

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

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.

Key to tables

The colour-coding used within the tables is as follows:

- Green = Membership focus
- Blue = Fundraising focus
- White = Commercial origins

Note that the colour-coding is provided for indicative purposes only; most of the systems are capable of supporting many types of organisations – including charities, membership bodies and commercial organisations – but are often associated with a particular sector because of their client base or because they have functionality that is particularly well developed and suited to that sector's needs.

Contacting suppliers direct

To receive a version of this guide that includes website and contact details of all the suppliers listed email Adapta Consulting at help@adaptaconsulting.co.uk

Package name	Made by	Resold by	Notes on company
<i>Key: Green = Membership focus; Blue = Charity focus; White = Commercial origins.</i>			
Affiliate	RedSky IT	N/A	RedSky IT was formed following a series of mergers and acquisitions. Formerly known as Ramesys, RedSky IT has also 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
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
Aptify	Aptify Inc	Pangaea Consulting	Pangaea is a UK reseller of Aptify, and has supported organisations in the not-for-profit and commercial sectors achieve dramatic business improvements in their use of Information Systems
Ascent CRM	Ciber UK	N/A	CIBER is an international systems integration agency supplying solutions to customers mainly in the private and public sectors
Blackbaud Enterprise 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, Offices in London, Glasgow, and Sydney. In January 2012, Blackbaud announced that it was acquiring Convio Inc, a leading provider of cloud-based CRM software, which has over 1,500 customers in the US, Canada and the UK, including 29 of the top 50 US charities, and 430 staff across the US and UK
Common Ground (discontinued)	Blackbaud (having acquired Convio in early 2012)	N/A	<p>Convio was founded in November 1999 using venture capital funding led by Austin Ventures, and was acquired by Blackbaud in early 2012. The company had headquarters in Austin, TX and now has an office in London. Convio has over 1,500 customers in the US, Canada and the UK, including 29 of the top 50 US charities, and 430 staff across the US and UK. Convio provides internet marketing and business management applications tailored specifically for not-for-profit organisations, and virtually all of its customers are charities, educational establishments, and political advocacy groups. In 2007, Convio acquired GetActive Software, then the second largest eCRM and CMS provider for not-for-profit profit organisations in the USA.</p> <p>In July 2011, Convio acquired Baigent Digital LLC (Baigent), a provider of digital strategy, design, technology implementation and online fundraising solutions to charities in the UK. Baigent had been working in the UK charity sector for over 14 years, with clients including Cancer Research UK, Action for Children and UNICEF UK. In January 2012, Blackbaud announced that it was acquiring Convio Inc, valuing the company at \$275m</p>
CiviCRM	CiviCRM	MTL Software Solutions Ltd	CiviCRM is created by an open source community coordinated by CiviCRM LLC. 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.

Notes on system	Illustrative clients
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 is a fundraising, membership and grants solution. It allows organisations to adopt Best Practice methods quickly and effectively for each business process it has	CBM UK (formerly Christian Blind Mission) the overseas disability charity, UNICEF UK, Mencap
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
Ascent CRM for Charities & Associations is a .NET based solution that allows charities to manage and interact with all of their supporters more efficiently and effectively	Oxfam GB, Help the Hospices, Samaritans, Migraine Trust, Christian Aid
Blackbaud CRM is a flexible, scalable and secure Customer Relationship Management (CRM) solution	Breast Cancer Care, British Heart Foundation, Oxford University, Greenpeace International, BirdLife International, Jewish Child's Day, Children's Hospice South West, Highland Hospice
<p>Convio Common Ground CRM provides small and mid-sized not-for-profits with a simple, easy to use, complete and affordable system that combines fundraising operations and constituent information. Common Ground CRM offers a complete social fundraising solution, fully integrating your supporter database, peer-to-peer fundraising efforts and providing exposure that via social media. All of Convio's software runs in the cloud, which the company claims is the most cost effective and efficient way for not-for-profits to leverage technology to transform processes and generate revenue.</p> <p>Following Blackbaud's acquisition of Convio, it was announced in August 2012 that the Common Ground platform would soon be discontinued.</p>	Catholic Charities of the Archdiocese of Miami; The Greenway Foundation; All Hands Volunteers; Humane Society of Williamson County
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	Amnesty International, American Friends Service Committee, Techsoup, Conservation Fund, Democrats Abroad, Frontline Defenders, Wikipedia

