, but not bequests.
- **Stock Gifts:** Tracks the current value of stock gifts, as well as value at acquisition.
- **Adding Pledges:** The system does not support pledges.
- **Assigning to Funds:** Lets you assign gifts to a particular fund, or split the gift across multiple of these.
- **Campaigns or Source:** Lets you record the source or campaign of a gift through a comment field, but not through a code or other reportable field.

## Relationship Management

- **Overall Approach to Relationship Management:** Relationship Management is supported through integration with NetSuite.
- **Tracking Constituent Types:** Lets you assign multiple roles to an individual record.
- **One-to-Many Relationships:** The system allows for flexible connections between people and organizations.
- **Logging Contact and Correspondence:** Lets you keep a log of outside communications, such as phone calls and emails, with a particular contact at a grantee organization, and stores a record of system-generated correspondence.
- **Prospect Management:** Lets you assign both a priority and a stage to a donor to manage a prospecting workflow.
- **Ticklers:** Lets you create “ticklers” to remind you of upcoming tasks.
- **Constituent Snapshot View:** Provides “snapshot” views which summarize constituent information.
- **Householding:** A database record describes an entire household; individuals within that household are listed on that record with all of their contact info and actions.

## Letters and Board Dockets

- **Overall Approach to Printed Correspondence:** Printed correspondence is supported in the core Dotche system at no additional cost.
- **Default Print Format:** Lets you define a default format for printing grant application summaries, choosing which fields to include as well as customizing fonts, colors and logos.
- **Letter Template Flexibility:** Lets you download mail-merge data into Microsoft Excel to manually create letters, but does not support mail-merge within the system itself.
- **Serial Printing:** Does not let you print letters or summaries for a series of grants or grant applications in a single step, but you can print each one individually.
- **Pre-Print Viewing and Customization:** Lets you view and customize individual letters before printing them.

## Email

- **Overall Approach to Email:** Email is supported in the core Dotche system at no additional cost.
- **Emailing Individuals and Groups:** Lets you send email through the system to a single individual or group that meets particular criteria.
- **Email Template Flexibility:** Lets you create email to individuals and groups based on templates that include both standard text and “mail-merge” type inserted data.
- **Email Automation:** You cannot create scheduled or event-triggered emails. The system can generate automatic emails upon pre-determined system events.
- **Email deliverability reporting:** Does not let you see email delivery statistics.
- **Unsubscribes:** The system does not allow recipients to self-unsubscribe from emails. Staff can prevent a contact from receiving email.
- **Outbound Email Method:** Emails are sent through the vendor’s email service to protect you from blacklisting, and the vendor takes a series of steps to ensure email is not flagged as spam.

## Payments and Budgeting

- **Overall Approach to Payments and Accounting:** Payments and Accounting are supported through integration with SunGard’s AddVantage.
- **Default Payment Scheduling:** Lets you define a default payment schedule that applies to all grants, and then adjust the amounts and dates for each grant individually.
- **Paper Check Requests:** Can generate a paper check request for accounting.
- **View Scheduled Payment Amount (Annual):** Can view the amount scheduled to be paid out in a given year, including payments for grants awarded in previous years.
- **Contingent/Conditional Payments:** Does not allow you to set up payments contingent upon specified requirements. You can set up a tickler to remind you about a contingency, but there is no automatic functionality for this.
- **Viewing Scheduled Payments, With Requirements:** Lets you see what scheduled payments are upcoming and whether the grantee has met the requirements linked with that conditional payment.
- **Third-Party Payee Support:** Supports payments to individuals or organizations other than the primary grantee (for example, fiscal sponsors).
- **Electronic Payments:** Supports ACH payments and wire transfers by storing required information and confirmation codes for successful transactions.
- **Viewing Payment History:** Lets you see what payments have been made, including amount, date paid and check/ACH payment/wire transfer number.
- **Accounting Integration:** Integrates tightly with an external accounting package.
- **Multi-Currency Support and Reporting:** Only supports grants in U.S. dollars.
- **Payment Controls:** Lets you configure audit/security controls to ensure that only certain staff can change payment information.
- **GL Accounting:** The system integrates with NetSuite for general ledger functionality.

- **Budget Tracking Configuration:** You can decide whether the budgeting features track the amount paid out in a particular year or the total amount awarded.
- **Budget Amount Reporting:** Lets you enter a budget amount for each grants program and report on that information with actuals (approved and pending).
- **Hierarchical Budget Tracking:** Budgets can be tracked in hierarchically defined categories or program areas.

## Querying and Reporting

- **Overall Approach to System Querying and Reporting:** System Querying and Reporting is supported in the core Dotche system at no additional cost.
- **Grants Management Reports:** Lets you run pre-packaged basic reports, such as a standard 990 report, upcoming payments or the list of grants currently being reviewed. Additional filters cannot be added except by exporting to Microsoft Excel.
- **Donor Management Reports:** Donor management reports are available through integration with back-office accounting software.
- **Fund Statements:** Lets you create a fund statement as a custom report, but does not have pre-existing fund statement templates.
- **Favorite Reports:** Cannot quickly view favorite reports without navigating a much-larger set.
- **Modification of Standard Reports:** Lets you name and save reports that you create or modify.
- **Ad Hoc Reporting:** Supports ad hoc reports within the system, which can include and filter by nearly any field displayed to users, using SQL statements. These reports can include custom data columns, data sets, sorting, grouping, logos and headers.
- **Data Reportability:** Virtually all system data—including data entered into online applications, review forms and grantee progress reports—can be included in reports, except for security fields.

## Ease of Use

- **Interface Layout:** The interface is polished-looking but fields are sometimes crowded together, making it more difficult to scan.
- **Intuitive Labels:** The interface on the core product is a customizable web interface. The interface for Addvantage sometimes uses abbreviations that are not always clear.
- **Easily Taking Action:** On the core interface pages, there are a number of navigational options and different systems which can sometimes make it more difficult to find a specific action.
- **Optimization for Experts:** The system pulls together the information and actions an expert user is likely to need so as to minimize the number of steps and clicks they need to take.
- **Component Integration and Consistency:** The system relies on a number of different components and modules. While the back end data is well integrated, the different interfaces are not, making it often difficult to navigate between modules

## Roles and Permissions

- **Permissions Granularity:** You can affiliate users with one of the pre-determined foundation staff roles, but there's no ability to customize these roles or what permissions they have.
- **Audit Logging:** Records the majority of data updates, along with the data and the user who made the update, in an audit log.
- **Grantmaker Dashboards:** All users see the same view of information; no “dashboard” views are available.
- **User/Role-Based Tasks:** Assigns tasks to users based on rules and roles.
- **Role-Specific Views and Interfaces:** Does not provide any role-specific views or interfaces.

## Data Access

- **Data Export:** Lets you export all data visible to users into another file format, such as .xls or .csv.
- **Custom Data Feeds:** Provides an Application Programming Interface (API) to allow a programmer to create custom data feeds to or from an external system.

- **Cross-Module Data Availability:** Data is shared between modules automatically. Most data is immediately available.
- **Cross-Module Data Flow:** Data flows between modules freely, without an export/import process.

## Overall Customization

- **Overall Approach to Overall Customization:** All customization functionality described below is supported in the core Dotche system at no additional cost.
- **Dropdown Fields:** Lets you customize dropdown values for fields such as program or grant code.
- **Internal Tracking Fields:** Lets you add custom “internal tracking” fields for staff use.
- **Custom Field Names:** Lets you customize field names.
- **Online Information Customization:** Lets you customize the information requested in online applications and review forms.
- **Vendor Customization:** Vendor will extensively customize system to your needs, at additional cost.
- **System Extensibility :** Vendor permits clients to extend system functionality via access to underlying database, but the code cannot be accessed.
- **Support for Customized Systems:** Vendor permits extensively customized systems to remain on the upgrade path.

## Vendor Background

- **History:** The vendor has been in business since 2005; Dotche has been in use by clients since 2003.
- **Client Base:** The vendor reports about 14 clients, 11 of which are community foundations.
- **Sustainability:** The revenue earned from the grantmaking system currently covers the personnel and operational expenses required to support it.

## Support and Training

- **Phone Support:** Vendor provides phone support as well as a web-based issue tracking system.
- **Manuals and Documentation:** Dotche documentation is provided via wiki. AddVantage documentation is printed and online, and NetSuite is online only.
- **Training:** The vendor provides online training as part of installation but will provide onsite training on a time and materials basis.
- **User Support Forums:** There are no online forums or discussion groups.

## Installation and Maintenance

- **Installation and Maintenance:** This online hosted system is accessible from any major web browser.

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# FUSION LABS GRANTEDGE

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GrantedGE is an installed system that adds solid grants management functionality to a suite of Blackbaud tools: Raiser's Edge, Financial Edge and Blackbaud Net Community (BBNC). Raiser's Edge is a widely used and well-respected donor management system with powerful features to track gifts, relationships and fundraising processes. Financial Edge is also a well-respected accounting system in its own right. GrantedGE adds mid-level features for tracking grants and scholarships and application review, as well as tailored Net Community functionality with reasonable support for online applications and a donor portal. With support from the powerful Raiser's Edge features, the system provides strong features to create mailings, broadcast emails and reports. The systems are tightly integrated; data flows between the four systems, and the interface matches across the different functions, decreasing the potential confusion of a multi-system setup. Costs for a specific GrantedGE license range from around \$20,000 to \$85,000, with an equivalent amount for setup costs—the average first-year price is about \$60,000. To use the system for donor management and fund management, grantmakers must also buy Raiser's Edge and Financial Edge, which Fusion Labs estimates at approximately an additional \$80,000.

