A guide to CRM systems for not-for-profit organisations

July 2015

Version 2.4

Introduction

This guide provides details of suppliers and software packages that are capable of meeting many of the key requirements for managing relationships with supporters, service users, beneficiaries, members and other types of contacts in a not-for-profit organisation. In addition to core CRM functionality, the systems listed in the tables on the following pages typically also have modules providing additional capabilities to support specific business processes (such as event management, provision of website self-service facilities, business intelligence/reporting, support for trading activities, etc) without the need for extensive customisation or bespoke work.

Adapta Consulting is familiar with each of the suppliers and systems included in this guide. However, for the avoidance of doubt, the tables are not intended to be comprehensive and are provided for information purposes only. Adapta Consulting makes no representation as to the suitability of any of the companies listed or the accuracy of the information provided.

Package name	Made by	Resold by	Notes on company	Notes on system	Illustrative customers
Affiliate	RedSky IT	N/A	RedSky IT was formed following a series of mergers and acquisitions. Formerly known as Ramesys, RedSky IT has been providing solutions to professional bodies, awarding bodies, universities and public libraries for more than 30 years. The company now primarily provides software to the construction industry, supplying both construction companies and the professionals that service the industry, with customers located in the UK and worldwide.	Affiliate is RedSky IT's flagship product for the not-for-profit sector. It is an integrated set of management solutions for membership organisations, awarding bodies, federations, institutes and associations. It comprises a range of application modules supported by a suite of web services and self-service solutions that help organisations improve member retention and recruitment.	NCC Education, Chartered Institute of Public Finance and Accountancy (CIPFA), Institute of Chartered Accountants in Ireland (ICAI), Institute of Sales and Marketing Management (ISMM)
Alms.NET	Westwood Forster	N/A	Westwood Forster have worked with the not-for-profit sector since 1990 and have a well-established client base. As well as Alms.NET, other products are Streetwise Addressing and Streetwise Bank Validation.	Alms.net is a fundraising, membership and grants solution. It allows organisations to adopt Best Practice methods quickly and effectively for each business process.	CBM UK (formerly Christian Blind Mission), UNICEF UK, Mencap
Aptify	Aptify Inc	Pangaea Consulting	Pangaea is a UK reseller of Aptify, and supports organisations in the not-for-profit and commercial sectors achieve business improvements in their use of information systems.	Aptify provides a wide variety of business functionality in a single package, and is supplied with a comprehensive set of modules including workflow management and business intelligence tools offering 200 reports out-of-the-box.	Universities & Colleges Information Systems Association, British Heart Foundation, Elim Pentecostal Church
Blackbaud CRM	Blackbaud	N/A	Blackbaud is a leading global provider of software and related services designed specifically for not-for-profit organisations. Founded in 1981, with 22,000+ customers, in nearly every segment of the not-for-profit market, 1,900+ employees in five countries, with offices in London and Glasgow in the UK. In 2012, Blackbaud acquired Convio Inc, a leading provider of cloud-based CRM software, with over 1,500 customers in the US, Canada and the UK. Main products are Blackbaud CRM, the Raiser's Edge, eTapestry and Luminate Online.	Aimed at larger not for profit organisations, Blackbaud CRM is a flexible, scalable and secure CRM solution based on Blackbaud's proprietary 'Infinity' platform.	Breast Cancer Care, British Heart Foundation, Oxford University, Greenpeace International, BirdLife International, Jewish Child's Day, Children's Hospice South West, Highland Hospice
CARE NG	Advanced Business Solutions	N/A	Advanced Computer Software Group purchased "Computer Software Holdings" (the holding company for IRIS NFP) in 2013. IRIS was previously the largest privately owned software and services company in the UK. Advanced Computer Software Group provides a wide range of charity software, membership management, CRM and education. The combined Group now has over 1,000 NFP clients, 2,000 staff and revenue of £200M (mostly UK revenue). IRIS, as it existed prior to the acquisition by Advanced, was formed following merger with Computer Software Group (CSG) in 2007. Prior to that date, CSG itself had acquired several specialist software providers to the not-for-profit sector, including Integra in 2001, Systems Team in 2004 (which itself acquired Minerva in 2003), Consensus in 2005, and Care Business Solutions in 2006.	CARE is for medium to large charities and educational establishments. Used by many top charities, CARE charity database software is one of the leading CRM solutions to underpin fundraising, operations and services for medium to large charities	Amnesty International UK, British Lung Foundation, Friends of the Earth, National Childbirth Trust, Royal British Legion, The Blue Cross, Save the Children UK, RSPCA, RSPB, National Trust for Scotland, Dyslexia Action, CLIC Sargent, The Woodland Trust, Irish Cancer Society, Diabetes UK, Care for the Family, Marie Curie Cancer Care, Médecins Sans Frontières UK, WWF-UK, Guide Dogs for the Blind

