

getting started with donor.com



You are in the right place if:

- your organization is new to using donor.com
- you are new and/or have recently assumed responsibility for your relationship with donor.com
- you are not sure your organization is taking full advantage of all that donor.com has to offer
- you were just not interested in Doug Smith's session and needed someplace to go
- you like me



donor.who?

- integrated fund-raising network
- multiple interfaces for accessing your data
- cross platform (windows, mac, linux)
- mobile access via a web browser or iphone)
- secure network environment (PCI level 1 compliance)
- donor self-service web sites for donation, e-commerce, preferences and address updates



products we offer

- dasco (the core donor management software)
- safari (inventory and product sales)
- bankware (recurring giving, credit card and eft processing)
- sendware (e-mail blasts with bounce and unsubscribe management, integration with website)



products (cont'd)

- webware (online giving, sponsorship, e-commerce, donor self-service)
- reportware (create your own reports with Crystal Clear design tool)
- All offered in a “hosted” environment where your data (and all software) reside on our servers in a secure data facility



services

- Software updates weekly
- After hours emergency support
- Database backups
- System monitoring 24x7
- Data Security (PCI Level 1 compliant)



services (cont'd)

- Help Desk
- Selects
- Report writing
- NCOA every 90 days
- Online documentation



services (cont'd)

- Integration with remittance processing systems
- Email template design
- Web design and optimization
- Training (on site and remote)
- Consulting on best practices



ticket system

- The way we monitor (and measure) the work you ask us to perform
- Audit trail of requests and work performed
- Accountability – Making sure we are fulfilling our contractual obligations to you
- Communication – keeping you informed of the progress, as well as the time that the project is taking to complete



understanding tiers

- Covered by Contracted Support Units
- Tier 1 – basic help desk
- Tier 2 – select services, database maintenance, simple report revisions
- Tier 3 – web services, consulting, business analysis



understanding tiers

- Not covered by contracted support units
- RT – remote training webinars
- OS – On site training
- PE – Paid Enhancements ... small enhancement projects billed at “time and materials”
- PP – Prepaid Enhancements ... larger enhancement projects for which you will have received a cost estimate +/- 20%



enhancements

- donor.com–driven – improvements to the software initiated (and funded) by donor.com
- Client–driven – updates to the software that are initiated by you and that are of high enough value to you that you are willing to fund
- Your “good ideas” – updates to the software that you suggest but are not willing to fund



processes

- TDDE – A “methodology” that can be applied to any task – simple or complex – large or small
- You approve each step of the process before we expend time/effort/support units on a project that does not have a sufficient cost/benefit ratio



tdde defined

- Triage – A quick assessment of the need and estimate of the time/effort
- Discovery – A more thorough clarification of your business outcomes and what you are trying to achieve.
- Definition – A specific outline of what it is going to take to meet your outcomes.
- Estimate – A cost estimate (with a +/- 20% factor) of what it will take to complete the job



go make a difference

and let us look after the details