## Fund Management

- **Overall Approach to Fund Management:** Fund Management is supported through a relatively seamless integration with Blackbaud's The Raiser's Edge. Investment tracking is managed through Blackbaud's The Financial Edge.
- **Multiple Funds:** Lets you set up multiple funds from which to grant, and to maintain separate restraints and requirements for each.
- **Enforcing Fund Restrictions:** Lets donors specify fund restrictions (as per a comment field) but does not enforce any actual restrictions on the use the funds.
- **Fund Balance:** It's easy to see the current fund balance for any fund, with a record of incoming and outgoing money.
- **Suggests Annual Payout:** The system calculates the suggested annual payout for a fund, given defined spending rules.
- **Creating New Funds:** Lets the grant manager easily create a new donor-advised fund.
- **Multi-Fund Reporting:** Lets you set separate reporting schedules for each fund.
- **Opportunity Matching:** Lets grant managers search to find restricted funds that match desired grant opportunities based on donor interests.
- **Tracking Investment Value:** Allows foundation staff to easily update the value of a fund based on investment income.
- **Investment to Fund Association:** Funds can be associated with one or many investment pools. The system tracks the proportion of fund investment in each pool.
- **Investment Quick Entry:** The system has a grid or similar interface for quick entry of adjustments to funds based on investment income.

## Donor Portal

- **Overall Approach to Donor Portal:** Donor portal is supported through integration with Blackbaud's NetCommunity - Foundation Portal.
- **Balance Checking:** Lets donors check their account balance from a donor portal.
- **Make Deposits:** Lets donors make deposits from a donor portal, via integration with Blackbaud's NetCommunity - Foundation Portal.
- **Approved Nonprofits:** Lets donors browse through a foundation provided list of "approved nonprofits."
- **Suggest Grants:** Lets donors select grants by matching giving opportunities and/or nonprofits with a donor-definable list of interests and criteria.
- **View Grant History:** Lets donors view their account statements and grant history from a donor portal.

## Online Applications

- **Overall Approach to Online Applications:** Online applications are supported through integration with Blackbaud's NetCommunity module.
- **Creating Online Applications:** Lets you create new online applications with, at a minimum, file uploads, dropdown boxes, checkboxes and text fields without additional charges from vendor.
- **Number of Online Application Forms:** Lets you create different online forms to support each grant program.
- **Look and Feel:** Lets you customize online application forms to match the look and feel of your website, including colors, fonts and navigation.
- **Support for Multiple Stages:** Supports five application stages which can be of virtually any kind, including a "yes/no" eligibility quiz that is not automatically scored.
- **Online Application Integration:** Data from online applications is automatically pulled into the core grants management system—no download or upload of data files is required.
- **Viewing Status Online:** Applicants can view their status online.
- **Saving Incomplete Applications:** Applicants can save partially completed applications and return to them later.
- **Viewing Applications:** Applicants can easily view or print applications at any stage in the process.

## Internal Tracking

- **Overall Approach to Internal Tracking:** Internal Tracking is supported in the core GrantedGE system at no additional cost.
- **Tracking outbound grants:** The system can track outbound grants by program cycle/board meeting date or grant codes/categories.
- **Grant Summary Tracking:** Can track summaries based on hierarchical codes—for example, to show grant money paid to each Education sub-program as well as total Education grants.
- **Tracking Organizational Grant History:** Tracks organizations separately from individual grants to allow you to see a history of all grants to an organization.
- **Custom Categorization Codes:** Lets you define custom categorization codes for tracking and reporting.
- **Updating Basic Grant Information:** Lets you easily update basic grant information like project names or codes throughout the process.
- **Copying Grants:** Lets you copy an existing grant to create a new one.
- **Recurring Grants from Existing Funds:** Designated grants can be setup on a recurring schedule to grant monies to multiple recipients.
- **Searching:** Grants and applications are searchable by a number of criteria, including organization's legal name, EIN, application ID, program and grant cycle.
- **Handling Paper Applications:** Applications received in paper can be easily entered into the system without logging in as the applicant.
- **Batch Updates:** Except for application status field, does not let you perform batch updates of defined coding and other fields.

## Application Review

- **Overall Approach to Application Review:** Application review is supported in the core GrantedGE system at no additional cost.
- **Viewing Relationship History:** Lets you see a history of a relationship with prospective grantees—for example, what grants they've applied for, been declined or been granted in the past.
- **Printing Grant Summaries:** Reviewers can easily print grant summaries or full grant information.
- **Reviewer's Portal:** Provides a simplified "portal" interface to allow reviewers to see and review grant applications more easily.
- **Grant Review Workflows:** Lets you define automatic steps and rules, or "workflow," for the grants review process.

- **Multiple Reviewer Support:** Multiple reviewers can each rate an application on a number of different factors, and add comments.
- **Scoring Flexibility:** Supports different information or scoring schemes for different programs.

## Scholarships

- **Overall Approach to Scholarships:** Scholarships are supported in the core GrantedGE system at no additional cost.
- **Online scholarship Applications:** Scholarship application can be completed online via the grant application portal.
- **Awards to Individuals and Organizations:** The system allows scholarships to be awarded to either individuals directly, or to their academic institutions.
- **Online Review and Evaluation:** Scholarship applications can be reviewed by both internal staff and external reviewers.

## 501(c)(3) and OFAC

- **Overall Approach to 501(c)(3) and OFAC:** 501(c)(3) is supported in the core GrantedGE system at no additional cost. OFAC is supported through integration with Blackbaud.
- **501(c)(3) Status Checking:** Automatically checks Employee Identification Numbers against a standard 501(c)(3) non-profit registry, and flags those not listed.
- **OFAC Status Checking:** There is no in-system support for comparing organizations and individuals against standard OFAC and other terrorist watch lists, but this is possible through Blackbaud integration at additional cost.

## Adding and Tracking Donations

- **Overall Approach to Adding and Tracking Donations:** Adding and tracking donations is supported through integration with Blackbaud's The Raiser's Edge.
- **Adding a Gift:** Adding a single gift into the system is a straightforward process of finding a donor and filling out fields.
- **Gift Quick Entry:** Lets you quickly enter a number of gifts at one time through a streamlined quick-entry interface which can be tailored on the fly with the appropriate fields and defaults for a particular set of gifts.
- **Batching Gifts:** Each donation is automatically assigned to a batch when you process the donations that have not yet been receipted.
- **Gift Types:** Supports tracking of tribute gifts, bequests, and in-kind gifts.
- **Stock gifts:** Tracks the current value of stock gifts, as well as value at acquisition.
- **Adding Pledges:** Lets you enter pledges for future gifts, including the amount and scheduled date. The system can create a full set of pledges based on a payment schedule, which you can then customize as needed.
- **Assigning to Funds:** Lets you assign gifts to a particular fund, or split the gift across multiple of these.
- **Campaigns or Source:** Lets you assign gifts to a particular source or campaign, or split the gift across multiple of these.

## Relationship Management

- **Overall Approach to Relationship Management:** Relationship Management is supported through integration with Blackbaud's The Raiser's Edge.
- **Tracking Constituent Types:** Lets you assign multiple roles to an individual record.
- **One-to-Many Relationships:** The system allows for flexible connections between people and organizations. You can specify the type of relationship and the system can track degrees of separation between constituents.
- **Logging Contact and Correspondence:** Lets you keep a log of outside communications, such as phone calls and emails, with a particular contact at a grantee organization, and stores a record of system-generated correspondence.
- **Prospect Management:** Lets you assign both a priority and a stage to a donor to manage a prospecting workflow.
- **Ticklers:** Lets you create "ticklers" to remind you of upcoming tasks.
- **Constituent Snapshot View:** Provides "snapshot" views which summarize constituent information.
- **Householding:** A database record describes a single individual and all their contact information and actions; you can connect them to others in their household through special relationships.

## Letters and Board Dockets

- **Overall Approach to Printed Correspondence:** Printed correspondence is supported in the core GrantedGE system at no additional cost.
- **Default Print Format:** Lets you define a default format for printing grant application summaries, choosing which fields to include as well as customizing fonts, colors and logos.
- **Letter Template Flexibility:** Lets you create letter templates in Microsoft Word or an equivalent web-based word processor that include mail-merged information about grants and organizations, and lets you customize their fonts, colors and logos.
- **Serial Printing:** Lets you print letters or summaries for a series of grants or grant applications in a single step.
- **Pre-Print Viewing and Customization:** Lets you view and customize individual letters before printing them.

## Email

- **Overall Approach to Email:** Individual email is supported in the core GrantedGE system at no additional cost. Broadcast email is supported through integration with Blackbaud's Net Community
- **Emailing Individuals and Groups:** Lets you send email through the system to a single individual or group that meets particular criteria.
- **Email Template Flexibility:** Lets you create email to individuals and groups based on templates that include both standard text and "mail-merge" type inserted data.
- **Email Automation:** Lets you create schedule and event triggers for sending emails, through integration with Blackbaud NetCommunity.
- **Email Deliverability Reporting:** Lets you see the open rate, click-through rate and unsubscribe rate for each email, the number of people who clicked on each link, and bounce reports.
- **Unsubscribes:** The system allows recipients of broadcast email to unsubscribe from the list by clicking a link.
- **Outbound Email Method:** Emails can be sent through third-party email services. Otherwise, emails are sent through clients' email servers, potentially exposing them to blacklisting.