Package name	Made by	Resold by	Notes on company	Notes on system	Illustrative customers
CiviCRM	CiviCRM	Compucorp	Compucorp is a small consultancy firm that specialises in implementing open source solutions for its clients.	CiviCRM is created by an open source community coordinated by CiviCRM LLC. CiviCRM is a web-based, open source software constituent relationship management and fundraising solution. CiviCRM is web-based, internationalised, and designed specifically to meet the needs of advocacy, non-profit and non-governmental groups.	Wikimedia UK, Farm Africa, Disability Rights UK, PSHE Association
CiviCRM	CiviCRM	MTL Software Solutions Ltd	Miller Technology Ltd (MTL) is a commercial organisation which has supplied membership and contact management (CRM) systems to the not for profit for approximately 30 years and which now contributes to the CiviCRM open source community and acts as implementation consultants.	CiviCRM is created by an open source community coordinated by CiviCRM LLC. CiviCRM is a web-based, open source software constituent relationship management and fundraising solution. CiviCRM is web-based, internationalised, and designed specifically to meet the needs of advocacy, non-profit and non-governmental groups.	British Association of Adoption and Fostering, Central Association of Agricultural Valuers, British Humanist Association, Primary Care Respiratory Society, Personal Support Unit, International Project Finance Association
CiviCRM	CiviCRM	Veda Consulting	Veda Consulting was formed in September 2011 and focuses on providing CRM solutions to the not for profit sector. They have contributed back to the CiviCRM open source community numerous extensions such as for paperless direct debits, charities' online Gift Aid submission and scheduled reminder tracking.	CiviCRM is created by an open source community coordinated by CiviCRM LLC. CiviCRM is a web-based, open source software constituent relationship management and fundraising solution. CiviCRM is web-based, internationalised, and designed specifically to meet the needs of advocacy, non-profit and non-governmental groups.	Leukaemia & Lymphoma Research, European Social Network
Donor Strategy	Advanced Business Solutions	N/A	Advanced Computer Software Group purchased "Computer Software Holdings" (the holding company for IRIS NFP) in 2013. IRIS was previously the largest privately owned software and services company in the UK. Advanced Computer Software Group provides a wide range of charity software, membership management, CRM and education.	Donor Strategy is for small to medium-sized charities and education. Over 300 organisations use Donor Strategy.	Winston's Wish, George Müller Foundation (Müllers), Julia's House
eMANGO Membership Platform	eMANGO Ltd	N/A	eMANGO is a small web-development company that has created its own propriety browser based membership software, with modules that are adapted to meet the needs of individual customers.	e-mango provides an integrated solution that gives an organisation control of both their website and their membership database in one dynamic system.	Association of Professional Staffing Companies, International Bar Association, British Plastics Federation, Fine Art Trade Guild, Association of Professional Staffing Companies, English Nature, Office of Science and Technology, Office of Manpower Economics, Islington Council
eTapestry	Blackbaud	N/A	Blackbaud is a leading global provider of software and related services designed specifically for not-for-profit organisations. Founded in 1981, with 22,000+ customers, in nearly every segment of the not-for-profit market, 1,900+ employees in five countries, with offices in London and Glasgow in the UK. In 2012, Blackbaud acquired Convio Inc, a leading provider of cloud-based CRM software, with over 1,500 customers in the US, Canada and the UK. Main products are Blackbaud CRM, the Raiser's Edge, eTapestry and Luminate Online.	eTapestry is a cloud-based, affordable and robust fundraising solution for not-for-profits. It is an easy to use and inexpensive database allowing access to donors, members, supporters, and volunteers.	Ark Cancer Care, Northwood African Education Foundation, Kilbryde Hospice, Ripple Africa, Scottish Epilepsy Initiative, Solace Women's Aid, VisionFund International