Package name	Made by	Resold by	Notes on company
<i>Key: Green = Membership focus; Blue = Charity focus; White = Commercial origins.</i>			
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
eTarget	Centrepoint	N/A	Centrepoint is a long-established supplier of CRM/MRM solutions to the NFP sector - the only sector in which they operate
iMIS 15	Advanced Solutions International (ASI)	N/A	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 15	Advanced Solutions International (ASI)	Fisher Technology	Fisher Technology started to implement iMIS in 1994. They support over 100 not for profit organisations in the UK
CARE NG	Advanced Business Solutions (formerly IRIS NFP)	N/A	<p>Advanced Computer Software Group purchased "Computer Software Holdings" (the holding company for IRIS NFP) on 1 March 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 solutions, and now has three divisions:</p> <ul style="list-style-type: none"> • Advanced Health and Care • Advanced Business Solutions (including IRIS NFP, Business Intelligence, Business Automation, scanning services, HR, Payroll, OpenAccounts, etc) • Advanced 365 (hosting and managed services). <p>The combined Group now has over 1,000 NFP clients, 2,000 staff and revenue of £200M (mostly UK revenue).</p> <p>IRIS, as it existed prior to the acquisition by Advanced, was formed following merger with Computer Software Group (CSG) in July 2007. Prior to that date, CSG itself had acquired several specialist software providers to the not-for-profit sector, including Integra in April 2001, Systems Team in 2004 (which itself acquired Minerva in September 2003), Consensus in April 2005, and Care in March 2006</p>
Charisma	Advanced Business Solutions (formerly IRIS NFP)	N/A	As above

Notes on system	Illustrative clients
e-mango provides an integrated solution that gives you control of both your website and your membership database in one easy-to-use 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
eTarget® is a purpose built Membership Management System designed for both Membership organisations and Charities. Since its launch in November 2005 eTarget® has been adopted by more than 45 organisations	Save the Rhino, British Healthcare Trades Association, ISPAL, LVSC (The London Voluntary Services Council), UKWA (United Kingdom Warehousing Association)
iMIS offers larger organisations contact relationship management (CRM), fundraising, web, and e-marketing capabilities in one upgradeable, web-based solution	EveryChild, National Kidney Foundation, American Postal Workers Union
iMIS offers larger 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, EveryChild
IRIS CARE is for medium to large charities & educational establishments. Used by many top charities, IRIS 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
IRIS Charisma has developed from being a relatively niche membership database into a Content Management System (CMS) that supports both fundraising and membership and integrates with CLAWS, a product aimed mostly at animal charities.	Popular with animal welfare charities; RNLI

Package name	Made by	Resold by	Notes on company
<i>Key: Green = Membership focus; Blue = Charity focus; White = Commercial origins.</i>			
IRIS Integra NG	IRIS NFP Solutions Ltd	N/A	IRIS NFP Solutions is part of IRIS, which claims to be the largest privately owned software and services company in the UK. IRIS provides web-enabled charity software, membership management, CRM and education solutions to over 1,000 not-for-profit organisations. They have 30 years of experience and over 100 specialist staff in the UK not-for-profit division. IRIS has 1,200 staff overall in the UK, servicing over 60,000 businesses. IRIS was formed following merger with Computer Software Group (CSG) in July 2007. Prior to that date, CSG itself had acquired several specialist software providers to the not-for-profit sector, including Integra in April 2001, Systems Team in 2004 (which itself acquired Minerva in September 2003), Consensus in April 2005, and Care in March 2006
Donor Strategy	Advanced Business Solutions (formerly IRIS NFP)	N/A	As above
Member Strategy	Advanced Business Solutions (formerly IRIS NFP)	N/A	As above
Luminate	Blackbaud (having acquired Convio in early 2012)	N/A	<p>Convio was founded in November 1999 using venture capital funding led by Austin Ventures, and was acquired by Blackbaud in early 2012. The company had headquarters in Austin, TX and now has an office in London. Convio has over 1,500 customers in the US, Canada and the UK, including 29 of the top 50 US charities, and 430 staff across the US and UK. Convio provides internet marketing and business management applications tailored specifically for not-for-profit organisations, and virtually all of its customers are charities, educational establishments, and political advocacy groups. In 2007, Convio acquired GetActive Software, then the second largest eCRM and CMS provider for not-for-profit profit organisations in the USA.</p> <p>In July 2011, Convio acquired Baigent Digital LLC (Baigent), a provider of digital strategy, design, technology implementation and online fundraising solutions to charities in the UK. Baigent had been working in the UK charity sector for over 14 years, with clients including Cancer Research UK, Action for Children and UNICEF UK.</p> <p>In January 2012, Blackbaud announced that it was acquiring Convio Inc, valuing the company at \$275m</p>

Notes on system	Illustrative clients
IRIS Integra is for medium to large membership organisations. IRIS 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	Communication Workers Union; numerous Royal Colleges; Institute of Directors; Institution of Structural Engineers; Royal Institute of British Architects; NHS Confederation; Retail Motor Industry Federation; World Federation of Advertisers; FA Premier League; Wine and Spirit Trade Association; Council of Mortgage Lenders; Fire Industry Association; Home Builders Federation; National Association of Pension Funds; National Pharmacy Association; Royal Society of Medicine; Energy Industries Council; British Retail Consortium, Incorporated Society of British Advertisers, National Association of Decorative and Fine Arts Societies, Arts and Business, Royal College of Pathologists, Royal College of Radiologists, National Association of Head Teachers, Girlguiding UK, General Optical Council, British Veterinary Association, British Mountaineering Council, Agricultural Industries Confederation, The British Dietetic Association, The Higher Education Academy, China-British Business Council, Association of School and College Leaders, British Bankers' Association, The Chartered Institution of Building Services Engineers, The Ramblers, Chartered Institute of Public Relations, Recruitment & Employment Confederation, British Educational Suppliers Association, Energy & Utility Skills, Investment Property Forum, 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, Finance and Leasing Association
Donor Strategy is for small to medium-sized charities and education. Over 300 organisations use IRIS Donor Strategy	Winston's Wish, George Müller Foundation (Mullers), Julia's House
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.	TBA
Convio Luminate 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. All of Convio's software runs in the cloud, which the company claims is the most cost effective and efficient way for not-for-profits to leverage technology to transform processes and generate revenue	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