## Payments and Budgeting

- **Overall Approach to Payments and Accounting:** Payments and accounting are supported through integration with Blackbaud's The Financial Edge.
- **Default Payment Scheduling:** Lets you define a default payment schedule that applies to all grants, and then adjust the amounts and dates for each grant individually.
- **Paper Check Requests:** Can generate a paper check request for accounting.
- **View Scheduled Payment Amount (Annual):** Can view the amount scheduled to be paid out in a given year, including payments for grants awarded in previous years.
- **Contingent/Conditional Payments:** Allows for payments to be made contingent or conditional upon a specified grant or payment requirement.
- **Viewing Scheduled Payments, with Requirements:** Lets you see what scheduled payments are upcoming and whether the grantee has met the requirements linked with that conditional payment.
- **Third-Party Payee Support:** Supports payments to individuals or organizations other than the primary grantee (for example, fiscal sponsors).
- **Electronic Payments:** Supports ACH payments and wire transfers by storing required information and confirmation codes for successful transactions.
- **Viewing Payment History:** Lets you see what payments have been made, including amount, date paid and check/ACH payment/wire transfer number.
- **Accounting Integration:** Integrates tightly with an external accounting package.
- **Multi-Currency Support and Reporting:** Only supports grants in U.S. dollars.
- **Payment Controls:** Lets you configure audit/security controls to ensure that only certain staff can change payment information.
- **GL Accounting:** The system integrates with Blackbaud's The Financial Edge for general ledger functionality.

- **Budget Tracking Configuration:** Budgeting features are designed to track only the amount paid out in a particular year, and not the total amount awarded in a year.
- **Budget Amount Reporting:** Lets you enter a budget amount for each grants program and report on that information with actuals (approved and pending).
- **Hierarchical Budget Tracking:** Budgets can be tracked in hierarchically defined categories or program areas.

## Querying and Reporting

- **Overall Approach to System Querying and Reporting:** System querying and reporting is supported in the core Grant-edGE system at no additional cost.
- **Grants Management Reports:** Lets you search or filter to find a particular set of grants based on status, program and cycle, and view pre-packaged reports based on this customized set of grants.
- **Donor Management Reports:** Blackbaud's Raiser's Edge module offers a variety of donor management reports, including gift/contribution history, grant history and moves management.
- **Fund Statements:** The system provides a standard fund statement that can be modified to specific needs.
- **Favorite Reports:** Lets you quickly view favorite reports without navigating a much-larger set.
- **Modification of Standard Reports:** Lets you name and save reports that you create or modify.
- **Ad Hoc Reporting:** Supports ad hoc reports within the system, which can include and filter by nearly any field displayed to users. These reports can include custom data columns, data sets, sorting, grouping, logos and headers.
- **Data Reportability:** Virtually all system data—including data entered into online applications, review forms and grantee progress reports—can be included in reports.

## Ease of Use

- **Interface Layout:** The interface is polished looking but fields are sometimes crowded together, making it more difficult to scan.
- **Intuitive Labels:** Navigation and action items are labeled intuitively, so that a user doesn't have to understand language specific to the system in order to effectively use it.
- **Easily Taking Action:** On the core interface pages, the user can easily find the actions he or she is most likely to take.
- **Optimization for Experts:** The system pulls together the information and actions an expert user is likely to need so as to minimize the number of steps and clicks they need to take.
- **Component Integration and Consistency:** The system relies on a number of different components and modules, but they are reasonably well integrated via buttons on the menu bar.

## Roles and Permissions

- **Permissions Granularity:** You can grant individuals access to granularly view, edit or delete data for a wide variety of system functions.
- **Audit Logging:** Records a number of specific actions—for example, grant approvals, status changes and new grantee records—in a system audit log.
- **Grantmaker Dashboards:** Provides “dashboard” views which summarize the grants currently relevant to each individual user.
- **User/Role-Based Tasks:** Assigns tasks to users based on rules and roles.
- **Role-Specific Views and Interfaces:** Provides role-based views for that allow for a more tailored and efficient user experience.

## Data Access

- **Data Export:** Lets you export all data visible to users into another file format, such as .xls or .csv.
- **Custom Data Feeds:** Provides a direct ODBC database connection to allow a programmer to create custom data feeds to or from an external system.
- **Cross-Module Data Availability:** Data is shared between modules automatically. Most data is immediately available.
- **Cross-Module Data Flow:** Data flows between modules freely, without an export/import process.

## Overall Customization

- **Overall Approach to Overall Customization:** All customization functionality described below is supported in the core GrantedGE system at no additional cost.
- **Dropdown Fields:** Lets you customize dropdown values for fields such as program or grant code.
- **Internal Tracking Fields:** Lets you add custom “internal tracking” fields for staff use.
- **Custom Field Names:** Does not let you customize field names.
- **Online Information Customization:** Lets you customize the information requested in online applications and review forms.
- **Vendor Customization:** Vendor will customize system to your needs at additional cost, but doesn’t often do so.
- **System Extendability:** Vendor permits clients to extend system functionality via some access to underlying database and code.
- **Support for Customized Systems:** Vendor permits extensively customized systems to remain on the upgrade path, unless existing tables are modified.

## Vendor Background

- **History:** The vendor has been in business for over 20 years. GrantedGE has been in general use since 2006.
- **Client Base:** The vendor reports 65 clients for GrantedGE. The breakdown by foundation type is 10 percent to 15 percent private foundations, 75 percent to 85 percent community foundations, and 5 percent to 10 percent religious foundations.
- **Sustainability:** The revenue earned from the grantmaking system currently covers the personnel and operational expenses required to support it.

## Support and Training

- **Phone Support:** Vendor provides unlimited phone and email support as part of the yearly maintenance fee.
- **Manuals and Documentation:** Vendor provides a PDF manual.
- **Training:** Vendor offers monthly classes. Also performs annual regional training at no charge.
- **User Support Forums:** Vendor provides an online forum where users can communicate with each other.

## Installation and Maintenance

- **Installation and Maintenance:** The system runs on Microsoft Windows operating system and an MS SQL database (it can run on Microsoft SQLExpress, which is free). Can also be hosted by Fusion Labs, Blackbaud or a third-party host. Main system generally requires Raiser’s Edge, Financial Edge, but a version is offered that can operate without these products. Online components require NetCommunity, but a new version is being developed second quarter 2012 which will not require NetCommunity.

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# MICROEDGE FIMS

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FIMS is a traditional, installed community foundation solution that allows clients to assemble a tightly integrated system through an extensive menu of modules. It's a generally solid grants management system with good support for online applications, tracking grants, payments, and both email and printed correspondence. Application review functionality is the exception, however—it has no ability to score applications or to allow external reviewers. Relationship management, donation tracking and broadcast emails are somewhat limited in the core system, but are augmented by the Salesforce-based FIMS CRM system. This CRM system is accessed online via a completely different interface than the core FIMS system. A small foundation might pay \$48K in the first year and then \$18K in continuing yearly costs to get the bulk of these features. A large foundation might pay \$100K or more in the first year and about \$50K in continuing yearly costs to take advantage of all the available functionality.

## Fund Management

- **Overall Approach to Fund Management:** Fund Management is supported in the core FIMS system at no additional cost.
- **Multiple Funds:** Lets you set up multiple funds from which to grant, and to maintain separate restraints and requirements for each.
- **Enforcing Fund Restrictions:** Lets donors specify fund restrictions (as per a comment field) which are then enforced by the system.
- **Fund Balance:** It's easy to see the current fund balance for any fund, with a record of incoming and outgoing money.
- **Suggests Annual Payout:** The system calculates the suggested annual payout for a fund, given defined spending rules. FIMS handles this via spending policies that allow you to set detailed spending rules per-fund.
- **Creating New Funds:** Lets the grant manager easily create a new donor-advised fund.
- **Multi-Fund Reporting:** Lets you set separate reporting schedules for each fund.
- **Opportunity Matching:** Lets grant managers search to find restricted funds that match desired grant opportunities based on donor interests.
- **Tracking Investment Value:** Allows a foundation staff person to easily update the value of a fund based on investment income.
- **Investment to Fund Association:** Funds can be associated with one or many investment pools. The system tracks the proportion of fund investment in each pool.
- **Investment Quick Entry:** The system has a grid or similar interface for quick entry adjustments to funds based on investment income.

## Donor Portal

- **Overall Approach to Donor Portal:** The donor portal is supported by an additional module, DonorCentral, which is provided by the vendor at additional cost.
- **Balance Checking:** Lets donors check their account balance from a donor portal.
- **Make Deposits:** Donors cannot make deposits to their accounts through a donor portal.
- **Approved Nonprofits:** Lets donors browse through a foundation provided list of “approved nonprofits.”
- **Suggest Grants:** Lets donors select grants by matching giving opportunities and/or nonprofits with a donor-definable list of interests and criteria.
- **View grant history:** Lets donors view their account statements and grant history from a donor portal.