Package name	Made by	Resold by	Notes on company	Notes on system	Illustrative customers
Feusd	Feusd	N/A	Feusd is a small Scottish company that aspires to be the world's leading provider of cloud-based membership software within the next five years.	Feusd is cloud-based membership software, customisable to meet each organisation's specific needs.	Typical customers include professional and trade associations, chambers of commerce and advocacy groups.
Harlequin	Harlequin Software	N/A	Established in 1986, Harlequin supports 200 not-for-profit organisations across the UK. With a 99% client retention rate, Harlequin works with healthcare and welfare organisations, faith charities, education establishments and membership associations. In 2014 Harlequin was voted Best Database Supplier in the Institute of Fundraising's Partners in Fundraising Awards.	The Harlequin CRM database was the most recommended system in Charity CRM Software Survey 2014, 2013, 2012 and 2011. The software can be used across an entire charity or within one department, such as fundraising or service delivery. Harlequin CRM integrates with Harlequin's Charitable Accounting system.	Addenbrooke's Charitable Trust, Alder Hey Children's Charity, Buglife, Forces Pension Society, Lichfield Cathedral, National Museum of the Royal Navy, Nightingale House Hospice, The Poppy Factory, Ronald McDonald House Charities
iMIS 20	Advanced Solutions International (ASI)	N/A (ASI Europe)	ASI Europe is a privately-owned global provider of web-based software for member and donor-based non-profits and has served nearly 3,000 customers and millions of users worldwide since 1991. ASI acquired Fisk Brett, producers of Progress CRM in 2008, and has approximately 100 partners and 200 employees worldwide.	iMIS 20 is an Engagement Management System (EMS)™ that enables an organisation to engage members, donors, and other constituents - as well as staff - anytime, anywhere, on any device. It is suitable for small-staff associations through to an enterprise-level not-for-profit. It has a wide range of modules including fundraising, web, and e-marketing capabilities in one upgradeable, browser-based solution. It has particularly well-developed web self service facilities for engaging member and supporters.	National Kidney Foundation, American Postal Workers Union
iMIS 20	Advanced Solutions International (ASI)	iFinity	iFinity emerged from Fisher Technology, which first started to implement iMIS in 1994. They support over 100 not for profit organisations in the UK.	iMIS offers not for profit organisations contact relationship management (CRM), fundraising, web, and e-marketing capabilities in one upgradeable, web-based solution	Electrical Contractors' Association, Civil Aviation Authority International, British Transplantation Society, British Academy of Management, Royal Statistical Society
Integra NG	Advanced Business Solutions (formerly IRIS NFP)	N/A	Advanced Computer Software Group purchased "Computer Software Holdings" (the holding company for IRIS NFP) in 2013. IRIS was previously the largest privately owned software and services company in the UK. Advanced Computer Software Group provides a wide range of charity software, membership management, CRM and education. The combined Group now has over 1,000 NFP clients, 2,000 staff and revenue of £200M (mostly UK revenue). IRIS, as it existed prior to the acquisition by Advanced, was formed following merger with Computer Software Group (CSG) in 2007. Prior to that date, CSG itself had acquired several specialist software providers to the not-for-profit sector, including Integra in 2001, Systems Team in 2004 (which itself acquired Minerva in 2003), Consensus in 2005, and Care Business Solutions in 2006.	Integra is for medium to large membership organisations. Advanced claim that Integra is the most widely-used membership system in the UK. IRIS Integra is used by over 140 membership organisations, institutions and associations	Numerous Royal Colleges, Trade Associations and Chartered Institutes; Institute of Directors, Institution of Structural Engineers, Royal Institute of British Architects, NHS Confederation, Retail Motor Industry Federation, World Federation of Advertisers, Council of Mortgage Lenders, Fire Industry Association, National Pharmacy Association, Royal Society of Medicine; Energy Industries Council; British Retail Consortium, Royal College of Pathologists, Royal College of Radiologists, National Association of Head Teachers, Girlguiding, General Optical Council, British Veterinary Association, British Dietetic Association, Higher Education Academy, Association of School and College Leaders, British Bankers' Association, The Chartered Institution of Building Services Engineers, Ramblers, Chartered Institute of Public Relations, Institute for the Management of Information Systems, Institute of Environmental Management and Assessment, Chartered Institute of Plumbing and Heating Engineering, EEF: The manufacturers' organisation, Confederation of British Industry

