COUNCIL on FOUNDATIONS

Community Foundations Leadership Team

Review of Integrated Systems for Community Foundations 2009

Prepared by

Barrington Partners

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INTRODUCTION

Changes in the technology landscape

In 2005, Barrington Partners was commissioned to prepare a comparative review of the principal integrated software solutions offered to the community foundation field. This original study was published in September 2005 and was designed to provide a framework that might assist community foundations to best match vendor and system characteristics and functions to their needs. Since 2005, there have been a number of developments in the scope and sophistication of the systems offered and in the mix of vendors providing them. The Council of Foundations' Community Foundations Leadership Team and its Technology Action Team felt that these changes were of sufficient impact to the users and potential users of this software that an update was warranted.

Specifically:

- The mix of vendors offering a suite of system solutions has changed, primarily with Kintera being acquired by Blackbaud, and with the further development of Bromelkamp's offering to warrant inclusion.
- In the intervening period, each system's functionality has been further developed, with some vendors adding key modules such as Donor Management and CRM capabilities. Additionally all have had as a focus the expansion of web capabilities to provide improved 'communication' between the community foundations and their constituents and to increase the level of self service available to both grantees and grantors in information delivery and on- line transactions/ applications.

Two other changes to the vendors are worth noting:

- In the four intervening years, we perceive an increased level of confidence in both the financial stability of the technology vendors reviewed and their commitment to the community foundation field. As a consequence, we have not conducted a separate vendor due diligence review; instead we have included in the Company Overview section a request for an indication of capital structure/ adequacy.
- MicroEdge (FIMS and Foundation Power) has recently been acquired by Vista Equity Partners, a private equity firm. It is too soon for us to reflect any re-evaluation/ confirmation of the strategy for these important offerings.

Objective of the Review

The review is designed to assist community foundations in the selection of an appropriate integrated technology solution, or selected components of it, to support their operations. The consistent format used for each vendor enables a side-by-side comparison of features between each system to determine whether they support the key needs of a foundation and warrant a more detailed evaluation.

The review is in a similar format to our initial review published in 2005; however we have expanded and clarified certain sections. Also, it was felt by several vendors that the 2005 report introduced some confusion by including pricing information, and so for this update pricing is not completed for most vendors.

The selection of a technology partner is an important decision. The potential benefits to foundations are large both from the material improvements offered to the efficiency of the operation but also the benefits to the front office in solicitation and matching by providing tools, analysis and data to support the process. Likewise the commitment in terms in terms of financial outlay, distraction and resources required is significant and should be weighed in any decision.

The aim of this report is to:

- Provide some information on the vendor's organization: size/ experience/ and availability of development/ support staff; company financials;
- Provide a snapshot of the functionality of each system, and the short term release plans;
- Provide information on each system's technology, its architecture, and licensing/ operating options;
- Validate the accuracy of the information provided for each system by conducting interviews with the system's clients.

Methodology

Four vendors with five system solutions, Blackbaud, Bromelkamp, MicroEdge (FIMS and Foundation Power) and Stellar Financial, were approached to be included in this review.

The questionnaire developed for the 2005 was updated using issues learned from that review and subsequent review and discussion with the current vendors. The agreed 2009 version was sent to each vendor for completion.

The responses were discussed with each vendor, edited and revised a number of times with further expansion/ clarification. The vendors provided two clients of their systems as references. The referees were sent the completed questionnaire and interviewed to get their commentary on the appropriateness of the vendor responses and their experience of the system and services provided. The clients' comments were edited, consolidated and agreed to by them before being sent to the relevant vendor and included in the final document.

How to use this report

Barrington Partners has assisted a lot of clients through the RFP process to select systems and services. The structure of this research reports follows through on that process.

Our suggestions are:

Look at the base questionnaire and use this as a template to prioritize what is most important to your organization. Ask yourself and colleagues, what are our major challenges in supporting current activity and in future plans, what would help most? Some organizations benefit in asking core staff to score each area of functionality in terms of relative importance and amalgamating these across the organization.

Ask yourself and your colleagues, should we look for a system that matches our current practices, or is this an opportunity to look for a system that can help us improve those practices?

Detailed requirements are important, but it is valuable at an early stage to use the report to match each vendor's key strengths and weaknesses against your requirements.

As important as required functionality is the fit with the approach of the vendors. Please look at the outline grid below and also read the user commentary as these give important insights into what it is like to be a client of a particular vendor.

Observations

Observations Across Functional Components				
Blackbaud	**Bromelkamp**	**ME- FIMS**	**ME- FP**	**Stellar**
Large and stable provider in not-for-profit market. Fairly new to the CF market, but is now quite knowledgeable Very high marks in customer support – responsive and knowledgeable staff, listens to clients Good integration with Fusion's GrantedGE but data integration not seamless. Primarily aimed at mid/ large foundations	Smaller company that is stable and long serving to the CF market. The support and development staffs are approachable; know the CF business, good at needs assessment and timely response. Use of MS Access allows in-house customization, system intuitive. Not as scalable as SQL Server Primarily for the small to mid-sized foundations	Recent acquisition of MicroEdge. The core components are 'bulletproof' and 'stable' and the accounting is very thorough. Overall support has improved with good response to critical issues. Good overall functionality, event management being strengthened, lags in web applications. Lion's share of smaller foundations. Small and midsized foundations.	Recent acquisition of MicroEdge. Not stable at CEO level – need consistent strategy, have deep CF experience Clients that drive FP in both understanding their needs and push the process are very happy with support. Functionality of core modules is good, For large foundations that require extensive customization. Tends to be expensive.	Has clearly developed its understanding of the CF market. Very strong customer support and deliver developments on time Flexible accounting core, daily valuation, is in development of CRM. Truly integrated solution with single relational database Primarily aimed at mid/ large foundations

The above observations were drawn both from the vendor responses and the client commentaries.

From the client interviews, we had two general observations –

- While the review looks at integrated solutions, frequently the clients didn't utilize certain modules either because they could not be cost-justified or the client found better value with key components from other vendors.
- Respondents found their peer's willingness to provide feedback and advice to be very helpful when facing a systems or services vendor selection. This leverages the real world experience of other community foundations of the selection and implementation process and the systems' strengths and weaknesses,

Acknowledgements:

We want to thank the vendor staff for the time they provided in completing the questionnaire and in the follow up calls, and particularly their focus on providing information on capabilities and not requiring us to wade through marketing/ sales padding.

We also received valuable insights from the users of the systems who acted as referees. They read the documents and in our interviews provided open dialogue of their experience. They are to remain anonymous but we want to thank you for your input and your time.

Lastly, we thank the Council on Foundations' Community Foundations Leadership Team and their Technology Action Team who recognized the usefulness of this report and supported its update.

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The Raiser's Edge, The Financial Edge, GrantedGE, Nonprofit Central, NetCommunity

1. CORPORATE SCOPE

Company Overview

Company history
Office locations
Staffing levels
Ownership
Types and size of institutions served

Blackbaud began as a one-room office above a storefront on Long Island. At the time, there were three employees, six customers and annual revenue of $86,000. The first program that was developed by Blackbaud was a Student Billing program. It was designed for the Nightingale Bamford School in NY in 1981.

The company's suite of software products and consulting services currently supports more than 22,000 nonprofits around the world. Today, the company has over 1,800 employees worldwide and generated annual revenue of $302.5M in 2008.

Blackbaud is a publicly traded company listed on the NASDAQ under ticker symbol BLKB. Blackbaud is headquartered in Charleston, SC with international operations in Canada, the United Kingdom and Australia.

	Total Staff	Notes
Product Management	350	
Operations	250	
Technology	360	
Customer Support	860	600 in Professional Services, 260 in Customer Support

Blackbaud is partnering with Fusion Labs, a Strategic Application Partner, to utilize the functionality of their product GrantedGE,

The Fusion Partners have worked together for over twenty years; Fusion Labs is private, and the latest re-incarnation of a successful venture in IT Consulting and Managed Services. They service non-profit Private/Public and Community Foundations

The GrantedGE group is an autonomous group with Fusion Labs and consists of 25 personnel. However, the group can 'draft' in resources from the main company when required.

Headquarters location: 15770 Dallas, Texas 75248 214-739-5454

GrantedGE	Total Staff	List # staff by location
Product Management	7	Dallas
Operations	8	Dallas
Technology	5	Dallas
Customer Support	5	Dallas

Functional Overview

Note in each box the module/system that provides the functionality

CRM	**The Raiser's Edge**
Opportunity Management	**The Raiser's Edge**
Donation Management	**The Raiser's Edge**
Fund Accounting	**The Financial Edge**

<table>
<tr><th colspan="2">BLACKBAUD INC.; SOLUTION FOR COMMUNITY FOUNDATIONS
The Raiser’s Edge, The Financial Edge, GrantedGE, Nonprofit Central, NetCommunity</th></tr>
<tr><td>How are modules or systems integrated?</td><td>
<table>
<tr><td>Investment Accounting</td><td>The Financial Edge</td></tr>
<tr><td>Grants Management</td><td>GrantedGE – Grants Management System</td></tr>
<tr><td>Donor/Program Matching Tools</td><td>Nonprofit Central</td></tr>
<tr><td>Publication of System Data Online</td><td>Net Community for Foundations (NetCommunity)</td></tr>
<tr><td>Website Content Management</td><td>NetCommunity</td></tr>
<tr><td>Web Communications</td><td>NetCommunity</td></tr>
<tr><td>Web Self Service (Transactions/Actions)</td><td>NetCommunity + PROFFER</td></tr>
</table>
Each component has its own database which is synchronized with other component databases. Some financial data (e.g., Journal Entries) are batched for posting to the General Ledger; non-financial data are updated in real-time to all databases.
User comments included the following:
Both users thought that ‘coordinated’ was the term that applied to data integration – it was not seamless especially with reporting. Both had effective workarounds, one said there was still ‘some double-entry’
One user uses the Business Intelligence data warehouse to query all other databases and normalizes the data, ‘it is more user friendly than CrystalReports’.
The other has set up business processes so they duplicate data in FE/RE to ease reporting.
One user was especially complimentary of Fusion as having been effective in using the Blackbaud API to integrate with FE/ RE and transactions processing in GE and this had ‘morphed’ into Net Community.
</td></tr>
<tr><td>New & Noteworthy
Major Product Enhancements; those recently operational with clients, and those due to be in operation with clients in next 12 months.
Strategic Initiatives</td><td>
Over the past 2 years, Blackbaud has released NetCommunity for Foundations, fund accounting and allocation tools specifically for Community Foundations, and Nonprofit Central a searchable online database that connects potential supporters to nonprofits.
NetCommunity for Foundations provides a donor/stakeholder portal. Blackbaud also developed allocation tools for community foundations to offer more capabilities around investment allocation, unitization, spending policy calculation, rebalancing, and fees. Nonprofit Central is Blackbaud’s searchable online database that connects potential supporters to nonprofits, first implemented in May 2009. Along with financial information from the IRS, Nonprofit Central also provides the ability to set up a detailed profile of programs, finances, and results.
Major Product Enhancements are available on an approximate 3 month schedule. Clients are not required to load every release and may wait through several smaller releases until a major release is available. Product Enhancements are requested and designed by a Special Interest Group comprised of 60+ foundation members.
A recent initiative is GrantedGE’s PROFFER module, an integrated set of web application pages that provides increased online web functions and
</td></tr>
</table>

currently focus on grant (competitive proposals and scholarships) applications submission, committee review/ rating and outcome/goal evaluation and feedback. The PROFFER module is fully integrated with the GrantedGE system.

User comments included the following:

One user understood the GrantedGE initiatives were a separate application called Proffer that users may purchase. Proffer, released in 2Q09 is a web tool designed to work within NetCommunity that can custom build applications for the front-end of GE

The other user commented that both Fusion and Blackbaud are effective in getting clients engaged in the development process. Fusion started the SIGs and now it's expanded to users of other parts of the Blackbaud solution.

2. ARCHITECTURE AND DEVELOPMENT

Overview of Each System Component

Architecture
Operating Systems
Database and data access
Technical environment
GUIs and web access

Consistency between systems
Database single/ multiple?
Restore/Data back-up

X	Single Sign On

The Blackbaud solution for Community Foundations is made up of **Financial Edge**, **Raiser's Edge**, **Fusion GrantedGE**, and **NetCommunity**.

All Blackbaud systems employ 3-tier architecture: Application Layer (User Interface); Business Object Model; and database layer. The APIs are in the business object layer. Each component has a separate SQL server database that allows most components to be purchased and operated independently.

The Raiser's Edge and **The Financial Edge** are primarily written in Visual Studio with some new functionality in .NET. The **NetCommunity** product is written entirely in .NET.

Raiser's Edge, Financial Edge and GrantedGE support single sign on using Windows authentication credentials

The Blackbaud Management Console manages attaching and detaching databases, back-up and data restore. This is included as part of the base installation of either **Raiser's Edge** or **Financial Edge**.

GrantedGE

Currently Client/Server architecture that also supports thin-client computing via Microsoft Terminal Services or Citrix thin-client tools.

Windows operating systems at server and desktop level. Microsoft SQL Server 2008 (backward compatible to 2005).

User comments included the following:

One user understood that new versions of the software will require SQL 08

Both users said that GE uses the APIs to auto log you into FE/RE to access data but not vice versa. Always need separate logon for NC.

User Security all Components

Types of Security ASP, Permissions, Audit, Implementation

Audit Trail Reporting

Security is controlled through permission tables for each module that allow a client to set up an individual or a group with permission levels that give access to 'read only', 'add', 'edit' and 'approve'. This 'permissioning' can be tailored to specific menu tabs, processes, and modules. Record locking and alerts are provided at an individual record level.

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X	Date/Time Stamp
X	Track by user ID
X	Track changes
X	Track data by type of activity
X	Track data by date
X	Secure individual records

NetCommunity has its own permissions table. Users can be designated by region, or groups(s) within group(s).

Changes to some fields in the database are tracked by type of activity (such as new entries, new changes, views, etc.). Various other data elements (such as the donor fund record) also have date ranges to see changes over time. Users can conduct date range searches for changes to specific fields of interest.

All transactions are date and time stamped with user ID and there are full audit trails that can include the session level. To retrieve and report on activity: receipts/ transactions/ disbursements/ approvals, users may use the query wizard. The query wizard is part of the base system functionality and provides access to each field in the database.

User comments included the following:

One user thought that the tracking of changes was a weakness – that it was 'at a high level in GE, some in FE, none in RE, and while all changes were recorded in NC it did not show what changes were made'.

The other user however stated security was much more granular and thorough than their previous software solution.

Workflow Processing Across Modules

X	Dashboard for tracking transaction/ data status
X	Track transactions
X	Workflow tool that notifies/ queues transactions by operator
X	Reporting/ inquiry

Each user can customize their homepage to provided shortcuts and reflect all the tasks that they regularly perform. Any process, inquiry, or report can be saved as a "Favorite" on the home page to allow for single click access to queries, reports, or processes.

Dashboards for data tracking are user-configurable and available for the **Raiser's Edge** and **Financial Edge**. **NetCommunity** features some inherent data tracking capability for workflow, gift processing, mail processing, event and volunteer tracking, etc. For online tracking, many clients use "Google Analytics" (third party software) to track online trends. Online activity can also be viewed and queried directly from the constituent or fund-holder record in **Raiser's Edge**.

All transactions are tracked through the system and assigned to the next outstanding task. When a user logs on or refreshes their screen, all transactions awaiting activity by a person with his/her permission will be displayed and can be grouped on the dashboard. Record locking and alerts are provided at an individual record level.

Queries are wizard-driven and in plain English – no programming knowledge is needed. Users can drill-down from query results into the underlying record set. Users can also drill-down from the General Ledger to the sub-ledgers that hold the source documents. Users can categorize, view and print the status of transactions. The function improves reconciliation for finance since any debit or credit in the general ledger can provide access to the original document in a subsidiary ledger. If documents are scanned online, the user can view the supporting documentation directly on the media tab on all record types except transaction records. More comprehensive options for document management are available through PaperSave, a 3rd party product sold through Blackbaud

<u>GrantedGE</u>

Transactions may be tracked through workflow functions configurable at

	template, task, outcome and status levels. Full Query and Reporting functionality at workflow task level User comments included the following: One user thought the workflow query and reporting functionality was not truly present in GE as it is not wizard driven or drag-n-drop. 'You have to know SQL coding to query on that database'. However the wizard for queries in the other modules was 'very useful'. The other user is starting to use and likes the dashboards, that the favorites and queries are really empowering users; very flexible and easy to cross-train across RE/FE (less so GE)
Functionality Release Schedule & Details Release schedule Plans for next 2 releases Documentation availability Defining and prioritizing system enhancements	New releases are scheduled every 1 month, with documentation regarding new functionality and any issue resolutions. Major releases are scheduled every 3 months with full documentation on 'What's New' Special Interest Group (SIG, personnel comprised of 60 foundations) request/define/prioritize enhancements. **User comments included the following:** Both users skipped releases that don't include something they need. The majority of fixes don't deal with community foundations. Each application has its own SIG. There is so much activity that this moved from the SIG to the GE users group.

3. SYSTEM VENDOR SUPPORT

Help Desk/Documentation

Hours of availability
Size of staff/ tenure
Problem tracking system

X	Context sensitive help
X	Web-based help (on-line chat system, email, etc)
X	Electronic User's Manual
X	Hard copy User's Manual

Blackbaud offers online support available 24/7. This includes a Knowledgebase, FAQs, User Guides, and the ability to create a case online. Knowledgebase case history has been built over several years from cases created online and through phone support. When a client creates a case online, they can track status and choose their preferred method of communication (ie. email, phone call, etc) Support can be contacted from 8:30 a.m. to 8:00 p.m. ET, Monday through Thursday and 9:00 a.m. to 8:00 p.m. ET on Fridays, excluding holidays. Extended Support hours are available depending on the level of support purchased.

Blackbaud's support team is made up of over 300 professionals with an average tenure of three years.