## Online Applications

- **Overall Approach to Online Applications:** Online Applications are supported by an additional module, IGAM, which is provided by the vendor at additional cost.
- **Creating Online Applications:** Lets you create new online applications with, at a minimum, file uploads, dropdown boxes, checkboxes and text fields without additional charges from vendor.
- **Number of Online Application Forms:** Lets you create different online forms to support each grant program.
- **Look and Feel:** Lets you customize online application forms to match the look and feel of your website, including colors, fonts and navigation.
- **Support for Multiple Stages:** Supports multiple application stages, including an automatically scored eligibility quiz, a Letter Of Intent stage, a more detailed proposal stage and as many other stages as needed.
- **Online Application Integration:** Data from online applications is automatically pulled into the core grants management system—no download or upload of data files is required.
- **Viewing Status Online:** Applicants can view their status online.
- **Saving Incomplete Applications:** Applicants can save partially completed applications and return to them later.
- **Viewing Applications:** Applicants can easily view or print applications at any stage in the process.

## Internal Tracking

- **Overall Approach to Internal Tracking:** Internal Tracking is supported in the core FIMS system at no additional cost.
- **Tracking Outbound Grants:** The system can track outbound grants by, program cycle/board meeting date or grant codes/categories.
- **Grant Summary Tracking:** Can track summaries based on hierarchical codes—for example, to show grant money paid to each Education sub-program as well as total Education grants.
- **Tracking Organizational Grant History :** Tracks organizations separately from individual grants to allow you to see a history of all grants to an organization.
- **Custom Categorization Codes:** Lets you define custom categorization codes for tracking and reporting.
- **Updating Basic Grant Information:** Lets you easily update basic grant information like project names or codes throughout the process.
- **Copying Grants:** Lets you copy an existing grant to create a new one.
- **Recurring Grants from Existing Funds:** Allows the grants manager to set up and adjust a recurring grant from a designated fund.
- **Searching:** Grants and applications are searchable by a number of criteria, including organization's legal name, EIN, application ID, program and grant cycle. Data grid search feature allows you to search by any field in the system.
- **Handling Paper Applications:** Applications received in paper can be easily entered into the system without logging in as the applicant.
- **Batch Updates:** Lets you perform batch updates of defined coding and other fields.

## Application Review

- **Overall Approach to Application Review:** Application Review is supported by an additional module, IGAM, which is provided by the vendor at additional cost.
- **Viewing Relationship History:** Lets you see a history of a relationship with prospective grantees—for example, what grants they've applied for, been declined or been granted in the past.
- **Printing Grant Summaries:** Reviewers can easily print grant summaries or full grant information.
- **Reviewer's Portal:** There is no support for external reviewers.
- **Grant Review Workflows:** Does not let you define automatic steps and rules for the grants review process.
- **Multiple Reviewer Support:** Multiple reviewers can each rate an application on a number of different factors, and add comments.
- **Scoring Flexibility:** Applications cannot be scored.

## Scholarships

- **Overall Approach to Scholarships:** Scholarships supported by an additional module, IGAM, which is provided by the vendor at additional cost.
- **Online Scholarship Applications:** Scholarship application can be completed online via the grant application portal.
- **Awards to Individuals and Organizations:** The system allows scholarships to be awarded to either individuals directly, or to their academic institutions.
- **Online Review and Evaluation:** Scholarship applications can be reviewed by internal staff, but there is no access for external reviewers.

## 501(c)(3) and OFAC

- **Overall Approach to 501(c)(3) and OFAC:** 501(c)(3) is supported in the core FIMS system at no additional cost.
- **501(c)(3) Status Checking:** Automatically checks Employee Identification Numbers against a standard 501(c)(3) non-profit registry, such as GuideStar, and flags those not listed.
- **OFAC Status Checking:** There is no in-system support for comparing organizations and individuals against standard OFAC and other terrorist watch lists.

## Adding and Tracking Donations

- **Overall Approach to Adding and Tracking Donations:** Adding and Tracking Donations is supported in the core FIMS system at no additional cost.
- **Adding a Gift:** Adding a single gift into the system is a straightforward process of finding a donor and filling out fields.
- **Gift Quick Entry:** Lets you quickly enter a number of gifts at one time through a streamlined quick-entry interface which can be tailored on the fly with the appropriate fields and defaults for a particular set of gifts.
- **Batching Gifts:** Gifts are associated with a batch after entry.
- **Gift Types:** Supports tracking of tribute gifts, bequests, and in-kind gifts.
- **Stock Gifts:** Tracks the current value of stock gifts, as well as value at acquisition, but requires a stock gifts module at additional cost.
- **Adding Pledges:** Lets you enter pledges for future gifts, including the amount and scheduled date. The system can create a full set of pledges based a payment schedule, which you can then customize as needed.
- **Assigning to Funds:** Lets you assign gifts to a particular fund, or split the gift across multiple of these.
- **Campaigns or Source:** Lets you assign gifts to a particular source or campaign, or split the gift across multiple of these.

## Relationship Management

- **Overall Approach to Relationship Management:** Relationship Management is supported in the core FIMS system at no additional cost, or through integration with the FIMS CRM module (based on Salesforce), which is provided by the vendor at additional cost.
- **Tracking Constituent Types:** Lets you assign multiple roles to an individual record.
- **One-to-Many Relationships:** The system allows for flexible connections between people and organizations. You can specify what type of relationship, but not the degree of separation.
- **Logging Contact and Correspondence:** Lets you keep a log of outside communications, such as phone calls and emails, with a particular contact at a grantee organization, and stores a record of system-generated correspondence.
- **Prospect Management:** Lets you assign both a priority and a stage to a donor to manage a prospecting workflow, but requires FIMS CRM module at additional cost.
- **Ticklers:** Lets you create “ticklers” to remind you of upcoming tasks.
- **Constituent Snapshot View:** Provides “snapshot” views which summarize constituent information.
- **Householding:** A database record describes an entire household; individuals within that household are listed on that record with all of their contact info and actions.

## Letters and Board Dockets

- **Overall Approach to Printed Correspondence:** Printed Correspondence is supported in the core FIMS system at no additional cost.

- **Default Print Format:** Lets you define a default format for printing grant application summaries, choosing which fields to include as well as customizing fonts, colors and logos.
- **Letter Template Flexibility:** Lets you create letter templates in Microsoft Word or an equivalent web-based word processor that include mail-merged information about grants and organizations, and lets you customize their fonts, colors and logos.
- **Serial Printing:** Lets you print letters or summaries for a series of grants or grant applications in a single step.
- **Pre-Print Viewing and Customization:** Lets you view and customize individual letters before printing them.

## Email

- **Overall Approach to Email:** Individual email is supported in the core FIMS system at no additional cost. You can format and send bulk emails to your entire list, with merged fields, and handle unsubscribes, via FIMS CRM integration.
- **Emailing Individuals and Groups:** Lets you send email through the system to a single individual or group that meets particular criteria.
- **Email Template Flexibility:** Lets you create email to individuals and groups based on templates that include both standard text and “mail-merge” type inserted data.
- **Email Automation:** Lets you create schedule and event triggers for sending emails.
- **Email Deliverability Reporting:** Lets you see the open rate, click-through rate and unsubscribe rate for each email, the number of people who clicked on each link, and bounce reports.
- **Unsubscribes:** The system allows recipients of broadcast email to unsubscribe from the list by clicking a link.
- **Outbound Email Method:** Emails are sent through the vendor’s email service to protect you from blacklisting, and the vendor takes a series of steps to ensure email is not flagged as spam, if sent using FIMS CRM. Otherwise, emails are sent through the client’s email servers, potentially exposing them to blacklisting.

## Payments and Budgeting

- **Overall Approach to Payments and Accounting:** Payments and Accounting are supported in the core FIMS system at no additional cost.
- **Default Payment Scheduling:** Lets you define a default payment schedule that applies to all grants, and then adjust the amounts and dates for each grant individually.
- **Paper Check Requests:** Can generate a paper check request for accounting.
- **View Scheduled Payment Amount (Annual):** Can view the amount scheduled to be paid out in a given year, including payments for grants awarded in previous years.
- **Contingent/Conditional Payments:** Allows for payments to be made contingent or conditional upon a specified grant or payment requirement.
- **Viewing Scheduled Payments, with Requirements:** Lets you see what scheduled payments are upcoming and whether the grantee has met the requirements linked with that conditional payment.
- **Third-Party Payee Support:** Supports payments to individuals or organizations other than the primary grantee (for example, fiscal sponsors).
- **Electronic Payments:** Supports ACH payments and wire transfers by storing required information and confirmation codes for successful transactions.
- **Viewing Payment History:** Lets you see what payments have been made, including amount, date paid and check/ACH payment/wire transfer number.
- **Accounting Integration:** Includes a robust, integrated accounting package.
- **Multi-Currency Support and Reporting:** Lets you report on grants and payments in whichever single currency the system is configured to use.
- **Payment Controls:** Lets you configure audit/security controls to ensure that only certain staff can change payment information.
- **GL Accounting:** The system contains a full accounting system with a general ledger, and does not need any additional accounting software.
- **Budget Tracking Configuration:** Budgeting features are designed to track only the amount awarded in a particular year, and not the total amount paid out in a year.
- **Budget Amount Reporting:** Lets you enter a budget amount for each grants program and report on that information

with actuals (approved and pending).

- **Hierarchical Budget Tracking:** Budgets can be tracked in hierarchically defined categories or program areas.