Package name	Made by	Resold by	Notes on company	Notes on system	Illustrative customers
Luminate Online	Blackbaud (having acquired Convio in 2012)	N/A	Blackbaud is a leading global provider of software and related services designed specifically for not-for-profit organisations. Founded in 1981, with 22,000+ customers, in nearly every segment of the not-for-profit market, 1,900+ employees in five countries, with offices in London and Glasgow in the UK. In 2012, Blackbaud acquired Convio Inc, a leading provider of cloud-based CRM software, with over 1,500 customers in the US, Canada and the UK. Main products are Blackbaud CRM, the Raiser's Edge, eTapestry and Luminate Online.	Luminate CRM is a cloud-based CRM system that offers large, enterprise not-for-profits an open, extensible solution that allows them to fully engage with individuals online and offline as well as analyse the relationships they have with donors, volunteers, advocates and other constituents to design tailored, integrated, multi-channel campaigns and interactions that are most beneficial to both the organisation and the individual.	TransForm; Food Bank For New York City; Project On Government Oversight; Meals On Wheels & More; Side by Side Kids; United Way of Lake County; Cross International; Catholic Charities of the Archdiocese of Miami; The Heritage Foundation; Human Rights Campaign; Civil War Trust; Wildlife Conservation Society; American Nurses Association; RESOLVE; Daily Bread Food Bank
Member Strategy	Advanced Business Solutions	N/A	Advanced Computer Software Group purchased Computer Software Holdings (the holding company for IRIS NFP) in 2013. IRIS was previously the largest privately owned software and services company in the UK. Advanced Computer Software Group provides a wide range of charity software, membership management, CRM and education.	Member Strategy is aimed at small to medium sized membership organisations. It is available in a hosted environment and can be linked directly to Exchequer finance and accounting software.	Not specified but Advanced NFP claim to have over 1000 NFP organisations as customers of its products.
Microsoft Dynamics CRM	Microsoft	AlfaPeople	Alfapeople is a large MS Dynamics partner with more than 400 employees in 14 countries focused on Dynamics AX and CRM.	Dynamics CRM is a platform developed by Microsoft. Out of the box, the product focuses mainly on sales, marketing, and service (help desk) sectors.	Significant list of mostly American commercial sector customers.
Microsoft Dynamics CRM	Microsoft	Ciber UK	Ciber is an international systems integration company supplying solutions to customers in three core sectors – not-for-profit, financial services and local government.	Dynamics CRM is a platform developed by Microsoft. Out of the box, the product focuses mainly on sales, marketing, and service (help desk) sectors.	Customers include Age UK, Help for Heroes and RNLI