Blackbaud analysts follow the following procedures to troubleshoot reported issues:

- Check resources, such as Knowledgebase, F1 Help? , and the User Guides.
- Test the issue using sample data
- Consult a product specialist (team manager)
- Consult the product support leads, who serve as escalation points for software design questions and program-related issues.

GrantedGE

	Help Desk available by phone 8:00 a.m. to 5:00 p.m. CT, Monday through Friday on standard business days Use internal On-Time Issue Tracking system with automatic issue escalation. Have 5 staff that respond to normal issues with 2 technical staff to handle level 3 escalations. Share Point site with user forum available Electronic User Manual (with hard copy available on request) **User comments included the following:** Both users thought the online help 'Knowledgebase' was an extremely useful and user-friendly tool. Blackbaud has formed a special help desk task force specifically for Community Foundations. Very professional, good at listening and prompt in responding. One user however thought that for GrantedGE had very little documentation available, is a one-person call center and did not provide consistent response. Also that the SharePoint site was not easy to navigate.
Training and Conversions Number of dedicated training and conversion staff Describe implementation (i.e. duration, training, approach)	Training and Conversions are a collaborative effort between Blackbaud and each Community Foundation. Staffing decisions for each project are made when the project is scheduled based on project scope, duration, and resource skill set and availability. Blackbaud's professional services team includes former Big 4 consultants, PMI-certified project managers, former CFOs, CPAs, and experts on Blackbaud technology. Blackbaud's FOCuS (Fast On-time Customer Success) Methodology provides a structured approach to managing each customers project while being flexible to consider unique requirements. The four phases comprise: *Define and Plan* — Blackbaud and the customer work to define the solution requirements, plan the project timeline, and determine project resources. *Design* — Create and validate system configuration and business processes. *Build and Test* — Blackbaud builds and tests the solution. Data conversion and business processes are validated and evaluated. *Deliver and Support* — Roll-out to the entire user community, end users are trained, and both end users and system administrators are provided with comprehensive live, production environment support. Throughout each phase, FOCuS also provides consistent support of several areas that are critical to the success of the project. These areas include: • Project and Quality Management • Change Management and Training

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	• Technology Solutions, including:
	  • Data Conversions
	  • Infrastructure
	  • Customizations
	• Business Process Alignment
	
	An Engagement Manager pulls together all required resources and heads a conversion/implementation/training team to implement our projects. Generally, these implementations are 9-12 months in duration, sometimes more. Training tends to occur onsite, but there are several other options available, like classroom training at regional locations or at Blackbaud University, located at our headquarters in Charleston, SC.
	
	GrantedGE
	
	The implementation team consists of 1 implementation consultant, 1 data conversion technician and a trainer with implementation normally taking 1 week of test implementation and configuration, 2 of weeks data conversion and testing, 1 week training before go-live.
	
	User comments included the following:
	
	One user said that the training for the conversion was excellent. Neither user had used the Blackbaud services, and had had mixed results – both said many problems were self inflicted. Consistently both suggested that a Foundations budget should provide for professional services and to have an in-house project manager as the software is not plug_and_play.
	
	One user added that initially BB didn't necessarily understand nomenclature and processes in CF world but had made great strides in the past two years.

Programming Support Number of development staff handling core functionality Number handling ongoing client support	Blackbaud's product development team consists of 360 employees and the support team consists of over 300 employees. **GrantedGE** 1 designer, 1 senior developer, 2 developers, 1 report developer, 1 tester, 1 documentation person, 1 support technician **User comments included the following:** One user considered support to be not inexpensive, but very good. The vendor had made changes to plug shortcomings in the core product for CF world, and this was on their own dime. Fusion Labs has been very supportive in providing solutions not only for GE but also with integration with FE/RE The other user 'Would love for the GE team to be larger'.
4. INTRA-ORGANIZATIONAL CAPABILITIES	
Development	
Personal Profiles (CRM)	
Contact Management	The **Raiser's Edge** CRM capability has a central dashboard for a user to

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X	Multiple Locations, Email, Demographics	
X	Custom Name Forms	
X	Moves management and address changes	
X	Charitable Interests	
X	Links between contacts	
X	Household modeling	
X	Roles Alumni, Board Members, etc	
	Status expired, grace, current, lapsed	
X	Communications Preferences	
X	Professional Advisors	
	Volunteers	
	X	Interests and availability
	X	Association of actions to solicitations
	Case Management	
	X	Call reporting
	X	Dashboard/ Query
X	Singe separate database	

oversee all aspects of their client's information. Users can also access financial records through the CRM.

Constituent records storing unlimited emails, addresses and other pertinent contact information are tracked in Raiser's Edge and may be linked to funds. . There are drop boxes for custom salutations. Charitable interests may be tracked either through a constituency code or a constituent or fund attribute, and multiple interest fields can be selected.

Household modeling is available through the 'relationship view' Clients

Wealth modeling is possible through tie-ins to Blackbaud Analytics, ProspectPoint (which identifies categories of potential donors and appropriate asking levels) and Wealth Point (which appends publicly available financial information on individuals); these wealth modeling utilities can be integrated with the system at additional cost.

Roles can be assigned through constituency codes defined by the community foundation. While there is no limit to use of constituency codes, examples include Board Member, Volunteer, Donor Advised Fund Holder, Donor Advisor, Successor Advisor, Grant Committee Member, and Field of Interest, etc. A key feature is the ability to have start and end dates for roles to maintain both current and historical information in the system. Reports, queries, and mailings can be filtered by constituency codes and these codes also drive the targeted content that is pushed to stakeholders when signed into NetCommunity.

No direct status assignment capability exists, although some clients use attributes or constituency codes to track donor status. Users can set 'Action Reminders' or set up the database to produce flags after periods of inactivity.

Professional advisors can be tracked as a constituency code and relationships to various donors can be tracked through the relationship functionality. They can then be linked to donors in the database and offered targeted content through **NetCommunity**.

Case management capabilities are mimicked through "Action Tracks'. The constituent record also holds case management type information.

Custom screens/content are available for specified end-users, using a prompt-driven wizard to create additional tables and fields as needed.

Raiser's Edge also offers a web-based extension (RE: Anywhere) to furnish remote development personnel a method to update constituent information over the Web.

User comments included the following:

One user said that 'This is what drew us to Blackbaud in the first place. It's a real strength'

Reminders

X	Activity Management tracking
X	Export to Outlook

'Action Tracks' is a solution feature that allows clients to customize a relationship workflow to set actions and stages in the process for courting a new major donor. Reminders can be displayed in an Outlook calendar or on the user's home page of **The Raiser's Edge**.

For example **The Raiser's Edge** can schedule the timeline for a new prospect receipt of a phone call, a newsletter, and a "Hello" letter it can send a reminder to the appropriate solicitor through Microsoft Outlook and record the actions on the Action tab of the individual record.

Solicitors can track information about each action through a Notes feature on the Action tab. Users can then query and report on actions and the action history of prospects and donors.

Event Management planning/ tracking

X	Track invitees/ attendees etc
X	Mailing to groups
X	Track event results

The Event Management Module includes the capture of invitees, respondents, attendees, costs, donations and seating plan arrangements, etc. Features include the ability to "drag and drop" attendees to different tables and seats, print-out seating charts and placards, etc. Event invitations can be sent via email and participants can sign-up to participate.

Users can configure dashboards to receive up-to-the minute analysis of event performance, including budget- to-actual tracking. Actual expenses from The Financial Edge are included in event reporting.

Opportunity Management

X	Leads Tracking
X	Campaign Management
X	Pipeline Automation
X	Progress Reporting

Internal staff can be assigned to leads and their progress monitored. Supervisors are able to use a dashboard query panel to pull reports on subordinate activity. Prospect pipelines can be tracked as prospects are moved through a user pre-defined "moves management" process. You can set targets, delegate specific leads to others, and visualize progress against targets.

Campaign management provides a high-level overview of funds being raised for specific campaigns. Reporting options allow users to drill down to detailed information about a specific campaign as well as see how funds roll-up into campaign initiatives.

User comments included the following:

One user summarized as 'good functionality'

Information Access from CRM

X	Operations
X	Donor Service Personnel
	Other

All information in the operations and donor components is viewable from the CRM screens, if permission has been assigned.

Donation Management

X	Gift Processing
X	Pledge Management
X	Donor Directed
X	Batch entry for volume
X	Track complex gifts
X	Reminders/ pop-ups
X	Set-up auto payment by amount/ percentage

Complex gift restrictions and conditions can be tracked in **The Raiser's Edge**.

High volume gifts can be batch-entered through a spreadsheet style multiple entry screen.

Users can also print a scannable barcode on appeal cards, pledge reminders, membership renewals and phone-a-thon forms to expedite data entry when they are returned. Actual associated expenses from the financial system are available automatically.

As a new donor fund is created in **The Raiser's Edge**, the user has the option of telling the system to create an additional fund record in the general ledger.

Individuals who have elected to have a foundation included in their estate plan can be tracked and viewed under the 'Planned Gifts Tracker'.

Automatic deductions of pledge payments can be setup as recurring payments or pledge reminders. Recurring Giving is another available option

<table>
<tr><td></td><td>to support automatic payments.

User comments included the following:

One user enters 99% of gifts through the batch entry feature.</td></tr>
<tr><td>Donor web functions supported/ encryption</td><td>See below for NetCommunity information. NetCommunity customers are required to get an SSL certificate, which can be applied to any pages that include secure information. Specific components like passwords are encrypted in the underlying database.</td></tr>
<tr><td>Online Self Service FAQ

<table><tr><td>X</td><td>FAQ?</td></tr><tr><td>X</td><td>Donor Services, enrollment?</td></tr><tr><td>X</td><td>Donor/ Program Matching</td></tr><tr><td>X</td><td>Donor Advised Fund Grant Disbursements</td></tr><tr><td>?</td><td>Donor Services, accounting reporting</td></tr></table></td><td>NetCommunity provides a framework to manage the Website and provide targeted content to specific stakeholders. Security and user roles are determined by the profiles and relationships set up in The Raiser's Edge. NetCommunity also supports the matching of content like articles and events to a donor's field of interest and has email and eNewsletter blast capabilities. Donors have online event registration, membership renewals, donations, profile and address updates, field of interest updates, and surveys.

NetCommunity supports Web 2.0 through a variety of tools such as online collaboration, blogs, and social networking sites. Foundation staff can produce reports to see how users utilize the website and can respond to emails directly.

Donors and other stakeholders are able online to view fund balances, gift/grant history and fund statements, and make grant recommendations. Competitive grant and scholarship applications are available through a GrantedGE add-on. NetCommunity interacts directly with Raiser's Edge, Financial Edge, and Raiser's Edge. For example, a grant recommendation flows directly into GrantedGE and can then generate a payable in A/P once the request is approved.

For Donor/Program matching Nonprofit Central is a searchable Website that connects donors to nonprofits, provides nonprofit financial information from the IRS, and allows potential grantees to set up a detailed profile of programs, finances, and results.

User comments included the following:

One user said that they run their website on NetCommunity and just successfully handled 8,000 donations in a single day, 5,000 in 15 minutes.</td></tr>
<tr><td colspan="2">Operations</td></tr>
<tr><td>Fund Profile</td><td></td></tr>
<tr><td>Profile Info

<table><tr><td>X</td><td>Business Rules & Administration Instructions</td></tr><tr><td>X</td><td>Fund Categorization Codes</td></tr><tr><td>X</td><td>Informational fields, comment fields</td></tr><tr><td>X</td><td>Spending Policy Setup</td></tr><tr><td>X</td><td>Fee Schedule</td></tr><tr><td>X</td><td>Ability to compare fund features</td></tr></table></td><td>Fund categorization codes exist for fund types and fund attributes in Financial Edge. Fund relationships – donors, professional advisors, descendants, beneficiaries and grant recipients can all be linked to a fund.

Investment restrictions and designations are captured on the fund record for processing in Financial Edge. This includes specific rules for investment income allocation, fees, spend policy, and rebalancing. Allocation rules can also be defined at various levels in a hierarchy that groups like funds</td></tr>
</table>

X	Investment Instructions	
	Documentation	
	X	Agreement
	X	Correspondence
	X	Phone logs
X	Beneficiaries	

together. The system can provide warnings if funds fall outside of the specified rules defined by the organization.

Actual donor agreements can be scanned and attached to the Media tab on each donor fund. Notes functionality enables transcriptions on specific instructions, conversations or amendments. Correspondence is tracked as Notes either on the donor fund record.

Functional Coding

X	Constituency
X	Geography
X	NTEE

Beneficiaries can be tracked using relationships between funds and constituents. Planned gifts (and thus beneficiaries) can be tracked and can generate Net Present Value (NPV) around planned giving.

NTEE codes and other functional codes can be defined on the organization records.

Life Income Plans

X	Life Income Successors
X	Charitable Beneficiaries
X	Payments Agreement
X	Reserve Requirements

Life Income Successors and Beneficiaries are simply defined as relationships on the record for easy query and identification. Payment Agreement documents can be scanned and linked directly to the record for historical reference. The reserve requirements and other fields pertaining to life income plans can be tracked within the system.

Financial (query)

	Market
	Transactions

User comments included the following:

One client said that their accounting team was unaware that the investment restrictions and designations functionality existed, 'yet we've asked for it'.

The other user was initially concerned that FE would not be able to replicate their prior 'feature rich' accounting processes – but found out they were able to match virtually everything. They gave up some automation of rebalancing and allocations and do a few things outside the system to massage data and then re-import. They also use some workarounds rather than purchase additional features, but were happy.

Fund Accounting

Record Keeping

X	Classification of accounts
X	Statement production method
X	Pool vs. Fund levels, method

The chart of accounts is user-configured and foundations may define up to 10 segments in their account number, for a total account number length of 30 digits. Using this schema the system can automatically create accounts and subledgers.

Blackbaud builds fund statements specifically for each community foundation. Statements are produced using Crystal or Microsoft Reporting Services and may be viewed online.

The solution provides for either pool or fund method processing and reporting.

User comments included the following:

One client said it provided useful flexibility in how they segment their accounts

Financial Management

X	Spending policy
X	Budget Modeling

Spend policy calculations are accomplished through allocation tools in The Financial Edge. Budget modeling and forecasting are supported through Blackbaud's budget management tools. Foundations can choose to budget or forecast at a variety of levels including department, fund, employee, and

X	Forecasting	event. The Foundation can track an "unlimited" number of budget scenarios within a given year which can be useful for "what-if" analysis. All financial statements in The Financial Edge provide the ability to include budgets. **User comments included the following:** One client commented that what they had used in the budget module so far was great. The other was unaware that FE includes the spending policy functionality that they had been looking for.
	Administrative Accounting	
X	General Ledger	The solution includes subsidiary modules like Accounts Payable and Accounts Receivable. EFT is supported for payables and receivables.
X	Receivables	
X	Payables	
X	Electronic funds Transfer	
X	Alerts and Notifications	
	Internal Controls	Users can drill directly from a debit/credit journal entry down to the "source document". Reports and activity can be summarized in the G/L while users have access to the lowest level of detail. Specific controls and reconciliations are in place for receipts, disbursements, and investment cash flows. A bank reconciliation tool allows the organization to load a cleared checks file from the bank to speed up reconciliation. **User comments included the following:** One client said this was a 'great feature'
X	Receipts & disbursements	
X	Investment Cash Flows	
X	Automated reconciliation with banks	
	Integrated Investment and Trust Accounting	
	Investment Management	Users may specify pool allocation targets at an overall fund portfolio level or at the individual fund level. Investment rebalancing can be set up to rebalance cash and short term investments to replenish cash after grant making separate from investment rebalancing of longer term investments.
X	Investment Objectives	
X	Rebalancing	
	Trade Order Management	
	Inv. Manager Admin	
	Investment Accounting	Users can track cash available and provide a valuation of holdings. Fund holders can view fund balance and available to spend values online. Balances can be tracked separately at the fund level. The system can track permanently and temporarily restricted and unrestricted assets. The system supports unitization or average daily balance for allocation methods. **User comments included the following:** A client commented that they believed that you need to have Business
X	Daily Availability (cash, investment amount)	
X	Holdings	
X	Principal/Income	
	Restrictions (book)	
X	Unitization	

	Intelligence to be able to view 'available to spend' in NetCommunity for all funds. They also believe that Unitization requires the purchase of the Advanced Allocation module.
Transactions X Sales & Trades X Dividends X Additions X Disbursements X Gains/Losses	The system can capture information on sales and trades vs. cash movements. It shows underlying investment activity and calculates gains losses.
Program	
Grantee Profiles (CRM) X Organization Profile X Organization Targets X Organization Documents X Organization Financials	The amount of data that can be included in profiles is limited only by the physical capacity of the storage medium. **User comments included the following:** A client commented that the vendor had not done full justice to the features in the profile section – specifically the Online Donor Portal is real time, with straight-thru processing to back office. Also they haven't captured the full flavor of the functionality.
Grant Management Online Profile and Account Management X Capture Application Elements as Data X Use of Standard Schema X Nonprofit Coding Management X Online Application X Tracking and Status of Application X New RFP Creation	GrantedGE is able to handle multi-level coding structures as well as multiple codes per grant, organization, donor, etc. The system currently has a fully configurable RFP capability and will be able to publish searchable RFPs online. **User comments included the following:** Both clients believed the on line components were part of Proffer, but neither use it.
Manual Applications X Unsolicited X Designated X Discretionary	
Review and Approve X Workflow function X Query & Reporting X Use of email for notifications	The workflow can be configured by grant type or for individual grants if necessary
Grantee – Web Access	
Nonprofit Profile and Account Management	**Nonprofit Central** is a searchable online database that allows nonprofits the ability to set up a detailed profile of programs, finances, and results