## Querying and Reporting

- **Overall Approach to System Querying and Reporting:** System Querying and Reporting is supported in the core FIMS system at no additional cost.
- **Grants Management Reports:** Lets you search or filter to find a particular set of grants based on status, program and cycle, and view pre-packaged reports based on this customized set of grants.
- **Donor Management reports:** Lets you search or filter to find a particular donor based, and view pre-packaged reports based on this customized set of grants.
- **Fund Statements:** Lets you create a fund statement as a custom report, but does not have pre-existing fund statement templates.
- **Favorite Reports:** Cannot quickly view favorite reports without navigating a much-larger set.
- **Modification of Standard Reports:** Lets you name and save reports that you create or modify.
- **Ad Hoc Reporting:** Supports ad hoc reports within the system, which can include and filter by nearly any field displayed to users. These reports can include custom data columns, data sets, sorting, grouping, logos and headers.
- **Data Reportability:** Virtually all system data—including data entered into online applications, review forms and grantee progress reports—can be included in reports.

## Ease of Use

- **Interface Layout:** The interface is not as polished looking as some systems, but is generally easy to scan.
- **Intuitive Labels:** Navigation and action items are labeled intuitively, so that a user doesn't have to understand language specific to the system in order to effectively use it.
- **Easily Taking Action:** On the core interface pages, the user can easily find the actions he or she is most likely to take.
- **Optimization for Experts:** The system pulls together the information and actions an expert user is likely to need so as to minimize the number of steps and clicks they need to take.
- **Component Integration and Consistency:** Most of the components of the system are well integrated through a single interface; FIMS CRM is accessed separately

## Roles and Permissions

- **Permissions Granularity:** You can grant individuals access to granularly view, edit or delete data for a wide variety of system functions.
- **Audit Logging:** Records the majority of data updates, along with the data and the user who made the update, in an audit log.
- **Grantmaker Dashboards:** Provides “dashboard” views which summarize the grants currently relevant to each individual user.
- **User/Role-Based Tasks:** Assigns tasks to users based on rules and roles.
- **Role-Specific Views and Interfaces:** Provides role-based views that allow for a more tailored and efficient user experience. Users can set default module/dashboard to load upon logging into FIMS as well as default data-grid views.

## Data Access

- **Data Export:** Lets you export all data visible to users into another file format, such as .xls or .csv.
- **Custom Data Feeds:** Provides a direct ODBC database connection to allow a programmer to create custom data feeds to or from an external system.
- **Cross-Module Data Availability:** Data is shared between modules automatically. Most data is immediately available.
- **Cross-Module Data Flow:** Data flows between modules freely, without an export/import process.

## Overall Customization

- **Overall Approach to Overall Customization:** All customization functionality described below is supported in the core FIMS system at no additional cost.
- **Dropdown Fields:** Lets you customize dropdown values for fields such as program or grant code.
- **Internal Tracking Fields:** Lets you add custom “internal tracking” fields for staff use.
- **Custom Field Names:** Does not let you customize field names for the core FIMS product. Lets you customize field names for DonorCentral, IGAM, FIMS CRM and Fieldmaker modules.
- **Online Information Customization:** Lets you customize the information requested in online applications and review forms, via IGAM and DonorCentral modules.
- **Vendor Customization:** Vendor will extensively customize system to your needs, at additional cost.
- **System Extendability:** Vendor permits clients to extend system functionality via access to underlying database and code.
- **Support for Customized Systems:** Vendor permits extensively customized systems to remain on the upgrade path, however, upgrades may not work if the source code is significantly altered.

## Vendor Background

- **History:** The vendor has been in business for 26 years; FIMS has been in use by clients for 16 years.
- **Client Base:** The vendor reports about 2,400 clients, 460 of which are community foundations.
- **Sustainability:** The revenue earned from the grantmaking system currently covers the personnel and operational expenses required to support it.

## Support and Training

- **Phone Support:** Vendor provides unlimited phone support as a part of yearly maintenance fee.
- **Manuals and Documentation:** Vendor provides both a printed and online manual for FIMS.
- **Training:** The vendor provides initial training, in person or via the internet, which is included in initial costs. Additional training sessions can be scheduled at additional cost.
- **User Support Forums:** Vendor provides an online forum where users can communicate with each other.

## Installation and Maintenance

- **Installation and Maintenance:** FIMS core and most modules are installed. Additional modules are hosted and accessible from any major web browser.

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# STELLAR TECHNOLOGY SOLUTIONS IPHI

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iPhi Suite by Stellar Technology Solutions is a quite-powerful online, hosted system for community foundations. The company made its start with software for financial institutions, and this focus shows through robust functionality to manage funds, investment income, donor portals and payments. It's also strong in grants management features, such as online applications, due-diligence functionality and scholarships. While it's very good at what it supports, and was the most consistently usable and integrated system we reviewed, it has some holes. It lacks the ability for reviewers to score applications, for instance, and has almost no functionality to send emails or create printed correspondence. Reporting is also somewhat limited—it's not possible to name and save custom reports, for example—and there's no programmatic access to the data (as through an API). Though composed of several modules, the interface is polished, consistent and pleasant to use throughout, with functionality and data available seamlessly and easily. Functionality is well-thought out and generally powerful. A small foundation might pay as little as \$10,000 in the first year and \$4,000 in continuing costs, but a large foundation could pay initial and recurring costs of \$80,000 or more.

The system licensing fee is calculated using a basis point model based on the value of the assets being administered on the system. The specific basis points model used is dependent on the size of the assets being administered on the system and the extent to which the client is using the integrated components of the system. The system licensing fee entitles the client to an unlimited number of users both from an operational and donor perspective, approximately four to six system upgrades per year and dedicated client support services. If a client is large enough, the vendor will enter into a fixed-price licensing agreement with that client.

## Fund Management

- **Overall Approach to Fund Management:** Fund Management is supported in the core iPhi system at no additional cost.
- **Multiple Funds:** Lets you set up multiple funds from which to grant, and to maintain separate restraints and requirements for each.
- **Enforcing Fund Restrictions:** Lets donors specify enforced fund restrictions. These restrictions can be overridden.
- **Fund Balance:** It's easy to see the current fund balance for any fund, with a record of incoming and outgoing money.
- **Suggests Annual Payout:** The system calculates the suggested annual payout for a fund, given defined spending rules.
- **Creating New Funds:** Lets the grant manager easily create a new donor-advised fund.
- **Multi-Fund Reporting:** Lets you set separate reporting schedules for each fund.
- **Opportunity Matching:** Lets grant managers search to find restricted funds that match desired grant opportunities based on donor interests.
- **Tracking Investment Value:** Allows a foundation staff person to easily update the value of a fund based on investment income.
- **Investment to Fund Association:** Funds can be associated with one or many investment pools. The system tracks the proportion of fund investment in each pool.
- **Investment Quick Entry:** The system has a grid or similar interface for quick entry adjustments to funds based on investment income.

## Donor Portal

- **Overall Approach to Donor Portal:** The donor portal is supported in the core iPhi system at no additional cost.
- **Balance Checking:** Lets donors check their account balance from a donor portal.
- **Make Deposits:** Lets donors make deposits from a donor portal.

- **Approved Nonprofits:** Lets donors browse through a foundation provided list of “approved nonprofits.”
- **Suggest Grants:** Lets donors select grants by matching giving opportunities and/or nonprofits with a donor-definable list of interests and criteria.
- **View Grant History:** Lets donors view their account statements and grant history from a donor portal.

## Online Applications

- **Overall Approach to Online Applications:** Online applications are supported in the core iPhi system at no additional cost.
- **Creating Online Applications:** Lets you create new online applications with, at a minimum, file uploads, dropdown boxes, checkboxes and text fields without additional charges from vendor.
- **Number of Online Application Forms:** Lets you create different online forms to support each grant program.
- **Look and Feel:** Lets you customize online application forms to match the look and feel of your website, including colors, fonts and navigation.
- **Support for Multiple Stages:** Supports multiple application stages, including an automatically scored eligibility quiz, a Letter Of Intent stage, a more detailed proposal stage and as many other stages as needed.
- **Online Application Integration:** Data from online applications is automatically pulled into the core grants management system—no download or upload of data files is required.
- **Viewing Status Online:** Applicants can view their status online.
- **Saving Incomplete Applications:** Applicants can save partially completed applications and return to them later.
- **Viewing Applications:** Applicants can easily view or print applications at any stage in the process.

## Internal Tracking

- **Overall Approach to Internal Tracking:** Internal Tracking is supported in the core iPhi system at no additional cost.
- **Tracking Outbound Grants:** The system can track outbound grants by, program cycle/board meeting date or grant codes/categories.
- **Grant Summary Tracking:** Can track summaries based on hierarchical codes—for example, to show grant money paid to each Education sub-program as well as total Education grants.
- **Tracking Organizational Grant History:** Tracks organizations separately from individual grants to allow you to see a history of all grants to an organization.
- **Custom Categorization Codes:** Lets you define custom categorization codes for tracking and reporting.
- **Updating Basic Grant Information:** Lets you easily update basic grant information like project names or codes throughout the process.
- **Copying Grants:** Donors can copy an existing grant application from the donor portal, but the grant-manager cannot do this in the back-office.
- **Recurring Grants from Existing Funds:** Allows the grants manager to set up and adjust a recurring grant from a designated fund.
- **Searching:** Grants and applications are searchable by a number of criteria, including organization’s legal name, EIN, application ID, program and grant cycle.
- **Handling Paper Applications:** Applications received in paper can be easily entered into the system without logging in as the applicant.
- **Batch Updates:** Lets you perform batch updates of defined coding and other fields.