Microsoft Dynamics CRM (with proprietary templates)	Microsoft	Excitation	Excitation was founded in 2000. They have worked exclusively with Microsoft Dynamics CRM since its introduction in the UK in 2004. They have worked on numerous successful Microsoft CRM projects for organisations of all sizes, ranging from SME's to large banks.	Dynamics CRM is a platform developed by Microsoft. Out of the box, the product focuses mainly on sales, marketing, and service (help desk) sectors. Excitation has developed add-ons and templates aimed specifically at not-for-profit organisations.	International Transport Workers' Federation, RICS Royal Institute Chartered Surveyors, London First, Association of British Pharmaceutical Association, Fresh Tracks, Interaction Learning & Development, Skiweb, TNT, Northgate, Central YMCA, PJ Valves, Telephonetics, Park Royal Partnership, Quest Colleges
Microsoft Dynamics CRM	Microsoft	Gap Consulting	Gap Consulting was launched in 1999 as a Siebel Consulting partner. The company reshaped in 2006 into a Microsoft Dynamics CRM practice.	Dynamics CRM is a platform developed by Microsoft. Out of the box, the product focuses mainly on sales, marketing, and service (help desk) sectors. Gap Consulting has developed add-ons, such as for event management.	Over 100 Microsoft Dynamics CRM customers covering various sectors; not-for-profit customers include Shelter, The Outward Bound Trust, Princes Youth Scottish Business Trust and Papworth Trust
Microsoft Dynamics CRM (with proprietary templates)	Microsoft	m-hance Ltd	m-hance is a UK based company providing innovative software solutions to 2,000 mid-marked sized organisations. m-hance's core solutions offering consists of financial management, CRM, managed services and software development in a variety of vertical markets including not-for-profit and professional services. m-hance was formed in November 2011 following the acquisitions of Calyx Software, Gyrosoft, Trinity Computer Services and elements of MentecPlus, Touchstone Group, Sys-Care and Avant-Garde.	Dynamics CRM is a platform developed by Microsoft. Out of the box, the product focuses mainly on sales, marketing, and service (help desk) sectors. m-hance has developed add-ons and templates aimed specifically at not-for-profit organisations, including support for fundraising activities.	Over 150 implementations for business management solutions in the not-for-profit sector. Clients include Age Action Ireland, the Society of St Vincent de Paul Ireland, Central YMCA
Microsoft Dynamics CRM	Microsoft	Pythagoras Communications Ltd	Pythagoras Communications has been implementing CRM, Accounts/ERP and Business Intelligence software solutions to more than 650 organisations worldwide for more than 10 years.	Dynamics CRM is a platform package developed by Microsoft. Out of the box, the product focuses mainly on sales, marketing, and service (help desk) sectors.	City University London, National Offender Management Service Disability Law Service