BLACKBAUD INC.; SOLUTION FOR COMMUNITY FOUNDATIONS **The Raiser's Edge, The Financial Edge, GrantedGE, Nonprofit Central, NetCommunity**	
Online Self Service FAQ	Not available.
Volunteer/Board Self Service Portal, Grant Review	
Budgeting X Forecasting X Encumbrances Payouts X Scheduling X Multi-period Payments X Requirements for payment X Track receipt/ hold payment	The Budget Module can provide actual versus budget variance reporting. Program officers are able to see available fund balances and encumbrances where a grant is approved. The user can be notified when outstanding requirements are scheduled for payment. Information can be viewed through a report or email reminder.
Scholarships	
Accountability X Grant Conditions X Grantee Performance X Impact Analysis X Compliance	GrantedGE allows grant conditions to be tracked at both the grant and payment levels. Grantee performance and impact analysis is currently tracked through text fields, but is being modified to allow 1) grant outcomes/objectives to be tracked through measurements and 2) validated through online data capture. Compliance of organizations is done through research links to online databases. .
Context	
Personal Tools X MS Office X Reporting X Email X Document Management	The integrated solution works with MS Office tools, including MS Outlook. Reporting is available through record lookup, query, canned reports, and dashboard. Documents can be scanned directly to records in the solution. The PaperSave electronic document management product also integrates with the entire solution to offer a robust document management strategy complete with workflow.
Research X New Products X Community X New Initiatives	The platform provides for web-community features (forums, FAQ's, Special Interest Group (SIG) calls to clients and other interested parties, posts to SharePoint, and the like.
5. EXTERNAL PRESENCE CAPABILITIES	
Information Publication	
Data extract to the publishing	Ability to publish real-time fund statements to web including ability to reprint dynamically generated fund statements for any historic financial

medium X Statements X Other reporting	period. Ability to publish fully configurable reports to web for dynamic generation.
Performance Reporting X Load from advisors X Integrate to statements	Performance information captured in **Financial Edge** can be included on statements or users can load information from advisors or through a link to another financial website.
Content Management	
X Restrict Web Functions by Role	Content management is accomplished through **NetCommunity**, where each user is profiled and delivered specific content access. Content can be delivered based on a donor's interests. The donor's experience can also be focused around past granting history. A donor can update their own profile information if granted access, this information flows back into **The Raiser's Edge** where it can be reviewed and the changes accepted or rejected.
Communications	
Support of mailings X Variable sort criteria X Hard copy X Electronic X Track activity	Foundation staffs are able to monitor views and assess which recipients have viewed the email and/or clicked on a provided link. The eCommunications Center in **NetCommunity** manages all online communications, including design templates, target lists, and delivery timing options for emails and newsletters.
6. INTERFACES & ANCILLARY TECHNOLOGY	
Interface Wizard/Tools	There are wizards for queries and exports. All queries and exports walk the user through a series of steps to produce output. Drill down from query results to source records is standard functionality. Tools also exist for merging and purging records. Tools are available for global additions, changes and deletions. For example, users are able to globally add an attribute to a particular set of records instead of opening each record and adding the attribute from there.
API for each System	Both **The Raiser's Edge** and **The Financial Edge** have fully documented APIs that are available and may be at an extra charge. The APIs are used to allow for bi-directional information and data exchange between all components of the foundation solution.
Module Integration Internal and Third Party	The integration between the Blackbaud systems is achieved through various APIs and some out-of-the box native connectivity. The APIs can be used to integrate with third party applications. Built in import/export tools can also be used to share information.
Money Movement Swift	Wire transfer letters for funds to money managers for rebalancing may be generated from the system. Blackbaud can initiate and receive ACH transfers

	Fed Wires (US)	**User comments included the following:** One user has their bank initiate and receive ACH as they were unaware of this functionality
X	ACH	
	Other	

Custodians

	# with Automated Feed	

Blackbaud currently does not provide "out-of-the-box" automated feeds with custodians. However, Blackbaud can import electronic files if they are provided by the custodians.

Email Integration

X	Templates
X	Single Letter
X	Mail Merges

Users can set up Word templates and utilize mail merge capabilities.

Email can be delivered via **NetCommunity**, which is integrated with Microsoft Outlook. Clients are able to synchronize contacts in **Raiser's Edge** with those in Outlook in a one click procedure and can email directly, with the option to have the system append all communications to the constituent record.

Data Import and Export Capabilities

X	Export any data for analysis
X	Multi formats
X	Automated feed

Automated feeds can be set-up using APIs for the available import, export and queue tools. The queuing tools are available through an add-on module.

Wizards are available for creating import templates for records and transactions. The base export functionality allows users to export almost any field in the database in a variety of formats (Excel, Access, CSV and the like). Grid details in **The Financial Edge** can be exported directly to Excel through a right mouse click.

APIs can be used to automate the calling process.

7. REPORTING AND OUTPUT

Report Writer

X	Support external data inclusion
X	Multi medium, tracking delivery

Reports can be delivered via Crystal Reports, Microsoft Reporting Services, or any other report writer that supports Microsoft SQL Server. Reports can also include external data.

User comments included the following:

One client said they don't have the in-house capability to make use of MS Reporting Services. That Fusion Labs has set up a lot of data models for them but they need a little more training to extract the data.

Report Types

X	Consolidated statements
X	Confirmations
X	Adjusted transaction statement
X	Max number of statement recipients
	Multi-currency statements
	Multi-language statements
X	E-mail delivery statements
X	Web-designed statements

The system includes hundreds of report templates that can be modified for a variety of purposes. Reports are broken into categories including financial, analytical, action, demographical and statistical, membership, pledge, profile, pivot, etc. Parameters, filters and queries allow the report to be tailored to the user's specific needs. The number of statement recipients is unlimited. Statements/Reports can be delivered through web, email, or are available for printing.

Correspondence

	Language choice

Templates can be created in foreign languages, but there is no auto translation tool so end users need furnish translated pages/correspondence,

X	Pre-formulated letters
X	Custom correspondence
X	Automatic addressing

etc. Both pre-formulated letters and custom correspondence are supported via integration to Microsoft Word.

Automatic addressing is supported to allow for multiple addresses and salutations , which includes seasonal addresses with date ranges assigned.

Reporting Delivery

X	Physical Mail
X	E-mail
X	Web-pdf
X	Web-Excel

Management Reporting

X	Standard Reports
X	Sorting flexibility
X	Sales reporting
X	Export to Excel, Access, PDF, CSV, and other

8. CLIENT TYPE AND BASE

Client Information

(Year-End Numbers)	2009	2008	2007
Clients Won	4	3	5
Clients Lost	0	0	0
Total # of Community Foundation Clients	88	84	81
Total # of Active Client Installations	22,000	N/A	N/A

Client List (Representative partial list)

Foundation for the Carolinas
Communities Foundation of Texas
California Community Foundation
The St. Paul Foundation
Seattle Foundation
San Antonio Area Foundation
New Hampshire Charitable Foundation
Maine Community Foundation

9. SYSTEM COST STRUCTURE

Availability Options

	Annual License
X	Perpetual License
X	Service Bureau
	ASP
	Other

Financial Edge, **Raiser's Edge**, **NetCommunity** and **GrantedGE** are provided through a perpetual license with annual maintenance fees. Optional online gift processing and email marketing services/support incur annual, volume-based subscription fees. As part of this subscription, Blackbaud hosts credit card processing and also email marketing that ensures clients' messages are "white listed." (e.g., not considered spam).

Blackbaud does not currently offer its application as an ASP, but does offer a remote hosting service through Citrix for their applications, where client owns the license, applications run on Blackbaud's servers, and clients can connect through Microsoft Terminal Services or Citrix thin-client tools.

BLACKBAUD INC.; SOLUTION FOR COMMUNITY FOUNDATIONS **The Raiser's Edge, The Financial Edge, GrantedGE, Nonprofit Central, NetCommunity**	
10. SUMMARY	
Strengths	**User Comments:** Company stability, viability World class customer support (GrantedGE one person a concern) Integrated solution including Fusion, plays well Premier community foundation SIG/ user group feedback Very attentive, knowledgeable, dedicated to finding answers.
Weaknesses	**User Comments:** Data integration not seamless, especially regarding Reporting Users unaware of several features The Community Foundation is a small space, relatively new, but have made sincere effort to learn it For smaller foundations, price may deter them from seriously considering BB
Contact	Brendan Silver, Enterprise Account Executive Blackbaud, Inc. 2000 Daniel Island Drive Charleston, SC 29492 800-443-9441 x 3323 brendan.silver@blackbaud.com www.blackbaud.com Dan Hreha, Enterprise Account Executive Blackbaud, Inc. 2000 Daniel Island Drive Charleston, SC 29492 800-443-9441 x 3741 dan.hreha@blackbaud.com www.blackbaud.com Randy Gaulding, Vice President Sales Fusion Labs 15770 Dallas Parkway, Suite 1100 Dallas, TX 75248 214-739-5454 rgaulding@fusionlabs.net http://www.grantedge.net Mark Hall, Chief Business Officer, Partner Fusion Labs 15770 Dallas Parkway, Suite 1100 Dallas, TX 75248 214-739-5454 mhall@fusionlabs.net

<table>
<tr><td></td><td>
<table><tr><td>Web Self Service (Transactions/Actions)</td><td>eGrant.net, Fundweb.net, Review Module</td></tr></table>
Client comments included the following:
One user was the initial user of Fundweb.net, and found it to be really reliable, very pleased with this functionality
</td></tr>
<tr><td>New & Noteworthy
Major Product Enhancements; those recently operational with clients, and those due to be in operation with clients in next 12 months.
Strategic Initiatives</td><td>
Major product enhancements released in the past 6 months include updates to Review Module and eGrant.net and improvements to Community Pearl's Fund Accounting. Accounting enhancements include increased flexibility with regard to customization of joint investment allocation, FundFees and Spendable Allotment as well as reporting improvements utilizing Fund Classes. New functionality includes a Filter Builder to create customized data filters. The most current version of Pearl allows CharityCheck (a service of Guidestar) to automatically update relevant records in Pearl.

Additional improvements in the next 12 months include enhancements to joint investment allocation and accounting reports as well as additional functionality in the Review Module. Also in the next year, it is planned to release Akoya, a new web-based grants management solution that puts Pearl database functionality on the web for remote and multi-office access.

A workflow tool that supports the automatic processing of letters, emails, and reports according to a schedule or triggers is in testing at a client site.

Client comments included the following:
A user commented that Bromelkamp puts on seminars & chats where upcoming enhancements are discussed, and feel well informed. Not as much clarity as to how enhancements are prioritized. The user also found the link with CharityCheck extremely valuable.
</td></tr>
<tr><td colspan="2">2. ARCHITECTURE AND DEVELOPMENT</td></tr>
<tr><td>Overview of Each System Component
Architecture
Operating Systems
Database and data access
Technical environment
GUIs and web access

Consistency between systems
Database single/ multiple?
Restore/Data back-up
<table><tr><td>X</td><td>Single Sign On</td></tr></table></td><td>
Bromelkamp Company's architecture for its components is fundamentally a Microsoft Office suite of products running under MS Access. Currently the Pearl databases are configured to run on a variety of operating systems and can operate under any number of MS Access versions. Database backup is dependent upon server backup protocol.

Graphical user interface in Community Pearl consists of MS Access forms developed specifically for Community Pearl's functions. Web access is available via terminal server or by remote desktop.

Client comments included the following:
A user found that MS Access allowed for simple mechanism for creating a sandbox for developing reports etc which was very useful.

The other user had recently upgraded to MS Access 2007 which went smoothly and solved issues with grant/ gift letters.
</td></tr>
<tr><td>User Security all Components
Types of Security ASP, Permissions, Audit, Implementation</td><td>
Community Pearl utilizes Access object-level "hard" security, including tables, forms, queries and reports. A robust audit trail ensures that changes and edits to the system are noted, tracked and available for reporting and audits. Permissions are administered by the client according to their policies, and the assigned roles and access permissions ensure the system and
</td></tr>
</table>

Audit Trail Reporting		individual records are secure. In addition, Community Pearl remembers permissions patterns for easy reapplication of those permissions to newly created tables. It also has a context-sensitive, configurable "soft" security down to the record or field level. (For example, it can be configured so that a user in the Scholarship department can see but not edit a record from the Grants department.) This "soft" security is widely used throughout Community Pearl to prevent confusion or accidental changes or deletions. **Client comments included the following:** One user believed that the system records the last person on the system and a user can tab to see any changes made.
X	Date/Time Stamp	
X	Track by user ID	
X	Track changes	
X	Track data by type of activity	
X	Track data by date	
X	Secure individual records	
Workflow Processing Across Modules		
X	Dashboard for tracking transaction/ data status	
X	Track transactions	
	Workflow tool that notifies/ queues transactions by operator	
X	Reporting/ inquiry	
Functionality Release Schedule & Details Release schedule Plans for next 2 releases Documentation availability Defining and prioritizing system enhancements		The release schedule is for a new release every six to twelve months. Every 18-24 months a release is deemed significant enough that users are strongly encouraged to avail themselves of it. By keeping users within a limited number of releases, Bromelkamp Company can ensure users are adequately supported. The next two releases plan to focus on general system improvements and greater web based capabilities. Once Akoya is released, upgrades to the web-based grants management system will be significant. Documentation is provided with each release and update. Prioritizing system enhancements is a combination of strategic initiatives, user group consensus, client suggestions and market priorities. Bromelkamp actively engages with a variety of user groups, both regional and statewide, usually in conjunction with annual area meetings. Users can also attend an annual Academy, where they can furnish additional input into enhancement priorities. **Client comments included the following:** A user explained that there is frequently online training to handle additional functionality and newsletters to provide insights into existing functionality and informing of new functionality.

3. SYSTEM VENDOR SUPPORT

Help Desk/Documentation Hours of availability Size of staff/ tenure Problem tracking system	The help desk is open from 9-5 Central Time each day. Seven staff members are trained and able to assist clients with Help Desk questions. Help Desk assistance can take many forms including telephone calls, on-line desktop

<table>
<tr>
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<tr><td>X</td><td>Context sensitive help</td></tr>
<tr><td>X</td><td>Web-based help (on-line chat system, email, etc)</td></tr>
<tr><td>X</td><td>Electronic User’s Manual</td></tr>
<tr><td>X</td><td>Hard copy User’s Manual</td></tr>
</table>
</td>
<td>
viewing and modifications, emails.

Electronic and hardcopy documentation and user manuals are available.

Client comments included the following:

The users were enthusiastic – ‘we have needed a lot of support and find their response excellent and unfazed by requests’ ‘ response is immediate and follow through is phenomenal’
</td>
</tr>
<tr>
<td>
Training and Conversions

Number of dedicated training and conversion staff
Describe implementation (i.e. duration, training, approach)
Identify costs associated with typical conversion
On-site training and conversion provided?
Web-based training available?
</td>
<td>
Six staff members are trained as dedicated installation and training personnel and serve as project managers for each installation of new software and modification of existing software. A typical installation will involve key client personnel at the installation site in a series of consultations and process review sessions to evaluate requirements and support the customization of the clients database, data entry screens, letters, and reports. Once the modifications are completed and tested, the database is delivered and reviewed for completeness and accuracy with the client. Once the data is successfully converted, the Project manager conducts on-site training for the client’s staff. Additionally, we utilize web-based solutions to provide additional training on an ongoing basis.

All costs with the exception of system customization and conversion of existing data are included in the license fee.

Client comments included the following:

One user found the conversion staff very helpful, and particularly liked the process – remotely converted test data, and when Bromelkamp was on site focused on system ‘tweaks’ already identified and loading production.

A user commented that they are hands on and constantly offering training classes to cover areas of interest to their clients.
</td>
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<tr>
<td>
Programming Support

Number of development staff handling core functionality
Number handling ongoing client support
</td>
<td>
The staffing equivalents of 3.5 staff members handle core functionality programming. Five additional staff members are trained to program and customize client applications.

The equivalents of 6.5 staff members are responsible for ongoing client support.

Client comments included the following:

A user commented that they had good access to techs who worked on their customizations. Bromelkamp is listening and improving, have a more established hierarchy between developers and support, and had strengthened their support staff’s expertise.

One received good response on development requests – with small requests almost instant and larger getting time/cost estimates, and being done in 2/3 weeks.

On particularly liked the ‘fair warning’ that reminds clients to submit needs so they could be provided before year end.
</td>
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<td>
Customer Satisfaction

How does your company measure customer satisfaction?
</td>
<td>
Client surveys for each client are scheduled at least yearly. New clients are surveyed shortly after they have gone live with their new software. In addition, whenever a large project is completed, the client is surveyed as to their opinions of the project and the staff member(s) involved. Surveys are carried out by a staff member not involved in installation or ongoing client
</td>
</tr>
</table>

support. Client survey results are posted on Bromelkamp Company's website.

Client comments included the following:

The users confirmed the surveys were consistently undertaken, one added it was excellent. One said feedback was good another that while there was a wide range of topics were covered they lacked feedback on actions taken.

4. INTRA-ORGANIZATIONAL CAPABILITIES

Development

Personal Profiles (CRM)

Contact Management

X	Multiple Locations, Email, Demographics	
X	Custom Name Forms	
X	Moves management and address changes	
X	Charitable Interests	
X	Links between contacts	
X	Household modeling	
X	Roles Alumni, Board Members, etc	
X	Status expired, grace, current, lapsed	
X	Communications Preferences	
X	Professional Advisors	
	Volunteers	
	X	Interests and availability
	X	Association of actions to solicitations
	Case Management	
	X	Call reporting
	X	Dashboard/ Query
	Singe separate database	

Pearl is capable of household modeling, including family trees and other genealogy indicators. To date, however we have not been asked to incorporate extensive household modeling into the core Pearl functionality

Virtually any contact status can be assigned and tracked via Pearl. In addition, these various status indicators can drive contact decisions such as mailplans and or other appeals campaigns.

Seasonal address changes can be captured with primary contacts' information automatically changing based on preset dates.

Professional advisors' contact information is stored and connected to the client record.