## Application Review

- **Overall Approach to Application Review:** Application Review is supported in the core iPhi system at no additional cost.
- **Viewing Relationship History:** Lets you see a history of a relationship with prospective grantees—for example, what grants they’ve applied for, been declined or been granted in the past.
- **Printing Grant Summaries:** Reviewers can easily print grant summaries or full grant information.
- **Reviewer’s Portal:** Provides a simplified “portal” interface to allow reviewers to see and review grant applications more easily.
- **Grant Review Workflows:** The system provides automatic steps and rules, or “workflow,” for the grants review

process, which can be customized in limited ways.

- **Multiple Reviewer Support:** Multiple reviewers can each rate an application on a number of different factors, and add comments.
- **Scoring Flexibility:** Applications cannot be scored. This functionality will be available starting in 2012.

## Scholarships

- **Overall Approach to Scholarships:** Scholarships are supported in the core iPhi system at no additional cost.
- **Online Scholarship Applications:** Applicants can apply online for scholarships via dedicated scholarship application portal.
- **Awards to Individuals and Organizations:** The system allows scholarships to be awarded to either individuals directly, or to their academic institutions.
- **Online Review and Evaluation:** Scholarship applications can be reviewed by both internal staff and external reviewers. Scoring of scholarship applications was not supported at time of evaluation. The vendor states this functionality will be released in 2012.

## 501(c)(3) and OFAC

- **Overall Approach to 501(c)(3) and OFAC:** 501(c)(3) and OFAC is supported in the core iPhi system at no additional cost.
- **501(c)(3) Status Checking:** Automatically checks an organization's Tax ID number against the IRS database, and flags those not listed as 501(c)(3) organizations.
- **OFAC Status Checking:** Lets you compare organizations and individuals against standard OFAC and other terrorist watch lists within the grants management system itself.

## Adding and Tracking Donations

- **Overall Approach to Adding and Tracking Donations:** Adding and Tracking Donations is supported in the core iPhi system at no additional cost.
- **Adding a Gift:** Adding a single gift into the system is a straightforward process of finding a donor and filling out fields.
- **Gift Quick Entry:** Lets you quickly enter a number of gifts at one time through a streamlined quick-entry interface which can be tailored on the fly with the appropriate fields and defaults for a particular set of gifts.
- **Batching Gifts:** Each donation is automatically assigned to a batch when you process the donations that have not yet been receipted.
- **Gift Types:** Supports tracking of tribute gifts, bequests, and in-kind gifts.
- **Stock gifts:** Tracks the current value of stock gifts, as well as value at acquisition.
- **Adding Pledges:** Lets you enter pledges for future gifts, including the amount and scheduled date. The system can create a full set of pledges based a payment schedule, which you can then customize as needed.
- **Assigning to Funds:** Lets you assign gifts to a particular fund, or split the gift across multiple of these.
- **Campaigns or Source:** Lets you assign gifts to a particular source or campaign, or split the gift across multiple of these, as well as to track the solicitation that generated a gift.

## Relationship Management

- **Overall Approach to Relationship Management:** Relationship Management is supported in the core iPhi system at no additional cost.
- **Tracking Constituent Types:** Lets you assign multiple roles to an individual record.
- **One-to-Many Relationships:** The system allows for flexible connections between people and organizations. You can specify the type of relationship and the system can track degrees of separation between constituents.
- **Logging Contact and Correspondence:** Lets you keep a log of outside communications, such as phone calls and emails, with a particular contact at a grantee organization. The system does not track any information about system-generated correspondence.
- **Prospect Management:** Lets you assign both a priority and a stage to a donor to manage a prospecting workflow.
- **Ticklers:** Lets you create "ticklers" to remind you of upcoming tasks.

- **Constituent Snapshot View:** Provides “snapshot” views which summarize constituent information.
- **Householding:** A database record describes a single individual and all their contact information and actions; you can connect them to others in their household through special relationships.

## Letters and Board Dockets

- **Overall Approach to Printed Correspondence:** Printed Correspondence is supported in the core iPhi system at no additional cost.
- **Default Print Format:** Lets you define a default format for printing grant application summaries, choosing which fields to include as well as customizing fonts, colors and logos.
- **Letter Template Flexibility:** Lets you download mail-merge data into Microsoft Excel to manually create letters, but does not support mail-merge within the system itself.
- **Serial Printing:** Lets you print letters or summaries for a series of grants or grant applications in a single step.
- **Pre-Print Viewing and Customization:** You can view letters pre-print, but you cannot customize them.

## Email

- **Overall Approach to Email:** Email is supported in the core iPhi system at no additional cost.
- **Emailing Individuals and Groups:** Lets you generate an email within the system to a single individual or group via integration with Outlook.
- **Email Template Flexibility:** Lets you create email to individuals and groups based on templates that include both standard text and “mail-merge” type inserted data.
- **Email Automation:** The system allows users to create scheduled emails and event triggers for automatically sending email.
- **Email Deliverability Reporting:** Does not let you see email delivery statistics.
- **Unsubscribes:** The system does not support email unsubscription.
- **Outbound Email Method:** Emails can be sent through third-party email services. Otherwise, emails are sent through clients’ email servers, potentially exposing them to blacklisting.

## Payments and Budgeting

- **Overall Approach to Payments and Accounting:** Payments and accounting are supported in the core iPhi system at no additional cost.
- **Default Payment Scheduling:** Lets you define a default payment schedule that applies to all grants, and then adjust the amounts and dates for each grant individually.
- **Paper Check Requests:** Can generate a paper check request for accounting.
- **View Scheduled Payment Amount (Annual):** Can view the amount scheduled to be paid out in a given year, including payments for grants awarded in previous years.
- **Contingent/Conditional Payments:** Allows for payments to be made contingent or conditional upon a specified grant or payment requirement.
- **Viewing Scheduled Payments, with Requirements:** Lets you see what scheduled payments are upcoming and whether the grantee has met the requirements linked with that conditional payment.
- **Third-Party Payee Support:** Supports payments to individuals or organizations other than the primary grantee (for example, fiscal sponsors).
- **Electronic Payments:** Supports ACH payments and wire transfers by storing required information and confirmation codes for successful transactions.
- **Viewing Payment History:** Lets you see what payments have been made, including amount, date paid and check/ACH payment/wire transfer number.
- **Accounting Integration:** Includes a robust, integrated accounting package.
- **Multi-Currency Support and Reporting:** Lets you report on grants and payments made in any currency.
- **Payment Controls:** Lets you configure audit/security controls to ensure that only certain staff can change payment information.
- **GL Accounting:** The system contains a full GL accounting system, and does not need any additional software.
- **Budget Tracking Configuration:** You can decide whether the budgeting features track the amount paid out in a particu-

lar year or the total amount awarded.

- **Budget Amount Reporting:** Lets you enter a budget amount for each grants program and report on that information with actuals (approved and pending).
- **Hierarchical Budget Tracking:** Budgets can be tracked in hierarchically defined categories or program areas.

## Querying and Reporting

- **Overall Approach to System Querying and Reporting:** System Querying and Reporting is supported in the core iPhi system at no additional cost.
- **Grants Management Reports:** Lets you search or filter to find a particular set of grants based on status, program and cycle, and view pre-packaged reports based on this customized set of grants.
- **Donor Management Reports:** Lets you search or filter to find a particular donor based, and view pre-packaged reports based on this customized set of grants.
- **Fund Statements:** The system provides dedicated fund statements.
- **Favorite Reports:** Cannot quickly view favorite reports without navigating a much-larger set.
- **Modification of Standard Reports:** Does not let you name and save reports that you create or modify.
- **Ad Hoc Reporting:** Supports ad hoc reports through a separate reporting database, provided by the vendor.
- **Data Reportability:** Virtually all system data—including data entered into online applications, review forms and grantee progress reports—can be included in reports.

## Ease of Use

- **Interface Layout:** The interface is not as polished looking as some systems, but is generally easy to scan.
- **Intuitive Labels:** Navigation and action items are labeled intuitively, so that a user doesn't have to understand language specific to the system in order to effectively use it.
- **Easily Taking Action:** On the core interface pages, the user can easily find the actions he or she is most likely to take.
- **Optimization for Experts:** The system pulls together the information and actions an expert user is likely to need so as to minimize the number of steps and clicks they need to take.
- **Component Integration and Consistency:** All the components of the system are well integrated through a single interface and navigation scheme.

## Roles and Permissions

- **Permissions Granularity:** You can grant individuals access to granularly view, edit or delete data for a wide variety of system functions.
- **Audit Logging:** Records the majority of data updates, along with the data and the user who made the update, in an audit log.
- **Grantmaker Dashboards:** Provides “dashboard” views which summarize the grants currently relevant to each individual user.
- **User/Role-Based Tasks:** Assigns tasks to users based on rules and roles.
- **Role-Specific Views and Interfaces:** Provides role-based views that allow for a more tailored and efficient user experience

## Data Access

- **Data Export:** Lets you export all data visible to users into another file format, such as .xls or .csv.
- **Custom Data Feeds:** Does not allow your programmer to create custom data flows to an external system; the vendor can create custom data flows to an external system.
- **Cross-Module Data Availability:** Data is shared between modules automatically. Most data is immediately available.
- **Cross-Module Data Flow:** Data flows between modules freely, without an export/import process.