Package name	Made by	Resold by	Notes on company
<i>Key: Green = Membership focus; Blue = Charity focus; White = Commercial origins.</i>			
Microsoft Dynamics CRM	Microsoft (with proprietary templates)	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
Microsoft Dynamics CRM	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 consist of financial management, CRM, managed services and software development in a variety of vertical markets including distribution, manufacturing, 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
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
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
Microsoft Dynamics CRM	Microsoft (with proprietary templates)	Silverbear	Silverbear Ltd are a software solutions company
Microsoft Dynamics CRM ("Tribe")	Microsoft (with proprietary templates)	TSG	TSG is a well-established provider of membership software to smaller organisations.
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
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
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
ProgressCRM (discontinued)	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. We have approximately 100 partners and 200 employees worldwide (Acquired Fisk Brett in 2008)

Notes on system	Illustrative clients
Microsoft Dynamics CRM is a software package developed by Microsoft. Out of the box, the product focuses mainly on Sales, Marketing, and Service (help desk) sectors	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 is a software package developed by Microsoft. Out of the box, the product focuses mainly on Sales, Marketing, and Service (help desk) sectors	Not specified, but claims to have over 150 implementations for business management solutions in the not-for-profit sector.
Microsoft Dynamics CRM is a software 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
Microsoft Dynamics CRM is a software package 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 and London Borough of Lewisham.
Silverbear's NFP team has designed and developed an online not for profit and fundraising software solution built on Microsoft Dynamics CRM framework	Business Link, Yorkshire Forward, Southend University Hospital NHS Foundation Trust, Advantage West Midlands
"Tribe" is a Microsoft CRM based product which is still under development and will replace TSG's popular "Enterprise MRM" system, for which support will be withdrawn after December 2013. Customers will gradually be encouraged to upgrade to Tribe.	Royal College of Ophthalmologists, Institute of Psychoanalysis, Institute of Translation and Interpreting
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 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
Pro-8 is a CRM solution designed specifically to manage all of the business functions undertaken by membership, charity and education 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 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
<i>Key: Green = Membership focus; Blue = Charity focus; White = Commercial origins.</i>			
SalesForce CRM	Salesforce.com	AppiChar	appiChar have been designing, implementing and supporting the technology for the not-for-profit sector for over 10 years. They support over 240 organisations and employ over 40 people
SalesForce CRM	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.
SalesForce CRM	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
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
Stratum	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
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
ThankQ	Access Group (formerly ThankQ and, before that, "ESiT")	N/A	In early December 2012, ThankQ announced that they were to be acquired by Access Group, a company that 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.
The Raiser's Edge	Blackbaud	N/A	Blackbaud is leading global provider of software and related services designed specifically for not-for-profit organisations. Founded in 1981, 22,000+ customers, in nearly every segment of the not-for-profit market, 1,900+ employees in five countries, Offices in London, Glasgow, and Sydney. In January 2012, Blackbaud announced that it was acquiring Convio Inc, a leading provider of cloud-based CRM software, which has over 1,500 customers in the US, Canada and the UK, including 29 of the top 50 US charities, and 430 staff across the US and UK

Notes on system	Illustrative clients
Salesforce.com is the world's number one CRM system with nearly 90,000 organisations using it and a 90,000 organisations globally, with a \$1.7 billion company behind it. It is a web-based platform	Fundraising Institute of Australia (Organisations that use Salesforce: WWF, The Cancer Council, American Red Cross, Barnardos, World Vision)
Salesforce.com is the world's number one CRM system with nearly 90,000 organisations using it and a 90,000 organisations globally, with a \$1.7 billion company behind it. It is a web-based platform	Unknown – new entrant to market to likely to have only a relatively small customer base in the UK at the time of writing.
Salesforce.com is the world's number one CRM system with nearly 90,000 organisations using it and a 90,000 organisations globally, with a \$1.7 billion company behind it. It is a web-based platform	Unknown – new entrant to market to likely to have only a relatively small customer base in the UK at the time of writing.
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
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
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 lascaigh Mhara (BIM), Center on Asia and Globalization (CAG), Hillel: The Foundation for Jewish Campus Life, CAP'TRONIC
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 Directors' 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
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 the baby charity, Action for Children, Royal College of Music, English National Opera, University of Glasgow, Children's Country Holidays Fund, National Museums Liverpool, Handel House Museum

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/Sayer Vincent 'Made Simple' guides:
www.sayervincent.co.uk/publications/made_simple_guides

In particular, the following guides may be of interest:

- Selecting package software: the adaptive approach made simple
 - Selecting package software: the formal approach made simple
 - IT strategy made simple
 - Business cases made simple
-
- 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