Client comments included the following:

One user found that an important benefit was that Pearl, as an integrated system, allowed the user to slice-and-dice data across modules, as opposed to having to access three databases with their old arrangement. They also found the ability to link professional advisor information to the donor very useful

A user found the ability to capture a wide variety of info, including added special requirements, an especially useful feature.

Reminders

X	Activity Management tracking
	Export to Outlook

The Chronicle feature within Community Pearl allows for appointment scheduling, assigning tasks and providing reminders/ticklers. Since tasks and events are assigned to an individual with a date tracking feature, reminders can be sent to individuals as they log on to the system each day.

Client comments included the following:

One believed Chronicle to be great to use as reminders pop up on log in screen, the other cited the ability to attach documents to the reminder record reducing the need for paper.

BROMELKAMP COMPANY Community Pearl, eGrant.net, Fundweb.net, Review Module	
Event Management planning/ tracking X — Track invitees/ attendees etc X — Mailing to groups X — Track event results	Community Pearl allows users to effectively manage events. Clients have the ability to track invitees, respondents and attendees. Using mail merge functionality, invitations and letters can be sent to individuals and/or large groups. Finally, reports can be configured to track event results in both near term as well as long term timeframes.
Opportunity Management X — Leads Tracking X — Campaign Management Pipeline Automation X — Progress Reporting	
Information Access from CRM X — Operations X — Donor Service Personnel X — Other	Information contained in the CRM record is accessible to operations staff. Fund and donor information is accessible in real time to the operation staff via the CRM record as well. **Client comments included the following:** A user cited the usefulness of having the fund and donor information available through the CRM
CRM web function integrated with donor management/back office modules?	Fundweb.net integrates donor management with back office modules allowing donors to view fund activity online. These online donor statements are flexible, with user defined date parameters and fund groupings.
Donation Management X — Gift Processing X — Pledge Management X — Donor Directed X — Batch entry for volume X — Track complex gifts X — Reminders/ pop-ups X — Set-up auto payment by amount/ percentage	Pearl's donation management can capture gifts and associated transaction information in addition to tracking a variety of attributes typical in complex gifts. It provides a simplified batch entry system for high volume gifts. Pearl integrates with ACH and allows for automatic deduction as well as automatic deposit of grant monies. Fundweb.net and Pearl are able to capture donor designated charity information. **Client comments included the following:** One user explained that as gifts come in they generate letters and can mail merge, there is no batch process. They use the system to support complex gifts. They also stated that you can't link accounts together for incoming gifts
Donor web functions supported/ encryption	Fundweb.net is the fully integrated tool that allows foundations using Community Pearl to communicate with their donors and fund trustees. Fundweb.net can allow for recommendations to be made for donor advised funds.
Online Self Service FAQ? Donor Services, enrollment? Donor/ Program Matching Donor Advised Fund Grant Disbursements Donor Services, accounting reporting	Donor Services enrollment will be incorporated in the early versions of Akoya. Donor/Program Matching is under development for a future release.

Operations

Fund Profile

Profile Info

X	Business Rules & Administration Instructions	
X	Fund Categorization Codes	Fund categorization codes include investment restrictions, time limits, income distribution and joint investment allocations.
X	Informational fields, comment fields	
X	Spending Policy Setup	
X	Fee Schedule	
	Ability to compare fund features	The ability to compare fund features is currently a manual process.
X	Investment Instructions	
	Documentation	
X	Agreement	
X	Correspondence	
X	Phone logs	
X	Beneficiaries	

Functional Coding

X	Constituency	Pearl includes an 'interests identification system' which allows a user to identify with each Fund and each grant request with the populations, geographies, and programmatic/functional areas served by each and show the closest matches.
X	Geography	
	NTEE	

Life Income Plans

X	Life Income Successors	
X	Charitable Beneficiaries	
X	Payments Agreement	
	Reserve Requirements	

Financial (query)

	Market	This functionality has not been requested.
	Transactions	

Fund Accounting

Record Keeping

X	Classification of accounts	
X	Statement production method	Statements are generated (either on-demand or in batch) as an invoice or as a template report.
X	Pool vs. Fund levels, method	

Bromelkamp Company

Community Pearl, eGrant.net, Fundweb.net, Review Module

Financial Management

X	Spending policy
X	Budget Modeling
X	Forecasting

Pearl supports a variety of spending policies, including dividends, percentage of market value and a moving average policy.

Administrative Accounting

X	General Ledger
X	Receivables
X	Payables
X	Electronic funds Transfer
	Alerts and Notifications

Pearl can perform electronic funds transfer via ACH.

Internal Controls

X	Receipts & disbursements
	Investment Cash Flows
	Automated reconciliation with banks

How are Records Reconciled and which ones?

Records are reconciled manually against bank statements. Checks can be reconciled by batch. The general ledger journal is reconciled individually.

Client comments included the following:

One user was very happy with the functionality. They also expressed a concern, but was clear to say it had not so far caused any problems, that a user could change data in a table, i.e. in the gift module, and it is not automatically synchronized with the G/L so they can get out of step.

Integrated Investment and Trust Accounting

Investment Management

	Investment Objectives
	Rebalancing
	Trade Order Management
	Inv. Manager Admin

This functionality has not been requested.

Investment Accounting

X	Daily Availability (cash, investment amount)
	Holdings
X	Principal/Income
X	Restrictions (book)
X	Unitization

Community Pearl provides trust accounting. It calculates the balances of trusts and gift annuities, prorates for partial periods (matching PGCalc), distributes the proceeds to beneficiaries according to formula, and generates the payment in the ledger.

Principal/income balances can be tracked separately.

Client comments included the following:

One user has over 3,000 funds, and found the unitization functionality very important as it allows funds to execute transactions daily, and fairly allocate gains/dividends etc monthly.

Transactions

X	Sales & Trades

Pearl distributes transaction information via general ledger journal entries.

X	Dividends	
X	Additions	
X	Disbursements	
X	Gains/Losses	

Program

Feature		Description
Grantee Profiles (CRM)		Pearl's organizational profile in addition to address and primary contact information stores and tracks Legal status, parent organizations, fiscal sponsorship, organizational history, mission and staffing. Relevant documents including financial records can be appended to the organization's profile.
X	Organization Profile	
X	Organization Targets	
X	Organization Documents	
X	Organization Financials	
Grant Management		Pearl and eGrant.net capture application elements as data and integrates the online grant application directly into the Pearl database. eGrant.net provides for the entire process: eligibility, letter of intent, application, revision, interim and final reports a two-way communication-applicants can return after submission to see the disposition of their request, such as approval/denial, payment schedule, and reports due.
	Online Profile and Account Management	
X	Capture Application Elements as Data	
X	Use of Standard Schema	
X	Nonprofit Coding Management	
X	Online Application	
X	Tracking and Status of Application	
	New RFP Creation	
Manual Applications		
X	Unsolicited	
X	Designated	
X	Discretionary	
Review and Approve		Pearl, eGrant.net and Review Module allow for the review and approval of grant applications either manually or online. The system is configurable and can support unique review cycles for each different type of grant. The system administrator can configure the review criteria and the review standards for each grant application type The review process supports a variety of scoring methods and allows review panels to be set up by the system administrator.
X	Workflow function	
X	Query & Reporting	
X	Use of email for notifications	
Grantee – Web Access		
Nonprofit Profile and Account Management		The grantee is allowed to modify his/ her own record, but there are safeguards in place to prevent direct access to live system data. Account management and profile modifications that affect the CRM are not available to the individual grantee, but are managed by foundation staff with the requisite authorization.
Online Self Service FAQ		Using eGrant.net, a foundation can modify the grant application process in

real time and can allow for online access to Frequently Asked Questions. In addition it is recommended that they put a link to their grant guidelines in their online grant application.

Volunteer/Board Self Service Portal, Grant Review

Budgeting

X	Forecasting	
X	Encumbrances	
	Payouts	
	X	Scheduling
	X	Multi-period Payments
	X	Requirements for payment
	X	Track receipt/ hold payment

Members of the review panel are able to add comments and depending on the organization's procedures, panel members are able to approve grants either in whole or in part.

Pearl can include encumbrances and scheduled grant payments when calculating available balances.

The fund can be configured to require progress reports and all that entails, including tracking of report receipt, payment holds, follow up and status reporting.

Scholarships

Community Pear tracks scholarship grant applications and corresponding scholarship data. Many of Bromelkamp Company's clients use Community Pearl in conjunction with eGrant.net to solicit and track scholarship applications in a secure environment. This allows foundations to reach their target audience while creating a database that can track and manage the scholarship throughout its lifecycle.

Client comments included the following:

One user stated the eGrant scholarship functionality work very well; it allows interests to be tracked throughout the process.

Accountability

X	Grant Conditions
X	Grantee Performance
X	Impact Analysis
X	Compliance

Community Pearl is configurable to the client's policies and workflow processes. Depending upon the foundations stated grant policies, compliance or non-compliance can result in different payment outcomes. Therefore, non-compliance with grant conditions does not automatically reject payment.

Context

Personal Tools

X	MS Office
X	Reporting
X	Email
X	Document Management

Pearl utilizes MS Access and thus is able to integrate with the MS Office suite of products. Word is used for Merge Letters, Outlook is used for email, and reports and queries can be output to Access reports and/or Excel spreadsheets. Use of Pearl's Chronicle feature allows for merge letters to automatically post to and be saved within the record they were derived from. In this manner, letters pertaining to the grant can be attached to the grant record, while grantee letters can be attached to the grantee or constituent record.

Client comments included the following:

A user commented that the ease of integration between Office components is helpful and time-saving another ease of use/ integration was 'very good'.

Research

X	New Products
X	Community
X	New Initiatives

Fundweb.net allows Community Foundations and donors to communicate in a password protected portal environment. Links, Grant Recommendation Forms, Grant Guidelines and Announcements can be communicated to donors in a secure and exclusive environment.

5. External Presence Capabilities

Information Publication

Data extract to the publishing medium

X	Statements
X	Other reporting

Statements and mail merge letters utilize the MSWord. Other reporting can be done via numerous file extracts. Pearl automates HTML exports, and MS Access includes export file wizards that support multiple other file formats.

In FundWeb.net the statements are dynamic for any date in history, they allow drill-down and the donor can provide detailed or consolidated statements for families or groups of funds. For agency endowments a user can download contributor's contact information.

Client comments included the following:

A user commented that production was 'very easy/ straightforward'

Performance Reporting

	Load from advisors
	Integrate to statements

Content Management

	Restrict Web Functions by Role

The organization's public web site is not currently managed by Pearl's grant management software.

Communications

Support of mailings

X	Variable sort criteria
X	Hard copy
X	Electronic
X	Track activity

Pearl can synchronize with the USPS "National Change of Address" database to automatically capture changed addresses before a bulk mailing is generated, updating the CRM database, ensuring that correspondence is delivered correctly.

6. INTERFACES & ANCILLARY TECHNOLOGY

Interface Wizard/Tools

Pearl interfaces with Guidestar's Charity Check, Mapquest, National Change of Address, and the Internet. Users are able to create other interfaces for Pearl.

Client comments included the following:

A user has interfaced Pearl's data with an external mapping application that allows graphical representation of where their grantees are located.

Application Programming Interface for each System	In places where data needs to flow between online applications and the client's database, the necessary interfaces are already in place. MS Access itself furnishes third-party developers with some native API functionality.
Module Integration Internal and Third Party	Custom interfaces have been created to link Pearl with various Third Party accounting systems. In the future, and as needed, additional Third Party interfaces will be created. As an Access-based application, Pearl is an integrated software solution without separate modules that require interfaces with each other.
Money Movement [ ] Swift [ ] Fed Wires (US) [X] ACH [ ] Other	
Custodians [ ] # with Automated Feed	
Email Integration [X] Templates [X] Single Letter [X] Mail Merges	As mentioned earlier, Pearl utilizes MS Word and Outlook to create mail merges and group emails respectively.
Data Import and Export Capabilities [X] Export any data for analysis [X] Multi formats [ ] Automated feed	Pearl comes with a robust library of pre-existing reports and ad-hoc queries. Users may enhance this library with output solutions of their own. Data may be exported via pre-existing reports and queries as well as allowing user defined and user created output sources. **Client comments included the following:** A user commented that data extract and filtering is not intuitive – and they need additional training. They did have Access training but it was too early it would have been better to have with production data to give a real experience.

7. REPORTING AND OUTPUT

Report Writer [X] Support external data inclusion [X] Multi medium, tracking delivery	Pearl is able to pull in data as a flat file. Supportable formats include MS Excel and text files. Pearl is also able to export to Crystal Reports and other mediums as well. **Client comments included the following:** One user is able to produce many ad-hoc reports in-house without vendor assistance because Pearl's underlying database can be easily queried.
Report Types [X] Consolidated statements [X] Confirmations	Pearl supports a variety of report types. In addition there are a number of standard report outputs available in Pearl. There are no maximums with regard to the number of statement recipients. Nor are there limitations with regard to language or currency involved in the statements. Pearl has been

X	Adjusted transaction statement
*	Max number of statement recipients
X	Multi-currency statements
X	Multi-language statements
X	E-mail delivery statements
X	Web-designed statements

configured to report on currency fluctuations as timing affects grant award, grant payments and final reports.

Client comments included the following:

A user commented that they had been set up with 'many reports' and now were comfortable with building their own.

Correspondence

*	Language choice
X	Pre-formulated letters
X	Custom correspondence
X	Automatic addressing

Templates and pre-formulated letters can be written in a variety of languages. Given that the CRM is available in real time, addresses can be looked up and attached to the correspondence automatically. Pearl integrates seamlessly with the MS Office suite of products, so the full formatting functionality of MSWord is available for creating custom correspondence.

Reporting Delivery

X	Physical Mail
X	E-mail
X	Web-pdf
X	Web-Excel

Management Reporting

X	Standard Reports
X	Sorting flexibility
	Sales reporting
X	Export to Excel, Access, PDF, CSV, and other

The library of standard reports within Pearl is quite extensive. Can customize reports to satisfy a client's needs and reflect a client's database modifications. Pearl reports are written in rich text allowing for a variety of fonts, colors and output formats.

8. CLIENT TYPE AND BASE

Client Information

(Year-End Numbers)	2008	2007	2006	2005
Clients Won	4	3	6	9
Clients Lost	1			
Total # of Community Foundation Clients	49	46	43	37
Total # of Active Client Installations	218	199	184	172

Partial List of Representative Clients

The Lutheran Community Foundation

The Community Foundation of Jackson County, IN

The Jackson County Community Foundation, MI

Midland Area Community Foundation

Capital Region Community Foundation

Community Foundation of the Texas Hill Country

Evanston Community Foundation

South Dakota Community Foundation

Blue Grass Community Foundation, Inc.

Eastern West Virginia Community

BROMELKAMP COMPANY

Community Pearl, eGrant.net, Fundweb.net, Review Module

	Foundation The Community Foundation of Western PA and Eastern OH Southeastern Illinois Community Foundation (Effingham County Community Foundation)

9. SYSTEM COST STRUCTURE

License Structure/Options

X	Perpetual License
	Annual License
X	ASP
	Full Service

The first user license for Community Pearl is $28,400 with each additional license priced at $1,545. Additional licenses are required for each user on the system. Both installation and onsite training costs are included in the first user license at no additional cost. There is no annual license fee, and free future updates.

Most of the Community Pearl installations require customizations to modify the database and reports to the client's unique needs. Customization costs are calculated on an hourly basis.

Hosting fees for eGrant.net are $1,200 annually, with no transaction charge, but with a small additional charge for multiple applications and for hosting the optional Review Module.

FundWeb.net: $3700 set up, $1200/yr hosting. There is no per-transaction charge.

10. SUMMARY

Strengths

User Comments

The ability to customize in-house (Access); it made the front-end cost far more easily justified; this ability is very empowering.

The system is easy to manage (MS is more familiar to users) and maneuver.

The GUI isn't as flashy as other systems, but if you can look past this it functions very well.

They are thorough in ensuring the foundations needs are met to it's satisfaction

Bromelkamp has regular folks, not tech geeks; they can understand what our needs are in plain English and deliver the right functionality. They clearly understood what we wanted as a community foundation.

Low cost

Weaknesses

User Comments

We believe we went in the right direction for a foundation our size (11 users at one time, close to 2,000 grants last year) – but for a foundation with more users it may not be powerful enough.

Contact

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MICROEDGE, LLC; FIMS

FIMS, DonorCentral, IGAM, Portico Exec.

1. CORPORATE SCOPE

Company Overview

Company history
Office locations
Staffing levels
Ownership / Capitalization
Types and size of institutions served

Established in 1985, MicroEdge, LLC provides software and services to more than 2,400 giving organizations. MicroEdge has 100 employees throughout the headquarters in New York, and satellite offices in Connecticut, Minnesota, and New Hampshire.

MicroEdge provides both FIMS and FoundationPower back office management software and Internet services for community foundations. Since it began to service community foundations in 1992, MicroEdge has gained over 500 clients representing over 80% of the total assets of the community foundation market. This includes 96% of the top 25 community foundations by giving and 92% of the top 25 by assets.

Functional Overview

Note in each box the module/system that provides the functionality

CRM	FIMS Profile Module and FIMS CRM
Opportunity Management	FIMS Profile, Gift, and Pledge Modules, FIMS CRM
Donation Management	FIMS Gift and Pledge Modules, FIMS CRM
Fund Accounting	FIMS Funds, Accounts Payable, General Ledger and FACTS Modules
Investment Accounting	FIMS Securities, FII and FACTS Modules
Grants Management	FIMS Grant and Scholarship Modules and IGAM
Donor/Program Matching Tools	FIMS Profile, Gift, and Fund Modules
Publication of System Data Online	DonorCentral, IGAM, FIMS CRM and Portico Exec Note: Data in FIMS CRM is only available to foundation staff – data from other modules may be provided to non-foundation constituents.
Website Content Management	DonorCentral and IGAM
Web Communications	DonorCentral, IGAM and FIMS CRM
Web Self Service (Transactions/Actions)	DonorCentral, IGAM, Portico Exec

How are modules or systems integrated?