Package name	Made by	Resold by	Notes on company	Notes on system	Illustrative customers
Microsoft Dynamics CRM (with proprietary templates)	Microsoft	Silverbear	Silverbear Ltd is a software solutions company, set up in 2000 and now focused on the not-for-profit sector.	Silverbear's NFP team has designed and developed an online membership software solution built on Microsoft Dynamics CRM framework. In 2014 Microsoft recognised the membership solution as being the only Dynamics CRM-based membership solution to meet the standards required to achieve the Certified for Microsoft CRM award.	British Veterinary Association, Royal Academy of Dance, The Law Society, British Retail Consortium, London & Partners, Energy Industries Council, Royal College of Nursing, British Medical Association, NAHT, Royal Botanical Gardens (Kew), V&A, Natural History Museum
Microsoft Dynamics CRM (sold as 'SmartImpact')	Microsoft	SmartImpact	Founded in 1997, SmartImpact specialises in Customer and Membership management tools for Trade and Professional Associations, Commercial Membership and Not-for-Profit organisations.	Dynamics CRM is a platform developed by Microsoft. SmartMembership adds a layer of modules to provide a broad range of functionality aimed at membership organisations.	Renewable UK, Nautilus International, Fire Industry Association, Energy Saving Trust
Microsoft Dynamics CRM	Microsoft	Touchstone	Touchstone was incorporated in 1982, they supply integrated business software and business consultancy services to mid-sized UK organisations. Touchstone Group has more than 650 active customers and employs over 130 staff. Touchstone have been deploying Microsoft Dynamics CRM for UK organisations since 2003 and have implemented over 130 projects over 7 years.	Dynamics CRM is a platform developed by Microsoft. Out of the box, the product focuses mainly on sales, marketing, and service (help desk) sectors.	Royal London Society for the Blind, Bankhall, London Borough of Merton, The Houses of Parliament, London Borough of Lewisham
Microsoft Dynamics CRM (with proprietary templates) ('Tribe')	Microsoft	TSG	TSG is a well-established provider of membership software to smaller organisations.	Launched in spring 2014, TSG Tribe replaces TSG's popular 'Enterprise MRM' software which is no longer actively marketed. Tribe is a Microsoft CRM based product. Existing Enterprise MRM customers will gradually be encouraged to upgrade to Tribe.	Royal College of Ophthalmologists, Institute of Psychoanalysis, Institute of Translation and Interpreting
MSM Software	Management Systems Modelling (MSM) Ltd	N/A	MSM Software was founded in 1998. They are a software house which specialises in consultancy and custom software development.	MSM Software provide bespoke software development and database design.	The British Academy, Civil Service Benevolent Fund, COBSEO, Community Service Volunteers, Eden Project, National Trust, The Royal British Legion, The Royal Society, SSAFA Forces Help, Victim Support, Zoological Society of London
OM.Net	3Si	N/A	3Si was established with an ambition to serve the membership management needs of the UK's not-for-profit organisations.	OM.Net is a versatile membership management system. OM.Net is developed and owned by 3Si and is used by over 40 organisations throughout the UK to manage their CRM, marketing, events, training and membership.	Engineering Construction Industry Association, Mensa, Netball England, BPIF, IHEEM, NFU Scotland
oomi	Centrepoint Computer Services	N/A	Oomi is part of Centrepoint, a company that has been supplying membership and fundraising software to NFP organisations for over 22 years.	Oomi is a fully integrated engagement management system for the NFP sector – combining CRM, website, collaboration, engagement and social media.	The Anglo-Omani Society, The Design & Technology Association, Energy UK, Energy Institute, Transaid
Pro-8	ProTech Ltd	N/A	ProTech has been an independent specialist partner to the not-for-profit and education sectors for more than fifteen years and has built up an unrivalled expertise and an impressive installed base of clients.	Pro-8 is a CRM solution designed specifically to manage all of the business functions undertaken by membership organisations through one central knowledge base.	Chartered Management Institute, Institute of Physics, ICAEW (Institute of Chartered Accountants in England and Wales), British Institute of Innkeeping, Chartered Institute of Marketing, Salvation Army
ProgressCRM	ASI Europe	N/A	ASI Europe are the largest, privately-owned global provider of web-based software for member and donor-based non-profits and has served nearly 3000 customers and millions of users worldwide since 1991. The company has approximately 100 partners and 200 employees worldwide (acquired Fisk Brett in 2008).	ProgressCRM offers mid-sized organisations a packaged and upgradeable fundraising solution.	Action for Blind People, Sightsavers International, Lincolnshire Wildlife Trust, Evangelical Alliance, The Children's Trust, Dreams Come True Charity