## Overall Customization

- **Overall Approach to Overall Customization:** All customization functionality described below is supported in the core iPhi system at no additional cost.

- **Dropdown Fields:** Lets you customize dropdown values for fields such as program or grant code.
- **Internal Tracking Fields:** Lets you add custom “internal tracking” fields for staff use.
- **Custom Field Names:** Does not let you customize field names, except for private views only.
- **Online Information Customization:** Lets you customize the information requested in online applications and review forms at no additional cost.
- **Vendor Customization:** Vendor will customize system to your needs at additional cost.
- **System Extendability:** The vendor does not permit clients to extend system functionality.
- **Support for Customized Systems:** Vendor permits extensively customized systems to remain on the upgrade path.

## Vendor Background

- **History:** The vendor has been in business since 1999; iPhi has been in use by clients since 2001.
- **Client Base:** The vendor reports that they have about 200 clients, 10 of which are community foundations.
- **Sustainability:** The revenue earned from the grantmaking system currently covers the personnel and operational expenses required to support it.

## Support and Training

- **Phone Support:** Vendor provides unlimited phone support without additional cost.
- **Manuals and Documentation:** Vendor provides both online and printed documentation / manual.
- **Training:** The vendor provides initial training [in person or via the internet] at no additional cost. Additional training sessions can be scheduled after implementation at additional cost.
- **User Support Forums:** There are no online forums or discussion groups. The vendor is in the process of creating a forum.

## Installation and Maintenance

- **Installation and Maintenance:** The front-end of the system is accessible from any major web browser. The back office is optimized for Internet Explorer.

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# APPENDICES

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# APPENDIX A: RESEARCH METHODOLOGY

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## Product Selection

We interviewed five community foundation staff members to learn how their needs differed from those of the private foundations. Informed by our interviews, we established the selection criteria for solutions that would be appropriate for community foundations. All systems to be included in our report had to provide full lifecycle grants management and the ability for staff to be able to track dozens of funds and be able to view the existing balance of each based on both incoming and outgoing funds. In addition, each system had to provide at least one of the following:

- A donor portal as part of existing, implemented modules, without customization
- An integrated general ledger functionality
- Ability to manage incoming gifts

Solutions with five or more community foundation clients had to provide at least one of these functions internally, or through existing modules, without customization. Solutions with fewer than five clients had to provide at least two of our three critical functions without customization.

We started with a list of grants management systems that included products known to Idealware, the Technology Affinity Group and the Grants Managers Network, as well as all the vendors included in our October 2011 *Consumers Guide to Grants Management for Private Foundations*, and a list compiled by Martin Schneiderman of Information Age Associates. We invited all 23 of these grant management vendors to complete a questionnaire to determine their solution's eligibility for this report. To our knowledge, five of the vendors provided functionality specifically designed for community foundations. All five of these responded to the survey and were included in

the report. Of a total of 23 vendors contacted, 12 responded to tell us that they did not offer a system appropriate for community foundations. Eight did not respond; to the best of our knowledge they also do not offer functionality for community foundations. Two responded to say that they offered some functionality in this area, but upon a deeper look they did not meet our critical.

## Evaluation Criteria

We started with the categories and criteria used in our *Consumers Guide to Grants Management Systems for Private Foundations* and our *Consumers Guide to Low Cost Donor Management Systems*. Informed by interviews with community foundation staff, we eliminated criteria that were less important to community foundations and modified others to make them more relevant to this report. We also added criteria and whole categories to reflect the needs of community foundations that extend far beyond grants management—for instance, in the Fund Management and Donor Portal categories.

From October through December 2011, Idealware conducted detailed online demos of five community foundation solutions conducted by the vendors. These solutions were evaluated against 139 criteria. The results for each solution were written up and sent back to the vendor to allow them to define any errors of fact. The review text was updated in areas where the vendor could demonstrate that the text was incorrect, and then published in the Reviews of Community Foundation Solutions section in this report.

The scores in our features comparison matrix are based on a rubric, derived from our evaluation criteria and based on our community foundation interviews. See Appendix C to view this scoring rubric.

# APPENDIX B: HOW WE EVALUATED THE SYSTEMS

None / Not Acceptable	Basic	Solid	Advanced
<b>Fund Management</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>Lets grants managers set up specific required reporting fields for a fund.</li> <li>Lets you set up multiple funds from which to grant, and to maintain separate restraints and requirements for each.</li> <li>Lets the grant manager easily create a new donor-advised fund.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you set up multiple funds from which to grant, and to maintain separate restraints and requirements for each.</li> <li>The system calculates the suggested annual payout for a fund, given defined spending rules.</li> <li>Lets grant managers search to find restricted funds that match desired grant opportunities based on donor interests.</li> <li>Lets you set separate reporting schedules for each fund.</li> <li>Allows a foundation staff person to easily update the value of a fund based on investment income.</li> </ul>	<ul style="list-style-type: none"> <li>Lets donors specify fund restrictions which the system monitors and, at a minimum, shows a warning if a restriction is violated.</li> <li>The fund management interface feels integrated with the core of the system.</li> <li>Funds can be associated with one or many investment pools. The system tracks the proportion of fund investment in each pool.</li> <li>The system has a grid or similar interface for quick entry adjustments to funds based on investment income.</li> </ul>
<b>Donor Portal</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>Lets donors check their account balance from a donor portal.</li> <li>Lets donors view their account statements and grant history from a donor portal.</li> </ul>	<ul style="list-style-type: none"> <li>Lets donors make deposits from a donor portal OR Lets donors browse through a foundation provided list of “approved nonprofits.”</li> </ul>	<ul style="list-style-type: none"> <li>Lets donors select grants by matching giving opportunities and/or nonprofits with a donor-definable list of interests and criteria.</li> <li>Lets donors make deposits from a donor portal.</li> <li>Lets donors browse through a foundation provided list of “approved nonprofits.”</li> </ul>

None / Not Acceptable	Basic	Solid	Advanced
<b>Online Applications</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you create new online applications with, at a minimum, file uploads, drop-down boxes, checkboxes and text fields .</li> <li>Supports at least a Letter Of Intent stage and a more detailed proposal stage.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you create different online forms to support each grant program.</li> <li>Data from online applications is automatically pulled into the core grants management system—no download or upload of data files is required.</li> <li>Applicants can save partially completed applications and return to them later.</li> <li>Applicants can view their status online.</li> <li>Applicants can easily view or print applications at any stage in the process.</li> </ul>	<ul style="list-style-type: none"> <li>Supports an automatically scored eligibility quiz.</li> <li>Lets you customize online application forms to match the look and feel of your website, including colors, fonts and navigation.</li> <li>Lets you create new online applications without additional charges from vendor.</li> </ul>
<b>Internal Tracking</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>The system can track outbound grants by program cycle/board meeting date or grant codes/categories.</li> <li>Tracks organizations separately from individual grants to allow you to see a history of all grants to an organization.</li> <li>Lets you easily update basic grant information like project names or codes throughout the process.</li> </ul>	<ul style="list-style-type: none"> <li>Grants and applications are searchable by a number of criteria, including organization's legal name, EIN, application ID, program and grant cycle.</li> <li>Allows the grants manager to set up and adjust a recurring grant from a designated fund.</li> <li>Lets you define unlimited custom categorization codes for tracking and reporting.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you perform batch updates of defined coding and other fields without specialized skills OR Lets you copy an existing grant to create a new one.</li> <li>Can track summaries based on hierarchical codes—for example, to show grant money paid to each Education sub-program as well as total Education grants.</li> <li>Full applications received in paper can be easily entered into the system without logging in as the applicant.</li> </ul>

None / Not Acceptable	Basic	Solid	Advanced
<b>Application Review</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you see a history of a relationship with prospective grantees—for example, what grants they’ve applied for, been declined or been granted in the past.</li> <li>Reviewers can easily print grant summaries or full grant information.</li> </ul>	<ul style="list-style-type: none"> <li>Provides support for external reviewers.</li> <li>Multiple reviewers can each rate an application on a number of different factors, and add comments.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you define automatic steps and rules, or “workflow,” for the grants review process.</li> <li>Supports scoring of proposals.</li> <li>Provides a simplified “portal” interface to allow reviewers to see and review grant applications more easily.</li> </ul>
<b>Scholarships</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>Scholarship applications can be completed online.</li> </ul>	<ul style="list-style-type: none"> <li>The system allows scholarships to be awarded to either individuals directly, or to his/her academic institution.</li> </ul>	<ul style="list-style-type: none"> <li>Applicants can apply online for scholarships via dedicated scholarship application portal.</li> <li>Scholarship applications can be reviewed by both internal staff and external reviewers.</li> </ul>
<b>501(c)(3) and OFAC</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you click on organizations to view their records and tax status in a standard registry of 501(c)(3) nonprofits, such as GuideStar.</li> </ul>	<ul style="list-style-type: none"> <li>Automatically checks Employee Identification Numbers against a standard 501(c)(3) nonprofit registry, and flags those not listed.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you compare organizations and individuals against standard OFAC and other terrorist watch lists within the grants management system itself.</li> </ul>