All FIMS Modules are integrated as they have been developed using a single relational database by a single development team in a consistent development

	environment. MicroEdge's web-portals, DonorCentral, IGAM, Portico Exec and FIMS CRM were developed separately from FIMS but in conjunction with the FIMS developers to ensure tight and seamless integration between products. **User comments included the following:** One user couldn't use Portico Exec as they shelter a couple other foundations, and PE reports everything together. They had also recently implemented CRM and had synched with FIMS and found some small data inconsistencies (formats etc). Each CRM seat is about $1,500 - $2,000 annually. Found they couldn't use affiliation codes to set up custom views in CRM, so created a report-based workaround.
New & Noteworthy Major Product Enhancements; those recently operational with clients, and those due to be in operation with clients in next 12 months. Strategic Initiatives	**FIMS Version 12:** Available in June, 2008, with enhancements including updates to IRS 990 reporting, interfund processing, the gift import process, and grant adjustments provided via the FIMS 12R01 patch in April of 2009. **MicroEdge FIMS CRM:** Available in June, 2009, is a tailored version of Salesforce.com CRM, the leading cloud computing CRM application. FIMS CRM is a web-based solution integrated with the FIMS system. **MicroEdge Financial Interface FII:** Integrates investment management and custody information into a common format for import into FIMS. **IGAM 3:** Available in Q4, 2008: IGAM is a Microsoft VB application with a hosted component using a SQL server database and a local component using an Access database. IGAM allows creation of online grant applications with an eligibility quiz to improve the quality of the grant applications. **IGAM 4:** Available in Q4, 2009: Will add the ability to create online scholarship applications. **User comments included the following:** One user cited that FIMS had introduced FieldMaker a utility to create user-defined custom fields at the record level, very useful.
2. ARCHITECTURE AND DEVELOPMENT	
Overview of Each System Component Architecture Operating Systems Database and data access Technical environment GUIs and web access **Consistency between systems** Database single/ multiple? Restore/Data back-up Single Sign On	The MicroEdge Community foundation product line has three main architectural tiers: user interface, business logic, and database. **FIMS** development environment and database are both Progress Open Edge version 10.x, which can run on most any operating system including Microsoft Vista. **DonorCentral:** The development environment is PowerBuilder 9.0 and the database is Sybase SQL Anywhere 11.0.1. This component runs on MS-based Operating System. **IGAM** is a Microsoft VB application with a hosted component using a SQL server database and a local component using an Access database **Portico Exec** is developed with ASP.Net 2.0 with SQL Server used as the database for authentication and store other information. Portico Exec utilizes flash to present data dashboards. **FIMS CRM** is developed on the Force.com platform, Salesforce.com's

<table>
<tr><td></td><td>platform-as-a-service offering. The Force.com architecture uses multi-tenancy and metadata as key components of the development environment. FIMS CRM is compatible with most web browsers, including Internet Explorer, Firefox, and Safari. JavaScript, Cookies, and SSL 3.0 must be enabled on any browser running FIMS CRM. FIMS version 12 or greater is required to synchronize with FIMS CRM.

User comments included the following:

A user commented that 'Progress" is not a common platform</td></tr>
<tr><td>**User Security all Components**

Types of Security ASP, Permissions, Audit, Implementation

Audit Trail Reporting
X Date/Time Stamp
X Track by user ID
X Track changes
X Track data by type of activity
X Track data by date
X Secure individual records</td><td>The FIMS and DonorCentral solutions have a client-managed administration table that enables access to be set for individuals and groups by menu item, tab and field. Appropriate fields provide the ability to set view/edit and approve. Users may also set access restrictions for all buttons and tabs in FIMS.

FIMS - Version 12 of FIMS allows for an auditing policy to be implemented. FIMS CRM leverages this auditing policy by comparing the time / date stamp on records that sync between FIMS and FIMS CRM to determine which record should be sent to the other system for a complete audit trail.... Currently clients need to contact FIMS Support for assistance in set up for their own audit tracking within FIMS. Future versions will include streamlined GUI screens for easy System administrator configuration.

FIMS CRM sets security at the User Profile level. It is also possible to set security so that only the owner of a particular record can access that record. Any time a user modifies a standard or custom field whose history is set to be tracked on the account, an entry including the date, time, nature of the change, and who made the change is recorded.

User comments included the following:

One user thought security was difficult to setup, the master user needs to hit tab-by-tab on every screen for each user for whom they wish to set up a profile, and so do not use it. The CRM module required the user to be set up with input/ recommend and approval functions to be able to use effectively. This suggests that Salesforce should better understand how Community Foundations need to work.</td></tr>
<tr><td>**Workflow Processing Across Modules**

X Dashboard for tracking transaction/ data status
X Track transactions
X Workflow tool that notifies/ queues transactions by operator
X Reporting/ inquiry</td><td>Within FIMS a variety of defaults can be tailored to a client as part of the implementation process or they can be modified by authorized users at any time. Transactions and data can be tracked by a variety of inquiry screens. DonorCentral, IGAM, Portico Exec (executive dashboarding tool that extracts FIMS data), FII and FIMS CRM are integrated utilizing automatic tasks, email notifications and procedures for flow of data between systems. FIMS CRM has additional dashboard features including pipelines and prospect development forecasting, and provides dashboard analytics and reports for moves management and event tracking.

Portico Exec is a hosted service, dashboard-style analytic suite that provides interactive business analytics models to community foundations with statistics and forecasting tools specific to their organization.

User comments included the following:

One user was unclear of the workflow capabilities of FIMS.

One user looked at Portico Exec and it aggregated small populations together</td></tr>
</table>

	thereby not portraying a fully useful picture
Functionality Release Schedule & Details Release schedule Plans for next 2 releases Documentation availability Defining and prioritizing system enhancements	**FIMS Version 13** – the version scope and development schedule are currently in process with a limited release scheduled for late 2010. The main updates for the final release of version 13 will be related to reporting and providing configurable, presentation-quality reports directly from FIMS. Throughout 2009 and 2010 Patch releases for FIMS will be made available for minor enhancements and maintenance items. **IGAM 4 for FIMS** – the version scope and development schedule are currently in progress with a limited release scheduled for Q4 of 2009. The main functionality to be added in the final version of IGAM 4 is the ability to process online Scholarship applications. **FIMS CRM** – Released version 1 in June of 2009. No date has been set for the next version of FIMS CRM. **Portico Exec** – Working to provide free benchmarking functionality to a large percentage of FIMS clients over the next year. **DonorCentral V3**– the version scope and development schedule are currently in progress. Planned enhancements include charting, updating Profile information online, and support for recurring grants. All users are welcome to submit enhancement suggestions on-line; these are evaluated, debated and voted on by the members of the FIMS Users Group Enhancement Committee and MicroEdge. **User comments included the following:** One user thought that upgrades were reliable and relatively bug free, the first time the user has not had to test prior to release, FIMS had been very responsive the few times they found bugs need to be fixed. Also that they were unaware of the DonorCentral V3 but that DC almost seems like a separately supported product and wishes it were more integrated with standard FIMS support. The users had participated in the Enhancement Committee, which has been put on hold for a year to allow for the completion of version 13 and the presentation quality Board Reports.
3. SYSTEM VENDOR SUPPORT	
Help Desk/Documentation Hours of availability Size of staff/ tenure Problem tracking system X – Context sensitive help X – Web-based help (on-line chat system, email, etc) X – Electronic User's Manual X – Hard copy User's Manual	Normal service hours are from Monday – Friday, 8:30 to 5:00pm EST. MicroEdge Technical support staff consists of 28 employees with an average tenure of 7+ years. The team is made up of MBAs, CPAs, and employees with previous community foundation, accounting and technology experience. A coordinator/ dispatcher fields all inbound calls and routes the inquiry/ issue to the appropriate person based on the required area of expertise. MicroEdge FIMS client service staff use a proprietary system for monitoring and tracking each conversation and/or issue with customers. Customer support issues are assigned a unique ID and tracked through closure. All customer issues are classified via a hierarchical system and analyzed monthly. Customers can request assistance by phone or by email. Customer support and training satisfaction surveys are conducted bi-annually

	as well as a random sample sent via email each month. **User comments included the following:** One user commented that they had seen huge improvement in past couple years.
Training and Conversions Number of dedicated training and conversion staff Describe implementation (i.e. duration, training, approach) Identify costs associated with typical conversion On-site training and conversion provided? Web-based training available?	MicroEdge Training and Conversion staff consists of 39 employees **Implementation**: Each new customer is assigned an implementation specialist to assist with the following: • Business Practices Analysis – The implementation specialist works with the customer to identify their current workflow and business practices to identify any modifications needed or provide suggestions for increase in efficiency. • Implementation Design – The implementation specialist works with the customer to design the product implementation to fit the identified business processes. Example: FIM GL schema/design • Training – Training is provided based upon the information and plans resulting from the two prior steps. The required length of formal training depends on the products purchased and can take anywhere from 8 – 40 hours. Training is provided one-on-one with the customer via WebEx. On-site training is also available. • Data Conversions - Data Conversions are usually performed in two major steps: 1) initial/trial conversion, and 2) final production conversion. Typically the initial/trial conversion is completed prior to training so that the customer can learn on the product with their own data. This helps flesh out any potential data conversion issues pertaining to the specific data. Once the customer feels ready, trained and comfortable, the final data conversion takes place. For FIMS normal implementation is between 3 and 6 months. **User comments included the following:** One user said that the original setup for the funds and fund balance was a very good job as FIMS improved the structure. That they had spent the money on having a FIMS person on site and it had been worth it. They also believed that the quality of training had been consistently good.
Programming Support Number of development staff handling core functionality Number handling ongoing client support	MicroEdge has 37 programming and QA staff. The senior developers have been on staff since 1995 and the average tenure of the programming staff is 8 years.
Customer Satisfaction How does your company measure customer satisfaction?	MicroEdge conducts a bi-annual company-wide customer satisfaction survey of all FIMS customers; this was last conducted in 2008. In addition a random sample of FIMS customers who contacted support are surveyed monthly. FIMS customers who sign-up for training sessions are also surveyed after each course. The results of the monthly survey are reviewed by management and feedback is incorporated in our continuing process improvement plan, including

changes to reduce response time and cross-functional training among support staff.

User comments included the following:

A user had participated in the monthly survey and their comments had resulted in some direct results. The other however thought the process was still inconsistent but that FIMS was improving it.

4. INTRA-ORGANIZATIONAL CAPABILITIES

Development

Personal Profiles (CRM)

Contact Management

X	Multiple Locations, Email, Demographics	
	Custom Name Forms	
X	Moves management and address changes	
X	Charitable Interests	
X	Links between contacts	
X	Household modeling	
X	Roles Alumni, Board Members, etc	
	Status expired, grace, current, lapsed	
X	Communications Preferences	
X	Professional Advisors	
	Volunteers	
	X	Interests and availability
	X	Association of actions to solicitations
	Case Management	
	X	Call reporting
	X	Dashboard/ Query
	Singe separate database	

FIMS provides flexibility in the way that names are displayed and built. All individual name elements (e.g., Prefix, First, MI, Last, Suffix) are available as part of the Profile record and available in FIMS CRM.
Profile information may be modified in either system with these changes being reflected in both systems.
In FIMS, Profile information flows through Gifts, Grants, Pledges, Scholarships and Administrative Vouchers to the Accounts Payable and/or General Ledger.

In FIMS users can group Profile records together (e.g. in a family group) and show that information in a tree view. This functionality is provided via Relationships.

FIMS CRM provides the same Relationship functionality as FIMS, but does not provide a tree view. FIMS CRM provides an additional Household function that allows Profiles to be grouped for mailings.

DonorCentral allows fund representatives to select interest areas for grantmaking. DonorCentral also allows foundations to publish projects and proposals which fund representatives can search based on their areas of interest to then submit grant recommendations.

User comments included the following:

One user thought the functionality to profile records together to be confusing and very difficult to use, but that DonorCentral was 'one of FIMS' strongest assets, and a key feature that helps us be automated'.

Reminders

X	Activity Management tracking
X	Export to Outlook

Tasks and reminders can be created in either FIMS or FIMS CRM, viewed within that originating application, and assigned to specific staff members. Historical records of this type sync between FIMS and FIMS CRM to provide a full history of activity in both systems.

FIMS CRM allows user to schedule appointments and synchronize with their Outlook Calendar.

MICROEDGE, LLC; FIMS FIMS, DonorCentral, IGAM, Portico Exec.	
Event Management planning/ tracking X Track invitees/ attendees etc X Mailing to groups X Track event results	FIMS CRM tracks event details, registrations, sponsorships, tables, teams and volunteers. Opportunity records are used to track the registration, gift or sponsorship information for the Event and associate them to a Profile record. Budgets for the event can also be tracked and compared with actual expenses and receipts. Invitations and name tags can be generated directly from FIMS CRM, using templates and mass mailing functionality.
Opportunity Management X Leads Tracking X Campaign Management X Pipeline Automation X Progress Reporting	FIMS CRM can track interactions, stages, ask amounts, emails and other important information throughout the prospecting process. Lead records track potential prospects, including their status in the cultivation process and provide a streamlined method for managing the various stages of cultivating these prospects Tasks can be linked to each Lead record to set reminders for follow-up activities related to the Lead. Users are able to create multiple campaigns (for foundation-wide campaigns) and opportunities, which track an individual donor's potential giving. Once a gift is received, the information can be exported from FIMS CRM and brought into FIMS via the Gift Import utility. Opportunities records that track giving opportunities associated with a Profile. For managing prospects, Opportunity records allow you to build a pipeline of activity which contributes to a forecast. Opportunities are created either through a Lead conversion, or they can be manually created from within the Profile record. Profiles can be linked to donations (Opportunities) and Events. Information can be merged into templates for follow-up letters and other mailings. FIMS CRM includes standard reports as well as tools to help build custom reports. Dashboards provide a real-time snapshot of key performance indicators with a display of charts (or components) that graphically display report data. Users can select up to 20 different custom reports to display data graphically as charts in each dashboard. **User comments included the following:** One user remarked that the dashboard charts couldn't do multi-level sorts.
Information Access from CRM X Operations X Donor Service Personnel Other	The synchronization process between the two systems ensures that up to date information is available in both FIMS and FIMS CRM. Synchronization can be run manually at any time from a FIMS menu option or configured to run automatically as a scheduled task at a foundation-defined interval. FIMS CRM displays fund balance and asset strategy information in read-only format. Funds and Profiles in both FIMS and FIMS CRM are linked by Fund Associations to provide the ability to access fund information directly from the Profile records. FIMS CRM provides access to the Donor coding fields that are available in FIMS. This information can be updated in either system and will synchronize with the other.
CRM web function integrated with donor management/back office modules?	FIMS CRM provides online access to Profile/Donor information for foundation staff, with integration to the donor management / back office modules in FIMS.

<table>
<tr><th colspan="2">MICROEDGE, LLC; FIMS
FIMS, DonorCentral, IGAM, Portico Exec.</th></tr>
<tr>
<td>Donation Management
<table>
<tr><td>X</td><td>Gift Processing</td></tr>
<tr><td>X</td><td>Pledge Management</td></tr>
<tr><td>X</td><td>Donor Directed</td></tr>
<tr><td>X</td><td>Batch entry for volume</td></tr>
<tr><td>X</td><td>Track complex gifts</td></tr>
<tr><td>X</td><td>Reminders/ pop-ups</td></tr>
<tr><td></td><td>Set-up auto payment by amount/ percentage</td></tr>
</table>
</td>
<td>FIMS includes a Gift Import utility that allows users to add donor and gift information in batch. Default configurations can be saved so that users can configure the import once and run it multiple times.

FIMS CRM allows users to capture information about received donations and event fees as part of the Opportunity record. This information can be imported to FIMS via the Gift Import.

Gifts can be assigned a Batch number/code that can be used group the transactions for processing / associate the records for reporting purposes.

Gifts must be associated with at least one Fund, but can be distributed to multiple funds. Gift (deductible) and non-gift (non-deductible) amounts can be tracked on the same Gift record.

The FIMS Promises functionality allows the foundation to track information about planned giving. This information is non-binding and does not affect any financial modules, but is used to track information about bequests and other long-term giving plans.

The Pledge module is used for tracking committed future gifts to streamline donor processing and limit duplicate entry.

DonorCentral allows clients to provide links to their online giving solutions.