Package name	Made by	Resold by	Notes on company	Notes on system	Illustrative customers
The Raiser's Edge	Blackbaud	N/A	Blackbaud is a leading global provider of software and related services designed specifically for not-for-profit organisations. Founded in 1981, with 22,000+ customers, in nearly every segment of the not-for-profit market, 1,900+ employees in five countries, with offices in London and Glasgow in the UK. In 2012, Blackbaud acquired Convio Inc, a leading provider of cloud-based CRM software, with over 1,500 customers in the US, Canada and the UK. Main products are Blackbaud CRM, the Raiser's Edge, eTapestry and Luminate Online.	The Raiser's Edge is a well-established, flexible, scalable and secure Customer Relationship Management (CRM) and fundraising solution.	Over 1,000 customers in the UK including Multiple Sclerosis Society, Crisis, Prostate Cancer Charity, Tommy's, Action for Children, Royal College of Music, English National Opera, University of Glasgow, Children's Country Holidays Fund, National Museums Liverpool, Handel House Museum
Salesforce	Salesforce.com	Atlantic Technologies	Atlantic Technologies is an established CRM provider (founded in 1997), but is a relatively new entrant to the UK market. Atlantic acts as an implementation partner for Salesforce.com.	Salesforce.com claims that Salesforce is the world's number one CRM system with nearly 90,000 organisations using it globally, with a $1.7 billion company behind it. It is a web-based platform which is supported by an "ecosystem" of apps. Smaller charities are often eligible for a number of free Salesforce licences, obtained via the Salesforce Foundation.	Help & Care, Youth Sport Trust, The Challenge Network
Salesforce	Salesforce.com	BrightGen	Founded in 2006. 'BrightGen builds solutions that drive innovation, reduce costs, and provide flexibility.' Focuses solely on Salesforce as its cloud platform. Claims to have a 100% track record of successful projects. Offers a "service management" proposition, based around continuous improvement – works with clients to develop their roadmap and continually develop/improve the product. Rating of 9.4 (out of 10) for customer satisfaction on the Salesforce AppExchange. Has two Salesforce certified architects within their staff.	As above.	British Standards Institute; Barnardos, RSPCA; Guardian News Media; Shell; Lloyd's Register; Icap; Schroders; Vue Cinemas; Scottish Power
Salesforce	Salesforce.com	CloudSymphony	Cloud Symphony are headquartered in Maidenhead in Berkshire, with offices in Central London and Bath. They formed approximately three years ago, and serve the charity and NFP sector, along with the education and public sectors.	As above.	Battersea Dogs & Cats Home, Chief Fire Officers Association, Notgoingtouni.co.uk
Salesforce (with MemberNation or DonorNation)	Salesforce.com	Fonteva	Fonteva is well-established in the USA as a Salesforce partner for associations, professional societies, and charities. It has recently entered the UK market.	As above.	WWF, Greenpeace, RSPCA, Fundraising Institute of Australia, Leukaemia Foundation, Barnardo's
Salesforce (with MemberNation or DonorNation)	Salesforce.com	Purple Vision	A niche UK-based firm that specialises in providing solutions for the not-for-profit sector (mostly charities). They are UK partners for a 3rd party app called MemberNation, which is developed by a US company called Fonteva. MemberNation is claimed to be one of the most developed association management solutions available on the salesforce.com app exchange, but to date has been focused mostly on the US market so would possibly need to be adjusted slightly or developed further for the specific requirements of new UK customers.	Fonteva has built MemberNation and DonorNation on Salesforce for use by associations and charities respectively.	BCACC (British Columbia Association of Clinical Counsellors), Mental Health Association in Tulsa, NASBA, National Head Start Association, NICSA, Watermark.
Salesforce	Salesforce.com	GiveClarity	A team of experienced, senior charity leaders and Salesforce experts. They provide Salesforce consultancy services to medium to large charities and social enterprises in the UK and internationally. Focusing on one sector (Nonprofit) and leading with one vertical (fundraising) distinguishes them from other Salesforce partners.	As above.	Compassion in World Farming; EveryChild; Greenpeace International; Lumos Foundation; Save the Children UK; Sightsavers International; SolarAid; War Child