None / Not Acceptable	Basic	Solid	Advanced
<b>Adding and Tracking Donations</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>Adding a single gift into the system is a straightforward process of finding a donor and filling out fields.</li> <li>Lets you assign gifts to a particular fund, or split the gift across multiples of these.</li> <li>Supports tracking of tribute gifts, bequests, and in-kind gifts.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you enter pledges for future gifts, including the amount and scheduled date.</li> <li>Lets you quickly enter a number of gifts at one time through a streamlined quick-entry interface which can be tailored on the fly with the appropriate fields and defaults for a particular set of gifts.</li> <li>Lets you assign gifts to a particular source or campaign, or split the gift across multiple of these, in a reportable method.</li> </ul>	<ul style="list-style-type: none"> <li>Tracks the current value of stock gifts, as well as value at acquisition.</li> <li>The system can create a full set of pledges based a payment schedule, which you can then customize as needed.</li> </ul>
<b>Relationship Management</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you keep a log of outside communications, such as phone calls and emails, with a particular contact at a grantee organization, and stores a record of system-generated correspondence.</li> <li>Provides “snapshot” views which summarize constituent information.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you assign both a priority and a stage to a donor to manage a prospecting workflow.</li> <li>Lets you create “ticklers” to remind you of upcoming tasks.</li> <li>Lets you assign multiple roles to an individual record.</li> </ul>	<ul style="list-style-type: none"> <li>The system allows for flexible connections between people and organizations. You can specify what type of relationship and/or degree of separation.</li> <li>Lets you keep a log of outside communications, such as phone calls and emails, with a particular contact at a grantee organization, and stores a record of system-generated correspondence.</li> <li>The system includes functionality to specifically address householding.</li> </ul>

None / Not Acceptable	Basic	Solid	Advanced
<b>Letters and Board Dockets</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you at least download mail-merge data into Microsoft Excel to manually create letters.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you create letter templates in Microsoft Word or an equivalent web-based word processor that include mail-merged information about grants and organizations, and lets you customize their fonts, colors and logos.</li> <li>Lets you define a default format for printing grant application summaries, choosing which fields to include as well as customizing fonts, colors and logos.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you print letters or summaries for a series of grants or grant applications in a single step.</li> <li>Lets you view and customize individual letters before printing them.</li> </ul>
<b>Email</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you send email through the system to a single individual or group that meets particular criteria.</li> </ul>	<ul style="list-style-type: none"> <li>The system can create scheduled emails, but cannot create new email triggers [or vice versa].</li> <li>Lets you create email to individuals and groups based on templates that include both standard text and “mail-merge” type inserted data.</li> <li>The system allows recipients of broadcast email to unsubscribe from the list by clicking a link.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you see the open rate, click-through rate and unsubscribe rate for each email, the number of people who clicked on each link, and bounce reports.</li> <li>Emails are sent through the vendor’s email service to protect you from blacklisting, and the vendor takes a series of steps to ensure email is not flagged as spam.</li> </ul>

None / Not Acceptable	Basic	Solid	Advanced
<h2 style="text-align: left; margin: 0;">Payments and Budgeting</h2>			
<ul style="list-style-type: none"> <li>• The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>• Lets you define a default payment schedule that applies to all grants, and then adjust the amounts and dates for each grant individually.</li> <li>• Lets you enter a budget amount for each grants program and report on that information with actuals (approved and pending).</li> </ul>	<ul style="list-style-type: none"> <li>• Can view the amount scheduled to be paid out in a given year, including payments for grants awarded in previous years.</li> <li>• Supports ACH payments and wire transfers by storing required information and confirmation codes for successful transactions.</li> <li>• Lets you configure audit/security controls to ensure that only certain staff can change payment information.</li> </ul>	<ul style="list-style-type: none"> <li>• Allows for payments to be made contingent or conditional upon a specified grant or payment requirement.</li> <li>• Includes a robust, integrated accounting package.</li> <li>• Supports payments to individuals or organizations other than the primary grantee (for example, fiscal sponsors).</li> <li>• The system contains a full GL accounting system, and does not need any additional software.</li> <li>• Budgets can be tracked in hierarchically defined categories or program areas.</li> </ul>
<h2 style="text-align: left; margin: 0;">Querying and Reporting</h2>			
<ul style="list-style-type: none"> <li>• The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>• Virtually all system data—including data entered into online applications, review forms and grantee progress reports—can be included in reports.</li> <li>• Lets you run pre-packaged basic reports, such as a standard 990 report, upcoming payments or the list of grants currently being reviewed, but not customize the reports or data shown in any way.</li> <li>• Supports ad hoc reports, which can include nearly any field displayed to users, by exporting data to Excel for formatting.</li> </ul>	<ul style="list-style-type: none"> <li>• Lets you search or filter to find a particular set of grants based on status, program and cycle, and view pre-packaged reports based on this customized set of grants.</li> <li>• Supports ad hoc reports usable by a typical grants manager within the system, which can include and filter by nearly any field displayed to users. These reports can include custom data columns, data sets, sorting, grouping, logos and headers.</li> <li>• Can deliver fund statements at least through custom querying / reporting.</li> </ul>	<ul style="list-style-type: none"> <li>• The system provides dedicated fund statements.</li> <li>• Lets you name and save reports that you create or modify OR Lets you quickly view favorite reports without navigating a much-larger set.</li> </ul>

None / Not Acceptable	Basic	Solid	Advanced
<b>Ease of Use</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>The interface is not polished looking.</li> <li>Navigation and action items are labeled with abbreviations or shortened names.</li> </ul>	<ul style="list-style-type: none"> <li>Navigation and action items are labeled intuitively, so that a user doesn't have to understand language specific to the system in order to effectively use it.</li> <li>On the core interface pages, the user can easily find the actions he or she is most likely to take.</li> <li>The system pulls together the information and actions an expert user is likely to need so as to minimize the number of steps and clicks they need to take.</li> </ul>	<ul style="list-style-type: none"> <li>The interface is generally easy to scan.</li> <li>All the components of the system are well integrated through a single interface and navigation scheme.</li> </ul>
<b>Roles and Permissions</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>Records a number of specific actions—for example, grant approvals, status changes and new grantee records—in a system audit log.</li> <li>You can affiliate users with one of the pre-determined foundation staff roles, but there's no ability to customize these roles or what permissions they have.</li> </ul>	<ul style="list-style-type: none"> <li>You can grant individuals access to granularly view, edit or delete data for a wide variety of system functions.</li> </ul>	<ul style="list-style-type: none"> <li>Provides role-based views that allow for a more tailored and efficient user experience.</li> <li>Provides “dashboard” views which summarize the grants currently relevant to each individual user.</li> <li>Assigns tasks to users based on rules and roles.</li> </ul>
<b>Data Access</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you export all data visible to users into another file format, such as .xls or .csv.</li> <li>Data flows between modules freely, without an export/import process.</li> </ul>	<ul style="list-style-type: none"> <li>Data is shared between modules automatically. Most data is immediately available.</li> </ul>	<ul style="list-style-type: none"> <li>Provides [an Application Programming Interface (API)/ a direct ODBC database connection] to allow a programmer to create custom data feeds to or from an external system.</li> </ul>

None / Not Acceptable	Basic	Solid	Advanced
<b>Overall Customization</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you customize drop-dead values for fields such as program or grant code.</li> </ul>	<ul style="list-style-type: none"> <li>Lets you add custom “internal tracking” fields for staff use.</li> <li>Vendor will extensively customize system to your needs, at additional cost.</li> <li>Lets you customize the information requested in online applications and review forms.</li> </ul>	<ul style="list-style-type: none"> <li>Vendor permits clients to extend system functionality via access to underlying database.</li> <li>Lets you generally customize field names.</li> <li>Vendor permits extensively customized systems to remain on the upgrade path.</li> </ul>
<b>Vendor Background</b>			
<ul style="list-style-type: none"> <li>The system does not meet the criteria for Basic.</li> </ul>	<ul style="list-style-type: none"> <li>The software package has been in use by clients for more than one year OR the vendor reports that the software package has more than 10 clients.</li> </ul>	<ul style="list-style-type: none"> <li>The software package has been in use by clients for more than three years while supported by the same vendor OR, the vendor reports that the software package has more than 20 clients.</li> <li>The revenue earned from the software package covers the personnel and operational expenses required to support it.</li> </ul>	<ul style="list-style-type: none"> <li>The software package has been in use by clients for more than three years.</li> <li>The vendor reports that the software package has more than 50 clients.</li> </ul>

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# ABOUT THE REPORT PARTNERS

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## About Idealware

Idealware, a 501(c)(3) nonprofit, provides thoroughly researched, impartial and accessible resources about software to help nonprofits and the philanthropic sector make smart software decisions. By synthesizing vast amounts of original research into credible and approachable information, Idealware helps organizations make the most of their time and financial resources. Visit [www.idealware.org](http://www.idealware.org) to learn more or view our hundreds of free articles, resources and reports.

## About TAG

TAG is an active community of professionals responsible for information and communications technology in the philanthropic sector. The community provides the highest quality resources and learning opportunities in an open and trusted environment. Visit [www.tagtech.org](http://www.tagtech.org) to learn more or join TAG.

## About The Grants Managers Network

The Grants Managers Network improves grantmaking by advancing the knowledge, skills and abilities of grants management professionals and by leading grantmakers to adopt and incorporate effective practices that benefit the philanthropic community. Visit [www.gmnetwork](http://www.gmnetwork) to learn more or join the Grants Managers Network.