User comments included the following:

One user thought the gift import to be very useful that provided good efficiency and used in credit cards etc. That it was difficult to get or change information in the pledge module.</td>
</tr>
<tr>
<td>Donor web functions supported/ encryption</td>
<td>Donors may initiate grant suggestions to existing or new organizations and make updates to their profiles, etc., through DonorCentral. In addition donors may:

Review summary and detailed fund information
View investment account balances
View (or retrieve via email) fund statements
Review Community Foundation advertised recommended projects / Published proposals
Research grantee information via a selected list of preferred projects, agencies from a FIMS list of prior grantees from their fund, GuideStar database of 501c3 organizations
Generate new grant suggestions based upon historic grants made
Track the progress of suggested grants to see if they have been paid
Suggest changes to their fund’s investment structure
Communicate with other fund advisors
Review community foundation published news, articles, and calendar of Events

FIMS data is uploaded in encrypted form (usually in batch mode) to DonorCentral.</td>
</tr>
</table>

MicroEdge, LLC; FIMS FIMS, DonorCentral, IGAM, Portico Exec.	
	User comments included the following: One user stated that 'our donors praise the on-line system just as it is' They also remarked that the review of published news was linked to Interests, so if donor hasn't selected interests they get no content.
Online Self Service	
[ ] FAQ?	
[ ] Donor Services, enrollment?	
X Donor/ Program Matching	
X Donor Advised Fund Grant Disbursements	
X Donor Services, accounting reporting	
Operations	
Fund Profile	

Profile Info
X Business Rules & Administration Instructions
X Fund Categorization Codes
X Informational fields, comment fields
X Spending Policy Setup
X Fee Schedule
X Ability to compare fund features
X Investment Instructions
Documentation
  X Agreement
  X Correspondence
  X Phone logs
X Beneficiaries
Functional Coding
X Constituency
X Geography
X NTEE
Life Income Plans
X Life Income Successors
	Each fund can be individually configured (or operated as part of a class or group) with respect to its operating characteristics relating to:
	• Grants – business rules relating to grants may be established via fund distribution records with an individual fund having as many as necessary to identify specific grant making goals or instructions such as: designated grantee, or interest areas, frequency, timing, etc.
	• Spending Policy, Admin Fees and Default GL Entries
	• GL Schema, Fund statement style
	Fund Categorization Codes –There are many standard user-definable codes such as division, class, type, subtype, source, interest, spending policy, admin fee, county, etc. Through the FieldMaker Module the user can add an unlimited number of fields of any data type to the major FIMS tables with FIMS handling the back-end processes: creating new tables and fields, generating required source code, creating viewers, and maintaining report selection lists including flex-reporting capabilities.
	Administrative Fee Schedule – Each Fund may be assigned a fee code which links the fund to the appropriate calculation method that include: Minimum, Base, Flat, Stepped, Cumulative Stepped and Variable Frequency (e.g., monthly, quarterly, annual, etc.).
	What the fee applies to (or the basis) may also be defined within each fee code by adding and subtracting multiple ranges of GL accounts (e.g., assets less liabilities). Additional control over the basis include an ability to determine:
	• Average Beginning and Ending YTD Balances
	• Ending YTD Balance
	• Period Amounts
	• Highest Period Amount

X	Charitable Beneficiaries
X	Payments Agreement
X	Reserve Requirements

Financial (query)

X	Market
X	Transactions

- Average Daily Balance
- Beginning Balances

Minimum Fees – Funds can be charged a minimum fee with any additional fees being applied after the minimum is reached. The minimum fee can also be prorated for any funds that are established later in the year.

Master / Sub Funds - Master / Sub Funds can take advantage of Stepped Fees:

- Aggregate the assessed value for all the funds within the master/sub group, assess the overall fee and then prorate it back to the individual funds.

Financial Query – Full financial information is accessible (via a simple inquiry) from any fund record.

User comments included the following:

Both users had positive comments – that particularly the Spending Policy, Admin Fees and Default GL Entries and also the GL Schema, Fund statement style work well.

The other singled out the FieldMaker module to be a great feature, the administrative fee function to be a vast improvement over their prior system and the minimum fee feature to be extremely useful.

Fund Accounting

Record Keeping

X	Classification of accounts
X	Statement production method
X	Pool vs. Fund-level method

Funds (and their respective GL accounts) may be classified by division, type, sub-type and class. Classification of the GL defaults may be defined individually by fund or grouped into a few financial categories where every Fund in a category (Fund Class) uses a similar set of General Ledger accounts. The Fund Class record stores a table of the default debits and credits for routine transactions. This simplifies the establishment of necessary account identification numbers and the correct debit and credit account for each routing transaction.

Fund statements can be generated in batches with multiple fund representatives for a single fund receiving statements. A Fund Statement Button launches a presentation quality fund statement for a single fund to help with live donor questions/service.

Users can link Funds together as master Funds and subordinate Funds enabling them to be combined in Fund-level or consolidated Financial Statements.

User comments included the following:

One user stated this was very stable.

Financial Management

X	Spending policy
X	Budget Modeling
X	Forecasting

FIMS accommodates a variety of spending policies. An import and export feature supports the external calculation of spending policies via a spreadsheet. The system helps derive the per-Fund spending amount (the Cash Requirements value), book the value to General Ledger, post an intra fund transfer to the available Fund balance and track remaining available dollars as grant expenditures are made.

Users may create multiple General Ledger transactions with the Cash Requirement value, so with a transfer from an Investment Pool, one General Ledger transaction can move the money to the holding account and another can shift the sum from a non-available balance to an available balance. Users can also make Grants expense budget entries to help the program staff track available dollars. Once the end of year closing process is run for the previous year, and accounts are built for the new year, the Enter GL Budgets tool can be used to enter the total budget amount for the year, and the system will automatically allocate the budget based on a user-defined frequency.

In addition to many internal calculation methods Spending Policy calculated outside of FIMS can be imported and update the Fund record and the Fund Summary History record.

User comments included the following:

Both users thought the budgeting to be strong functionality and easy to use.

Administrative Accounting

X	General Ledger
X	Receivables
X	Payables
X	Electronic funds Transfer
X	Alerts and Notifications

General Ledger

- A user-definable General Ledger account key specifies up to eight separate General Ledger account segments, of up to a total of 22 (alpha-numeric) characters. All GL reports, statements and queries can be sorted, filtered and subtotaled based upon any combination of segments. Common segment definitions might include: 1) Division, 2) fund-class, 3) fund-type, 4) subtype, 5) fund-id, 6) natural account number, and 7) functional expense.
- The GL can be configured to maintain an unlimited number of fund balances for a single fund (e.g., Permanently restricted, temporarily restricted, unrestricted, spendable, historic gift value, principal, income, etc.)
- The GL may be configured to function on a cash accrual, or modified accrual basis.
- The system maintains a full self balancing chart of accounts for each project and/or fund.

Receivables – See Pledge Management

Accounts Payable – The Accounts Payable functions are integrated with Grantee and Grant Management so that users can access payment and AP detail for any grants, along with creating and processing administrative vouchers and payments. Grantee and Vendor information is fully integrated throughout FIMS, so that changes to contact information flow automatically into outstanding payables. Additional features include the following:

- Grant refunds, grant cancellations, payment adjustments
- Automatic creation of grant vouchers and debit memos for adjustments, void checks, default debits and credits for administrative vouchers and “voucher recall.”
- Warning alerting the user if a grant has overdue conditions that should prevent payment
- Additional security measures can be instituted preventing checks to be printed by individuals who do not have the proper credentials.

<table>
<tr><td></td><td>

Multiple grants due to a single grantee can be paid via a single check.
Email communication to recipients for notification payment being processed
Grants checks from multiple funds can be combined or forced to always be separate in cases where donor recognition is important.
ACH Supported Transactions
Multiple Checking Accounts
Streamline processes allow for information from previous transactions to generate new transactions decreasing manual entry.
record to decrease FIMS AP tracks and generates 1099s
If a Vendor offers terms, the discount can be set up and factored in automatically by FIMS.
Any open AP item may be placed on hold. Utilities exist to simplify placing groups of open items on or off hold.

User comments included the following:
One user thought the ability to have an unlimited number of accounts was impressive but that the receivables functionality was not so and the Account Payable should have an import feature.
The other was unclear as to the vendor information integration in the AP module as the Grantees with Vendors have different datasets; that there is no vendor history off the main tab and you need to get to that data through the AP Module’s history.
</td></tr>
<tr><td>
Internal Controls
<table>
<tr><td>X</td><td>Receipts & disbursements</td></tr>
<tr><td>X</td><td>Investment Cash Flows</td></tr>
<tr><td>X</td><td>Automated reconciliation with banks</td></tr>
</table>
How are Records Reconciled and which ones?
</td><td>
A utility supports the import of Cleared Check Data from the bank using a 3 column spreadsheet. This is reconciled to the FIMS data by check number and check amount and suggested matches displayed.

Each transaction can be “cleared” or left as “in-transit”.
Items may be selected and cleared in batches or individually.
Prior period ending balances are automatically recalled as part of each new reconciliation cycle.
Processes exist to manage and allocate investment earnings, interest, fees and other activities normally recorded during the reconciliation process.
Historic records on all reconciliations are stored in the database.

Note: If the check number and amount do not match data in FIMS, the data will not be imported.
User comments included the following:
One user remarked at how they love the processes that manage and allocate investment earnings, interest, fees and other activities.
</td></tr>
<tr><td>Integrated Investment and Trust Accounting</td><td></td></tr>
</table>

MICROEDGE, LLC; FIMS FIMS, DonorCentral, IGAM, Portico Exec.	
Investment Management X Investment Objectives X Rebalancing X Trade Order Management X Inv. Manager Admin	The Asset Rebalancing module supports the set-up and management of fund level investment targets among pools and/or individual investment accounts. For individual or groups of funds users may define investment strategies such as aggressive growth; balanced, fixed or lets Donor Advisors suggest their preferred strategy. Net transfers are determined by the system to keep each Fund at its selected mix. Investment targets can be defined as percentages and/or flat dollar targets. Asset rebalancing generates a trade-order (asset transfer order) detailing the amount of money to be moved among the pools and/or investment accounts. **User comments included the following:** One user stated that this was very strong functionality particularly the availability of average daily balances.
Investment Accounting X Daily Availability (cash, investment amount) X Holdings X Principal/Income X Restrictions (book) X Unitization	The Fund and Account Tracking System (FACTS) allocates investment earnings to pools and supports the reconciliation with each appropriate custodial account. Investment earnings from all custodians may be combined and equitably allocated to participating Funds. Changes are booked to the General Ledger Journal and buy/ sell transactions flow back to FACTS. Funds can participate in a single or multiple investment Pools. Balances such as book, market, income and historic gift value may be tracked. Daily cash flows for the entire pool and for each individual fund within a pool are calculated to derive the pool unit price. The system can provide full roll-back to un-do prior allocation cycles and can get a fund to zero units when it ceases participation in a pool. **User comments included the following:** One user Love FACTS, that they could not manage 2000 accounts without it. They would also like to understand how the system can support funds that participate in multiple investment pools.
Transactions X Sales & Trades X Dividends X Additions X Disbursements X Gains/Losses	FIMS captures transactions using trade date or settlement date. Trade records incorporate fees and commissions. FIMS calculates gains and losses on sales and if there is a stock revaluation because of the length of holding, it removes the unrealized gain and records it as realized. FIMS supports the reinvestment of stock and cash dividends. Month end market revaluations can be done via a spreadsheet import or a manual revaluation, one stock at a time. **User comments included the following:** One user thought that compared to competing systems this functionality is excellent. That the above features are provided by the stock gift and securities modules (confirmed by the vendor)
Program	

MicroEdge, LLC; FIMS

FIMS, DonorCentral, IGAM, Portico Exec.

Grantee Profiles (CRM)

X	Organization Profile
X	Organization Targets
X	Organization Documents
X	Organization Financials

FIMS stores specific grantee profile information for each grantee which includes, budget, open text-field, user-defined required items, population, region, IRC code, tax id, status and other fields. Custom fields can be added to the grantee record by utilizing the FieldMaker product.

Organization Documents may be stored for each grantee and/or for each specific grant.

User comments included the following:

One user believed that the documentation was a very strong feature, moving then toward paperless – for both Grants and Funds documentation.

Grant Management

X		Online Profile and Account Management
	X	Capture Application Elements as Data
	X	Use of Standard Schema
	X	Nonprofit Coding Management
X		Online Application
X		Tracking and Status of Application
X		New RFP Creation

The FIMS Grantee and Grants Management Module supports the evaluation and award process, through review, grant-related communications, final disposition, payment, follow up and analysis.

The Internet Grant Application Module (IGAM) enables foundations to accept grant applications and proposals via the Web.

- Ability to create simple or detailed multi-page application forms with a foundations colors, field names, company's logo, basic design elements that include required fields
- Build an eligibility quiz to prescreen applicants.
- Set up a brief, initial inquiry form to verify the applicant meets general requirements
- US Tax ID's verified against the IRS database.
- Forty five standard grantee and grants reports, exports and inquiries to check the status of grant applications and detail historic grant activity. Analyze active applications, application history and grant history by categories such as status, region, program type, and population group served, effect, strategy, grantee type and support type.

Data grids in the Grant Management module can be used to configure ad hoc reports for workflow management (e.g., create a view to show the transactions assigned to a particular staff member or related to a particular program to see the current status).

Manual Applications

X	Unsolicited
X	Designated
X	Discretionary

See Grant Management Section

User comments included the following:

One user said this allowed them to process 1000 plus grants a year

Review and Approve

X	Workflow function
X	Query & Reporting
X	Use of email for notifications

A user may define the process including work steps and items applicants must provide. Grant Applications may be approved or paid subject to compliance guidelines that must be met by the applicant. Condition records keep track of these guidelines and when the applicant complies with them. Prerequisites track recommendations, required items, and review activities associated with a grant application. Data grids can also be used to create ad hoc reports to show where a particular grant stands in the processing workflow.

<table>
<tr><td></td><td>The system generates custom board summaries, including agency history and current application data, using Microsoft Word. Award or denial letters can also be generated automatically, and can include the names of donor advisors, conditioned on individual donor preference.
Grant entry for pro forma distributions has preset defaults for batch entry. Annual designated distributions can be recreated from history with mass modification of dates or data.
The Payment Selection report in AP, run before checks are printed, warns if the grantee has not met a condition of the grant.
Cancellations, refunds, and error corrections made in the Grants Module automatically make appropriate changes in Accounts Payable and General Ledger and create an audit trail.</td></tr>
<tr><td>Grantee – Web Access</td><td>Sign-in is enforced, so applicants cannot work on applications without first signing into the system
Applicants may attach documents, the foundation can define what types of files will be accepted as attachments.
Different submission confirmation email messages can be configured and sent for each application form.
Ability to save an application and come back later to finish it.</td></tr>
<tr><td>Nonprofit Profile and Account Management</td><td>IGAM 4 will allow online application forms to be auto-populated with the grantee data from the previous entry. If a grantee has submitted previous applications, they will be able to see the information previously entered, and change it if necessary. Once the application is considered, the grantee information will be updated in FIMS.

IGAM 4 is currently slated for Q4 of 2009.</td></tr>
<tr><td>Online Self Service FAQ</td><td>The foundation can create links on application forms to a help page, guidelines to download, or other resources, including an FAQ.</td></tr>
<tr><td>Volunteer/Board Self Service Portal, Grant Review</td><td>FIMS does not currently provide online visibility into the review process for volunteers and board members.</td></tr>
<tr><td>Budgeting<table><tr><td>X</td><td colspan="2">Forecasting</td></tr><tr><td>x</td><td colspan="2">Encumbrances</td></tr><tr><td rowspan="5"></td><td colspan="2">Payouts</td></tr><tr><td>X</td><td>Scheduling</td></tr><tr><td>X</td><td>Multi-period Payments</td></tr><tr><td>X</td><td>Requirements for payment</td></tr><tr><td>X</td><td>Track receipt/ hold payment</td></tr></table></td><td>Budget information can be added through a G/L Budget import utility in FIMS. This includes budgeting for operating expenses, operating revenue, grant expense, etc. Budgets can also be configured for Grant Coding (Population, Grantee Type, Region, etc) and Committees.

User comments included the following:

One user praised the ability to open up the next year and not be a detriment to current.</td></tr>
</table>

<table>
<tr><th colspan="2">MICROEDGE, LLC; FIMS
FIMS, DonorCentral, IGAM, Portico Exec.</th></tr>
<tr><td>Scholarships</td><td>Processing for Scholarship applications differ from standard grant applications in that they are often related to both a Grantee (usually an educational institution) and a Student. FIMS has the ability to issue the check to the institution, the student, or both the institution and the Student as co-payees.

The FIMS scholarship module allows applications/grants to be attached to both an institution (school) and a student record.

The Fund Scholarship record identifies the Scholarship and its parent Fund for the Scholarship Application record. Each Fund may have multiple Fund Scholarship records while all code fields are user-definable

Scholarship Management may be used as a pre-approval system, or by linking qualifying data to Excel, to support a pre-approval evaluation process.

Defaults for certain key data fields can be set at the beginning of an entry Session

IGAM 4 will include support for online scholarship applications.

User comments included the following:

A user expressed frustration that they couldn’t go to student record and see what scholarships they’ve got, This does work for an institution.</td></tr>
<tr><td>Accountability
X | Grant Conditions
X | Grantee Performance
X | Impact Analysis
X | Compliance</td><td>An unlimited number of grant follow-up items (conditions) may be attached to any specific grant and/or to any specific grant payment line-item. Each individual grant follow up item contains: 1) conditions, 2) expected outcomes, 3) actual outcome, and 4) other. Grant follow up records also enable program staff to assign user-defined success level ranking codes.

Unsatisfied conditions are flagged on grants payable reports.</td></tr>
<tr><th colspan="2">Context</th></tr>
<tr><td>Personal Tools
X | MS Office
X | Reporting
X | Email
X | Document Management</td><td>FIMS is fully integrated with MS-Office and auto-launches Word mail merging, Excel, Excel graphs, Emails. Note, emails may be sent directly from FIMS to individuals or to groups. Reports sent to Excel will automatically launch Excel.

Documents (e.g., MS-Word, Excel, PDFs, sound, movies, etc.) may be related to any specific profile, grantee, fund, donor, or grant.

FIMS CRM also has options to synchronize tasks, appointments, contacts, and sent emails with Outlook

User comments included the following:

One client would prefer that a user could use Office functions within the system, rather than exporting to Office etc.