Package name	Made by	Resold by	Notes on company	Notes on system	Illustrative customers
SodalitaS	MTL Software Solutions Ltd	N/A	Miller Technology Ltd (MTL) has supplied membership and contact management (CRM) systems to the not for profit for approximately 30 years.	SodalitaS from MTL provides a fully integrated web enabled software solution to meet the most complex demands faced by membership organisations. The flexible modular architecture of SodalitaS can be configured.	Rail Maritime and Transport Union; Royal College of Nursing; London Cycling Campaign; European Social Network; Institution of Environmental Services; Royal College of Speech and Language Therapists; Royal College of Midwives; UNISON; General Chiropractic Council; IBOA the Finance Union; Irish National Teachers Association; General Teaching Council for Scotland; General Teaching Council for Wales; Association of Teachers and Lecturers; BECTU; Community; Fire Brigades Union; NASUWT; PCS; Royal College of Physicians; TSSA
sTarget	Centrepoint Computer Services	N/A	Centrepoint Computer Services is a long-established supplier of CRM/MRM solutions to the NFP sector - the only sector in which they operate.	sTarget is a new social CRM solution developed with a very specific brief in mind; to provide organisations with a cloud-based social CRM solution that is completely configurable and that is socially connected. Its predecessors are iTarget and eTarget.	Save the Rhino, British Healthcare Trades Association, ISPAL, LVSC (The London Voluntary Services Council), UKWA (United Kingdom Warehousing Association)
Stratum Black	APT Solutions Ltd	N/A	APT Solutions was founded in 1998. APT is a specialist supplier of software and services to the not for profit sector, and has offices in the UK and Australia.	Stratum is a modular system with web 2.0 capabilities ('Stratum Engage'), which integrates traditionally separate, back-end data with website usability to create a comprehensive personalised web experience for both organisations and their members. Stratum's accessible online presence allows members access to a secure home page which will allow them to view and amend their own personal data, pay subscriptions, buy merchandise and personalise their page by adding widgets and RSS news feeds.	Institution of Mechanical Engineers (IMechE), New South Wales Teachers Federation, British Psychological Society, Open University, Campaign for Real Ale (CAMRA), UK Scout Association, Society of Authors, Olympus Camera Club
SugarCRM	SugarCRM Inc.	Many	SugarCRM is a provider of open source customer relationship management (CRM) software. They were founded in 2004, and have over 150 employees, more than 7,000 customers and half a million users.	Open source, SugarCRM offers four different subscriptions to meet the needs of small and medium-sized companies, large enterprises and government organizations. Offered in the Cloud or on-site, SugarCRM a world leading provider of open source CRM software.	Affinity 4, athenahealth, Axxes, Bord Iascaigh Mhara (BIM), Center on Asia and Globalization (CAG), Hillel: The Foundation for Jewish Campus Life, CAP'TRONIC
ThankQ	Access Group	N/A	Access Group acquired ThankQ in 2013. The company provides a range of software solutions including the Dimensions finance package for the not-for-profit sector. Prior to the acquisition, ThankQ had nearly 40 members of staff. They have provided software solutions to the not-for-profit sector for over fifteen years.	thankQ is a CRM software with configurable modules, specially designed for not for profit organisations.	Comic Relief; Royal College of Veterinary Surgeons Trust; Musician's Benevolent Fund; Charity Finance Group; Cera; The Foundation Friends of the Royal Botanic Gardens, Kew; Karuna Trust; Sanctuary Carr-Gomm; Cera; Animal Care Trust; Urban Saints; Keele University; Bakers Food and Allied Workers Union; Concern Worldwide; North Devon Hospice; University of Edinburgh, Rainbows Children's Hospice; Jewish Care, The Iona Community

About Adapta Consulting

At Adapta Consulting, we help you meet the challenges of change: processes, people and technology. We work exclusively with not-for-profit organisations, where our consultants bring a combination of deep systems knowledge and wide experience, gained over many years working at senior levels in the sector. We are completely independent and, in all our work, we set the highest professional standards to ensure we provide an objective service, adapted to your needs.

Further information

- Adapta Consulting's 'Adaptive Approaches':

    http://www.adaptaconsulting.co.uk/adapta-guides

- Adapta Consulting's online 'Knowledge Resources':

    http://www.adaptaconsulting.co.uk/adapta-knowledge

- Contact us on 020 7250 4788 or by email at:

    Iain Pritchard / iain@adaptaconsulting.co.uk

    Paul Sypko / paul@adaptaconsulting.co.uk

    Libby Hare / libby@adaptaconsulting.co.uk