The other appreciated the availability of pre designed macros to help use of the tools.</td></tr>
<tr><td>Research
  | New Products
  | Community</td><td>MicroEdge Community Foundation platform currently does not support the creation of web-forums or chat</td></tr>
</table>

[ ] New Initiatives	
5. External Presence Capabilities	
Information Publication	
Data extract to the publishing medium X Statements X Other reporting	Donor, Fund, Fund summary, detail gift/grant and other data is published daily from FIMS to DonorCentral for web access/ extract. DonorCentral allows foundations to publish fund statements, news, articles and other information. Aggregate summary information is published to Portico Exec daily for modeling and data dashboard analysis. **User comments included the following:** One user said the availability of office and associated macros meant data extract worked reasonably well.
Performance Reporting [ ] Load from advisors [ ] Integrate to statements	Standard reporting in FACTS includes an investment performance report that uses the following calculation to provide an approximation of total investment returns: [Ending Market Value - Net Contributions - Beginning Market] --- [Beginning Market + 1/2 Net Contributions] **User comments included the following:** One user appreciated that now that they have average daily balance they can produce a more accurate. The other had proofed the results and they matched industry standards.
Content Management	
X Restrict Web Functions by Role	FIMS does not have Content Management System (CMS) capabilities. However, the web-portals (DonorCentral, IGAM, Portico Exec, and FIMS CRM) do have some CMS features. **User comments included the following:** One users agreed to limited capability but that IGAM 3 is more robust and keeps track of agencies
Communications	
Support of mailings X Variable sort criteria X Hard copy X Electronic [ ] Track activity	FIMS allows for the creation of ad-hoc or saved queries and sorting of the database to develop mailing lists. Fields in the database may be used as both filter and sort criteria. **User comments included the following:** One user said there were many ways of merging profiles so need consistent strategy to ensure mailing lists are consistent
6. INTERFACES & ANCILLARY TECHNOLOGY	

MicroEdge, LLC; FIMS FIMS, DonorCentral, IGAM, Portico Exec.	
Interface Wizard/Tools	Interface wizards are available to upload external name/address files and general ledger entry data. **User comments included the following:** One user said they were good but could be more intuitive to use.
Application Programming Interface for each System	There are no general purpose API's available. Specific point-to-point interfaces are developed on an as-needed basis for customers.
Module Integration Internal and Third Party	FIMS is a fully integrated solution with no importing/exporting required between internal modules. Integration of FIMS with associated web portal modules is automated. Externally MS-Office is integrated. **User comments included the following:** One user appreciated the integration but believed there was no way to open a window to the data so needed to use SQL queries to access.
Money Movement [ ] Swift [ ] Fed Wires (US) X ACH [ ] Other	• Track ACH account information for vendors and grantees. • Can include/exclude ACH payments with other payments. • Exports check information into ACH format for transfer to the bank. **User comments included the following:** One user had helped specify and pay fro the ACH capability and was consequently liked it very much
Custodians [ ] # with Automated Feed	MicroEdge has the potential to receive an automated feed of custody data from hundreds of custodians through its strategic relationship with AST Capital Trust Company. AST Capital Trust Co. leverages Advent Software's Custodial Data network as a means to deliver custody data for FIMS and Foundation Power customers. In addition to this general purpose custody interface, MicroEdge has built a number of point-to-point custody interfaces as requested by customers.
Email Integration [ ] Templates X Single Letter X Mail Merges	
Data Import and Export Capabilities X Export any data for analysis X Multi formats X Automated feed	FIMS offers a number of standard data import/export capabilities with users able to create their own exports in a variety of formats (CSV, tab-delimited, PDF, etc). Import wizards are available for name/address, Gifts, Grants, Check Reconciliation, GL entry imports (in CSV format only). Automation occurs via the Windows scheduler.
7. Reporting and Output	
Report Writer X Support external data	Several report writers (e.g., data grids, Results Report Writer) are available within FIMS. There are also several user defined exports available that allow

	inclusion
	Multi medium, tracking delivery

users to choose the fields they want to include in the export as well as sort and filter the records.

Additionally, Foundations can use Crystal Reports to access FIMS data and present it as sophisticated reports, statistical analyses, and charts. Crystal reports can be loaded and run from within FIMS via standard FIMS dropdown menus.

User comments included the following:

One user commented that Data grids are the new standard and that Crystal is the step-child. The other that Data grids were not user friendly but once familiar it was very powerful.

Report Types

X	Consolidated statements
X	Confirmations
X	Adjusted transaction statement
*	Max number of statement recipients
	Multi-currency statements
X	Multi-language statements
X	E-mail delivery statements
X	Web-designed statements

* The number of fund statement recipients is unlimited.

For fund statements, the system permits the user to select numerous options to print or withhold information;

- The natural account number for each account
- Include lines with Zero Balances:
- The Fund ID code
- Current date and or time in Header
- Add Extra Lines to Top Margin to allow for statements printed on letterhead.
- Gift and Grant Detail (including the Donor or Grantee name, the
- Gift or Grant Date, and the Gift or Grant Amount).
- Pledge Detail; Name, Date, and Amount for any Pledges made to the Fund as part of the Gift Detail.
- Text from the Gift Comment field and the Grant Program Name/ details
- For Scholarships: The Student or the Grantee name.
- Separate Statements for Subordinate Funds
- Fund statements for one or more of the representatives associated with the fund.

Correspondence

	Language choice
X	Pre-formulated letters
X	Custom correspondence
X	Automatic addressing

Reporting Delivery

X	Physical Mail
X	E-mail
X	Web-pdf
X	Web-Excel

MICROEDGE, LLC; FIMS

FIMS, DonorCentral, IGAM, Portico Exec.

Management Reporting

X	Standard Reports
X	Sorting flexibility
X	Sales reporting
X	Export to Excel, Access, PDF, CSV, and other

Portico Exec leverages information from FIMS or FoundationPower to provide on demand access to interactive executive reports and analysis that support:

- **Monitor and assess foundation performance –** Track and analyze key donor, giving, grant, constituent and financial information. Portico Exec provides consolidated summary reports, charts and graphs
- **Forecasts and perform scenario analyses –** View statistics and forecasting information to anticipate future trends
- **Measure progress against industry benchmarks –** Evaluate organizational performance with comparisons of growth rates, trends and more against industry and peer group benchmarks

FIMS provides 100+ standard reports out of the box and offers unlimited number of options for ad-hoc reporting with Data Grids. All of these can be exported.

FIMS CRM can generate reports about constituent activities such as events and campaigns. Queries may be run to get the information needed in a custom format. Able to create custom dashboards to see visual representations of prospecting activities. All reports generated in FIMS CRM can also be exported.

8. CLIENT TYPE AND BASE

Client Information

(Year-End Numbers)	2008	2007	2006	2005
Clients Won	21	19	16	29
Clients Lost	1			
Total # of Community Foundation Clients	465	446	430	401
Total # of Active Client Installations	475	456	440	411

Client List

Representative sample of community foundation clients include: Greater Milwaukee Foundation, The Rhode Island Foundation, Stonewall Community Foundation, Dallas Foundation, Community Foundation of Greater Atlanta, Community Foundation for Southeast Michigan, Jewish Communal Fund, Greater Kansas City Community Foundation, The Winnipeg Foundation, and the Community Foundation Serving Richmond and Central Virginia.

9. SYSTEM COST STRUCTURE

License Structure/Options

X	Perpetual License
	Annual License
X	ASP
X	Full Service

Please contact Sales for pricing 888.413.2074

MICROEDGE, LLC; FIMS

FIMS, DonorCentral, IGAM, Portico Exec.

10. SUMMARY

Strengths	FIMS has a stable core – Accounting FACT, Grants and Gifts – it is the bulletproof solution, especially for smaller foundations. New releases quality controlled Response to critical issue is good
Weaknesses	FIMS is being beaten to the market on web based applications Event management needs strengthening
Contact	**Brenda Dworak** **Sr Consultant & Sales Manager for FIMS** **Sales - 603.783.5404** **Support - 800.256.7772** 89 North State St. Concord, NH 03301 www.nposolutions.com

MICROEDGE, LLC; FOUNDATIONPOWER

FoundationPower, DonorCentral, IGAM, Portico Exec.

1. CORPORATE SCOPE

Company Overview

Company history
Office locations
Staffing levels
Ownership / Capitalization
Types and size of institutions served

Established in 1985, MicroEdge, LLC provides software and services to more than 2,400 giving organizations. MicroEdge has 100 employees throughout the headquarters in New York, and satellite offices in Connecticut, Minnesota, and New Hampshire.

MicroEdge provides both FIMS and FoundationPower back office management software and Internet services for community foundations. Since it began to service community foundations in 1992, MicroEdge has gained over 500 clients representing over 80% of the total assets of the community foundation market. This includes 96% of the top 25 community foundations by giving and 92% of the top 25 by assets.

	Total Staff	List # staff by location
Product Management		* FP does not as a policy provide staffing figures.
Operations		
Technology		
Professional Services		
Customer Support		

Client comments included the following:

One client was concerned with the 5 CEOs that FoundationPower had had in as many years, with the inconsistent strategies including a rewrite of the system that has not transpired.

Functional Overview

Note in each box the module/system that provides the functionality

FoundationPower is designed to provide customized solutions for foundations that have unique processes or requirements. Because of this high level of customization, all clients have different versions of the software. Clients have reciprocal agreements, which allow functionality developed for each of them to be shared among all the FoundationPower clients. MicroEdge will match a prospective client's requirements and needs to an existing FoundationPower client's version, which will then serve as the "base system" for this prospect. Any required customizations will be applied to this "base system".

CRM	FoundationPower
Opportunity Management	FoundationPower
Donation Management	FoundationPower
Fund Accounting	FoundationPower
Investment Accounting	FoundationPower
Grants Management	FoundationPower, IGAM Grant module(s).

MicroEdge, LLC; FoundationPower FoundationPower, DonorCentral, IGAM, Portico Exec.	
How are modules or systems integrated?	<table><tr><td>Donor/Program Matching Tools</td><td>FoundationPower, DonorCentral</td></tr><tr><td>Publication of System Data Online</td><td>DonorCentral; IGAM, Portico Exec (executive dash boarding tool that extracts FoundationPower data), and third party web products such as Salesforce, Donor Edge and Customer web sites.</td></tr><tr><td>Website Content Management</td><td>DonorCentral , IGAM</td></tr><tr><td>Web Communications</td><td>DonorCentral , IGAM</td></tr><tr><td>Web Self Service (Transactions/Actions)</td><td>DonorCentral , IGAM, Portico Exec</td></tr></table> All FoundationPower modules are fully integrated into a single common relational database by a single development team in a consistent development environment. MicroEdge's web-portals, DonorCentral, IGAM, and Portico Exec were developed by the same team of developers or a team working closely with the FoundationPower developers to ensure tight and seamless integration between products. **Client comments included the following:** Both clients said that client reciprocity was limited; an enhancement may be developed for a customer but for a client on a different 'base system' there will need to be added development. Also a different engineer serving different clients may not be aware of it. Non IT people don't understand this limitation on sharing costs. A "catalog" of clients with the same 'base system' and of system enhancements would be useful.
New & Noteworthy Major Product Enhancements; those recently operational with clients, and those due to be in operation with clients in next 12 months. Strategic Initiatives	Custom integration with Salesforce.com for extended CRM functionality. Other integrations using .NET Web Services to extend core functionality, including AST Seamless Processing, Advent Wealth Services, DonorsEdge. **IGAM 3:** Available in Q4, 2008: IGAM is a Microsoft VB application with a hosted component using a SQL server database and a local component using an Access database. IGAM allows creation of online grant applications with an eligibility quiz to improve the quality of the grant applications. IGAM 4 – The next version of IGAM scheduled for Q4 of 2009 will offer the following additional functionality: • Online scholarship applications • Additional IRS validation • Eligibility quiz report that shows failures • Add default values and hidden fields to applications • Ability to email submitted / draft applications
2. Architecture and Development	
Overview of Each System	**FoundationPower:** The system has a two-tier architecture with a client server

MicroEdge, LLC; FoundationPower FoundationPower, DonorCentral, IGAM, Portico Exec.	
Component Architecture Operating Systems Database and data access Technical environment GUIs and web access **Consistency between systems** Database single/ multiple? Restore/Data back-up X — Single Sign On	and networked database. Many clients deploy via terminal services and/or Citrix to provide thin client access for remote users. The operating system is Windows desktop client-side and Windows server side. The application language code is written in PowerBuilder. PowerBuilder provides the ability to compile the application as a .NET runtime application and extend functionality through .NET web services. FoundationPower uses Sybase Adaptive Server Anywhere as its database, but has also been ported to Sybase Adaptive Server Enterprise and could also be ported to Microsoft SQL Server. **DonorCentral:** The development environment ASP utilizing .NET and PowerBuilder components and the database is Sybase SQL Anywhere. This component runs on MS-based Operating System. DonorCentral is hosted in a SAS 70-compliant data center. **IGAM:** is a Microsoft VB application with a hosted component using a SQL server database and a local component using an Access database **Portico Exec:** is developed with ASP.Net 2.0 with SQL Server used as the database for authentication and store other information. Portico Exec utilizes flash to present data dashboards. **Client comments included the following:** One client said that the data architecture has weaknesses which makes development and interfaces more costly to build and maintain. Data integrity can be compromised but the database works and has never crashed. The other said that the Sybase database has come along way, and .NET capabilities are mostly stable. PowerBuilder has difficulties keeping current with Microsoft's releases and can create minor issues. One client stated that Terminal Services / Citrix works very well in furnishing "same look-and-feel" for multiple location organizations. Virtualization offers additional opportunities for larger foundations to lower costs through infrastructure consolidation; Foundation Power performs flawlessly across a virtualized environment. One user said that overall the system is easy to use – with special kudos for the grants module. The G/L was straightforward but some code entry required more control and this had impacted reporting.
User Security all Components Types of Security ASP, Permissions, Audit, Implementation Audit Trail Reporting X — Date/Time Stamp X — Track by user ID X — Track changes X — Track data by type of activity X — Track data by date X — Secure individual records	FoundationPower security is administered by the client in an integrated security and administration module. It permits the set-up of access restrictions by user/ group to areas of the system and look, input and edit/ approval. The permission process is dynamic to support the customization. Full auditing of each database table is an optional feature. **Client comments included the following:** One user said that their security audits suggested that the role-based security be integrated into Active Directory. Username max length is non-standard and the password complexity requirement is not in step with industry standards. Both users said security worked well.
Workflow Processing Across	FoundationPower allows clients to integrate their organization-specific

Modules

X	Dashboard for tracking transaction/ data status
X	Track transactions
X	Workflow tool that notifies/ queues transactions by operator
X	Reporting/ inquiry

workflow into the software. The core software has workflow capability and MicroEdge works with the client to make sure the custom software mirrors their internal processes.

Transactions and data can be tracked by a variety of inquiry screens. DonorCentral, IGAM, Portico Exec are integrated utilizing automatic tasks, email notifications and procedures for proper flow of data between systems.

Portico Exec is a hosted service, dashboard-style analytic suite that provides interactive business analytics models to community foundations with statistics and forecasting tools specific to their organization and provides benchmarking to a group of industry peers.

Client comments included the following:

The users had not seen this functionality

Functionality Release Schedule & Details

Release schedule
Plans for next 2 releases
Documentation availability
Defining and prioritizing system enhancements

FoundationPower: Enhancements are planned, developed and deployed in partnership with individual clients with the MicroEdge assigned project manager providing technical considerations and any input/suggestions from other clients. The project manager agrees with the client the functionality, priority and estimated budget before the enhancement is created. FoundationPower code base is regularly migrated to current versions of development tools to ensure compatibility and allow for advanced development of new features and integration techniques. Releases are deployed to a test system before release to the production environment. Documentation is created by request of the client.

IGAM 4 for FIMS: the full version scope and development schedule are currently in progress. The main functionality to be added in the first release scheduled for Q4 of 2009 is the ability to process online Scholarship applications.

FIMS CRM: Released version 1 in June of 2009. No date has been set for the next version of FIMS CRM.

Portico Exec: Working to provide free benchmarking functionality to a large percentage of FIMS clients over the next year.

DonorCentral V3: the version scope and development schedule are currently in progress. Planned enhancements include charting, updating Profile information online, and support for recurring grants.

3. SYSTEM VENDOR SUPPORT

Help Desk/Documentation

Hours of availability
Size of staff/ tenure
Problem tracking system

X	Context sensitive help
X	Web-based help (on-line chat system, email, etc)
X	Electronic User's Manual
	Hard copy User's Manual

Each client is assigned a project manager who is responsible for the client's implementation, ongoing support and relationship management. The project manager is also a developer, so s/he will likely be involved in any customization requested. Levels of response are agreed per the maintenance agreement. Support is during normal office hours (8am-5pm CST) and project managers provide back-up for one another. Online, Windows-based help is available for the core functionality. Most clients elect to complete documentation of their custom processes.

Client comments included the following:

There is a cursor-hover-over that for each field will identify table_fieldname, which helps enormously to keep data mapping current as enhancements are built/ third-party software packages are bolted on. Immensely helpful.

MicroEdge, LLC; FoundationPower FoundationPower, DonorCentral, IGAM, Portico Exec.	
Training and Conversions Number of dedicated training and conversion staff Describe implementation (i.e. duration, training, approach) Identify costs associated with typical conversion On-site training and conversion provided? Web-based training available?	Implementation and conversions are performed by MicroEdge staff under the direction of the MicroEdge project manager. There is an overall process to be followed but it is an iterative process of rapid prototyping design / build / test, dictated by the functionality of the core system and the degree of customization required. MicroEdge will typically work both onsite at the client and remotely to complete the work. MicroEdge works with client to create custom training and assist with delivery if desired. All work is time and materials.
Programming Support Number of development staff handling core functionality Number handling ongoing client support	There is a core team of FoundationPower developers that is supported by the appropriate MicroEdge technology and product management team(s) FoundationPower client support team is comprised of experienced professionals with long histories of working with foundations as their technical partners. Average years experience working with foundations is 10 years. Range is 2.5 to 15 years direct experience. **Client comments included the following:** One commented that they do a phenomenal job of customization to customer requirements. The programmers have a lot tenure, which furnishes intimate knowledge of a particular system which saves money when new features are built for you. However cross system knowledge lacks sufficient depth The other user was concerned that the programming staff is too focused on programming, that this and its small size limits Foundation Power's ability in project manage and undertake quality assurance. The vendor essentially performs only unit testing, and integration testing is largely left to the client.
Customer Satisfaction How does your company measure customer satisfaction?	MicroEdge facilitates product user groups and participates in conferences to directly engage customers. MicroEdge also collects extensive feedback from customer surveys at its annual conference and meeting. **Client comments included the following:** The user group is currently inactive, but users are probably more to blame for this. However the vendor is very good at getting feedback from individual customers.
4. Intra-Organizational Capabilities	
Development	
Personal Profiles (CRM)	
Contact Management X – Multiple Locations, Email, Demographics X – Custom Name Forms X – Moves management and address changes X – Charitable Interests X – Links between contacts	Contact information is stored in the system's single database and may be viewed throughout the FoundationPower system. Information is stored in both the individual and organization's functional modules. Information is entered only once, with the ability to input and store multiple addresses. Individuals may be related to an organization and one of the addresses. If the organization address changes, then all individuals attached to the address receive that change. Individuals are stored as a family unit. There is a Person 1 and a Person 2 and a combined record (Mr. and Mrs.). Mailings or Donations can be associated with Person #1, Person #2 or with the combined record. The Volunteer and Case

X	Household modeling	
X	Roles Alumni, Board Members, etc	
X	Status expired, grace, current, lapsed	
X	Communications Preferences	
X	Professional Advisors	
	Volunteers	
		Interests and availability
		Association of actions to solicitations
	Case Management	
		Call reporting
		Dashboard/ Query
	Singe separate database	

management functionality is not core, but exists in several client applications.

Client comments included the following:

One user's comment was that the vendor has begun to build out the recording of group family information by Household. This will provide for Families scattered over 2-4 locations (incl. college, retirement home, etc.) to be recognized by the family unit.

Reminders

X	Activity Management tracking
X	Export to Outlook

There are pop-up reminders when logging on that an event/ action is scheduled. Users can also export these reminders and schedules to MS Outlook.

Event Management planning/ tracking

X	Track invitees/ attendees etc
X	Mailing to groups
X	Track event results

There is a full event management system that tracks invitees, attendees, costs, money raised, tables, labels, and vendors. This capability allows the user to send out invitations and other mailings.

Client comments included the following:

One user thinks it a very good module and have enhanced it by using same meta-data to organize events by NTEE codes. This makes it immensely powerful by helping furnish a 360-degree view of a donor.

The other user commented that the functionality as delivered is bare-bones, that the data is rich, but not the features.

Opportunity Management

X	Leads Tracking
X	Campaign Management
X	Pipeline Automation
X	Progress Reporting

Core lead qualification functionality is available; this varies across applications based on the custom requirements of the client.

Integration with best of breed CRM packages available as alternative to core functionality.

Client comments included the following:

One user thought this was not provided by the core offering but was an 'add on', the other that the functionality is basic.

Information Access from CRM

X	Operations
X	Donor Service Personnel
X	Other

CRM web function integrated with donor management/back office functional modules?

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FoundationPower, DonorCentral, IGAM, Portico Exec.

Donation Management

X	Gift Processing
X	Pledge Management
X	Donor Directed
X	Batch entry for volume
X	Track complex gifts
X	Reminders/ pop-ups
X	Set-up auto payment by amount/ percentage

Provides full donation management and transaction processing, and tracks extended attributes for complex gifts. There is a simplified batch entry system for high volume gifts.

Gifts of stock can be accrued in the system, full broker information is maintained during the processing of the stock gift, and the g/l transactions for gain/loss, broker fees and proceeds are automatically created.

It can track individuals who have elected the foundation to be included in their estate plan and set up the automatic deduction of a pledge payment from a donor account. ACH gift processing is available. Able to set-up donor directed payout information by amount percentage etc.

Client comments included the following:

One client uses some of Power Builder’s .NET functionality and 3rd party software to perform ACH gift processing

Donor web functions supported/ encryption

Donors may initiate grant suggestions to existing or new organizations and make updates to their profiles using DonorCentral.

In addition, donors may:

- Review summary and detailed fund information
- View investment account balances
- View (or retrieve via email) fund statements
- Review Community Foundation advertised recommended projects / Published proposals
- Research grantee information via a selected list of preferred projects, agencies from FoundationPower, a list of prior grantees from their fund, GuideStar database of 501c3 organizations
- Generate new grant suggestions based upon historic grants made
- Track the progress of suggested grants to see if they have been paid
- Suggest changes to their fund’s investment structure
- Communicate with other fund advisors
- Review community foundation published news, articles, and calendar of Events

FoundationPower data is uploaded in encrypted form (usually in batch mode) to DonorCentral.

Online Self Service

X	FAQ?
X	Donor Services, enrollment?
X	Donor/ Program Matching
X	Donor Advised Fund Grant Disbursements
	Donor Services, accounting reporting

FAQ provided in DonorCentral and customizable by client.

Client comments included the following:

In final stages of implementation and the design team/engineers have been phenomenal.

Operations

MicroEdge, LLC; FoundationPower FoundationPower, DonorCentral, IGAM, Portico Exec.	
Fund Profile	
Profile Info	
X	Business Rules & Administration Instructions	The fund management and maintenance system allows the user to set and view the fund coding, administrative fees, spending policy, interested parties attached to fund, grant history, gift history, g/l activity, fund statements, correspondence, activity logs, investment activity and holdings, fund language, etc. Spending policy is comprehensive and designed to match the foundation's policy. Life Income Plans are supported but the functionality is not highly developed. Financial Reporting Module allows fund level report queries defined by the user. Fund Inquiries allow direct drilldown into GL activity at a fund level.

X	Business Rules & Administration Instructions	
X	Fund Categorization Codes	
X	Informational fields, comment fields	
X	Spending Policy Setup	
X	Fee Schedule	
X	Ability to compare fund features	
X	Investment Instructions	
	Documentation	
	X	Agreement
	X	Correspondence
	X	Phone logs
X	Beneficiaries	

Functional Coding

X	Constituency
X	Geography
X	NTEE

Life Income Plans

	Life Income Successors
	Charitable Beneficiaries
	Payments Agreement
	Reserve Requirements

Financial (query)

X	Market
X	Transactions

Fund Accounting

Record Keeping

X	Classification of accounts
X	Statement production method
X	Pool vs Fund levels, method

Chart of Accounts is defined and maintained by foundation finance staff from within the system. There are numerous account and coding structures that can be implemented by FoundationPower users, including sub-accounts, departments and other codes

System can perform Fund and Pool allocations.

Financial Management

X	Spending policy

All FoundationPower implementations have instituted complex spending policy management. Budgeting and forecasting modules are available and have been implemented for numerous clients.

MicroEdge, LLC; FoundationPower FoundationPower, DonorCentral, IGAM, Portico Exec.	
X Budget Modeling X Forecasting	
Administrative Accounting X General Ledger X Receivables X Payables X Electronic funds Transfer X Alerts and Notifications	Administrative accounting works much the same as the donor fund accounting, but from within operating funds. The same flexibility exists within the GL Chart of Accounts. Each system has an AP module to manage and process contracts, invoices and administrative payments. It also allows payment via ACH/EFT. Positive Pay bank file creation is also an option.
Internal Controls X Receipts & disbursements X Investment Cash Flows X Automated reconciliation with banks How are Records Reconciled and which ones?	Bank Interfaces have been established for several customers to automate reconciliation of bank statements and exception or timing difference recognition. Additionally, integration with AST or Advent back offices services is available for automation of investment transactions.
Integrated Investment and Trust Accounting	
Investment Management X Investment Objectives X Rebalancing X Trade Order Management X Inv. Manager Admin	Master allocation percentages are held in a table, and the user can run the system to rebalance, net trades by pool and generate suggested trades.
Investment Accounting X Daily Availability (cash, investment amount) X Holdings X Principal/Income X Restrictions (book) X Unitization	Choice of unitization or weighted average % methods for making allocations of pooled accounts into a single investment account/fund and allows an individual account/fund to hold assets in multiple pools. **Client comments included the following:** When cash comes in a donor can put into CF's managed pool but the CF gets notice of availability only monthly (or less often in the case of certain types of investments)
Transactions X Sales & Trades X Dividends X Additions X Disbursements X Gains/Losses	Transactions are integrated and reconciled via bank interface for some clients. Others keep transactions separate and enter statement amounts for pool processing
Program	

MicroEdge, LLC; FoundationPower FoundationPower, DonorCentral, IGAM, Portico Exec.	
Grantee Profiles (CRM) X — Organization Profile X — Organization Targets X — Organization Documents X — Organization Financials	All Grantee information captured and displayed directly within FoundationPower. **Client comments included the following:** One user suggested a document repository that contains all info with a freshness date would be useful. Too often grantees will make apps to multiple funding entities, but as all such data is silo'd it must be duplicated. The other thought it worked very well

Grant Management
Online Profile and Account Management
  X — Capture Application Elements as Data
  X — Use of Standard Schema
  X — Nonprofit Coding Management
X — Online Application
X — Tracking and Status of Application
X — New RFP Creation
	Grant management capability is customized to the specific needs of each client, handles specialized coding and special grant programs through configuration or customization.
	Automated import of online grant application via IGAM for competitive applications and DonorCentral/Suggestion Central for Donor Advised recommendations.

Manual Applications Unsolicited X — Designated X — Discretionary	Manual applications processed through the grant application module with many coding and evaluation options. Typically customized to meet special needs of each client.
Review and Approve X — Workflow function X — Query & Reporting X — Use of email for notifications	System is customized to automate business processes of the foundation to enhance workflow. Many built-in custom reports available. **Client comments included the following:** One user suggested there was limited workflow functionality.
Grantee – Web Access	
Nonprofit Profile and Account Management	The Internet Grant Application Module (IGAM) enables foundations to accept grant applications and proposals via the Web. • Create simple or detailed multi-page application forms with their colors, field names, company's logo, basic design elements that include required fields • Build an eligibility quiz to prescreen applicants. • Use a brief, initial inquiry form to verify the applicant meets general requirements followed by a second complete proposal form. • US Tax ID's can be verified against the IRS database which can be used to pre populate fields. • Email confirmations are generated to applicants that their application

MicroEdge, LLC; FoundationPower

FoundationPower, DonorCentral, IGAM, Portico Exec.

	has been submitted. • Applicants are able to save an application and come back later to finish it. • Able to create links on application forms to a help page, guidelines to download, or other resources.
Online Self Service FAQ	Yes, IGAM
Volunteer/Board Self Service Portal, Grant Review	
Budgeting X Forecasting X Encumbrances Payouts X Scheduling X Multi-period Payments X Requirements for payment X Track receipt/ hold payment	The sophistication of the budgeting function varies widely across client installs. For encumbrances, the system forecasts scheduled grant payments (and tentatively scheduled payments) in calculating balance available for granting. **Client comments included the following:** A client uses only basic FP features for this function. Would like to look at seasonality of budgets, compare year-to-year, and compare expenditure across the useful /depreciation life. Difficult to get sophisticated budgeting measures (technology cost per staff) out of existing functionality. They use lots of spreadsheets offline to handle.
Scholarships	Scholarship modules available. Typically contains a functional module for students' profiles and applications, as well as management of scholarships. Functionality is often heavily customized based on needs of the foundation and requirements of their programs. **Client comments included the following:** Probably the most valuable module they have.
Accountability X Grant Conditions X Grantee Performance X Impact Analysis X Compliance	Grant reporting and conditions are tracked and integrated with the payment process. Can be configured for conditional holds on payments. Hold reasons are available for staff review and in some cases for reporting back to the grantee. Performance and impact analysis are implemented at different client installations based on each customer's preferences. This feature set works very well. Use it as a red flag to stop payment if conditions aren't met. Feature rich. **Client comments included the following:** This feature set works very well and is feature rich. One client uses it as a red flag to stop payment if conditions aren't met.
Context	
Personal Tools X MS Office X Reporting	Integration with Microsoft Office products for exchange of data and manipulation. Most reporting done within the system, however there is an interface to view Crystal Reports or export data into many formats, including Excel.

X Email X Document Management	Custom integration with third-party document management solutions provided to many customers based on their preference.
Research ☐ New Products ☐ Community ☐ New Initiatives	

5. External Presence Capabilities

Information Publication

Data extract to the publishing medium X Statements X Other reporting	Data can be published to CMS, DonorCentral or Portico Exec via .NET web services. Have provided customized extracts to third-party solutions. **Client comments included the following:** One client uses the canned reports that came with base system, some required a little modification and also contracted for custom reports. Works well. For ad hoc reporting found that CrystalReports required some programming knowledge so attached 3rd party SAP Business Objects as a reporting tool, use their Edge product. Very successful.
Performance Reporting ☐ Load from advisors X Integrate to statements	Via fund statements and published to DonorCentral for advisors.

Content Management

X Restrict Web Functions by Role	A client administrator may set user access in DonorCentral

Communications

Support of mailings X Variable sort criteria X Hard copy X Electronic ☐ Track activity	There is a mass mailing capability that includes the ability to mail to organizations and individuals based on various criteria (mail groups), send mail based on mail codes, Word merges, labels, envelopes and data exports to off-site mail houses. Can send out electronic mail by mailing lists and categorization segments and track activity. In addition, most reports in the system can be e-mailed to any staff person. **Client comments included the following:** One user said they use electronic mail functionality extensively, the other commented the system does not have the functionality to hand off bulk mailings to a "whitelisted" mail service.

6. INTERFACES & ANCILLARY TECHNOLOGY

Interface Wizard/Tools	Not available.
Application Programming	APIs are typically written as a custom point to point. Some examples:

MICROEDGE, LLC; FOUNDATIONPOWER

FoundationPower, DonorCentral, IGAM, Portico Exec.

Interface for each System

Salesforce.com, DOTCHE, Wells Fargo, AST, Key Bank, Citibank, IGAM, DonorCentral, Suggestion Central, Advent Back Office.

.NET web services are available for integration with some products or client web sites.

Module Integration Internal and Third Party

Fully integrated internal components with many external interfaces customized for clients such as Word, Outlook, Excel, deferred gift software, and many others.

Money Movement

	Swift
	Fed Wires (US)
X	ACH
	Other

ACH/EFT file creation for grant, scholarship or admin payments.

Custodians

4+	# with Automated Feed

AST, KeyBank, CitiBank, Wells Fargo.

MicroEdge has the potential to receive an automated feed of custody data from literally hundreds of custodians through its strategic relationship with AST Capital Trust Company which leverages Advent Software's Custodial Data network as a means to deliver custody data for FIMS and FoundationPower customers. In addition to this general purpose custody interface, MicroEdge has built a number of point-to-point custody interfaces as requested by customers from time-to-time.

Email Integration

X	Templates
X	Single Letter
X	Mail Merges

Foundations have ability to email most reports or template emails

Data Import and Export Capabilities

X	Export any data for analysis
X	Multi formats
X	Automated feed

The data from any report can be exported to a variety of formats via built in export tools and a variety of built in utilities.

7. REPORTING AND OUTPUT

Report Writer

x	Support external data inclusion
	Multi medium, tracking delivery

For financial reporting there is a built-in Financial Report Writer. For other kinds of information users may use Crystal Reports Viewer.

Report Types

X	Consolidated statements
	Confirmations
X	Adjusted transaction statement
?	Max number of statement recipients

Offers a large array of both standard and customized reports.

Financial Report Writer module allows configuration of multi-fund and multi-account consolidated statements

	Multi-currency statements
	Multi-language statements
X	E-mail delivery statements
X	Web-designed statements

Correspondence

	Language choice
X	Pre-formulated letters
X	Custom correspondence
X	Automatic addressing

Mass mailing system includes the ability to mail to organizations and individuals based on various criteria: (mail groups), send mail based on mail codes, Word merges, labels, envelopes and data exports to off-site mail houses. Can send out electronic mail by mailing lists and categorization segments and track activity. All correspondence is tracked back in the database.

Reporting Delivery

X	Physical Mail
X	E-mail
X	Web-pdf
X	Web-Excel

Reports can be sent as PDFs, hard copy, exported to the Web (DonorCentral Fund Statements) and exported in Excel.

Client comments included the following:

One client uses PDF delivery extensively; works well with standard 3rd party products, but doesn't play well with non-standard (Print-to-PDF); can't handle specialized TrueType font conversions

Management Reporting

X	Standard Reports
X	Sorting flexibility
X	Sales reporting
X	Export to Excel, Access, PDF, CSV, and other

Flexible management reporting is specified by the client.

Also available to integrate data in Portico Exec for dashboard view management reporting.

Client comments included the following:

They don't use. One has bolted on SAP business objects dashboard instead, works very well.

8. CLIENT TYPE AND BASE

Client Information

(Year-End Numbers)	2008	2007	2006
Clients Won			
Clients Lost			
Total # of Community Foundation Clients	18	18	19
Total # of Active Client Installations	27	26	25

Client List

FoundationPower clients typically consist of large foundations or those with specific or custom requirements. Most are community foundations, but also include private foundations and large endowments.

Partial Client List:

a. Cleveland Foundation

b. New York Community Trust

c. Marin Community Foundation

9. SYSTEM COST STRUCTURE

License Structure/Options

X	Perpetual License
	Annual License

Please contact Sales for pricing 888.413.2074

(DonorCentral is offered as an ASP.)

MICROEDGE, LLC; FOUNDATIONPOWER

FoundationPower, DonorCentral, IGAM, Portico Exec.

	ASP	
	Full Service	

10. SUMMARY

Strengths	**User Comments** Great transactional system. Customer facing information less so Great at customizing, a tailored suit, they get it right Have a Can-do attitude Very experienced engineers, usually get pretty close to target.
Weaknesses	**User Comments** Cost – not enough builds are/ can be shared for expense. No test environment, test responsibility on Foundation
Contact	John Reichling Manager of Development MicroEdge, LLC 261 School Ave, Suite 350 Excelsior, MN 55331-1932 952.314.4560 jreichling@microedge.com www.microedge.com

STELLAR FINANCIAL, INC

iPhi CoreEnterprise, iPhi PrivateViews, iPhi WebManager

1. Corporate Scope

Company Overview

Company history
Office locations
Staffing levels
Ownership / Capitalization
Types and size of institutions served

Stellar Financial was incorporated in the State of Delaware in 2002 and took over the business of IvestServe which was incorporated in the State of Delaware in 1999. Stellar Financial is the developer of the iPhi (integrated philanthropy) suite of systems which includes iPhi CoreEnterprise (formerly NorthStar 500), iPhi PrivateViews and iPhi WebManager. The first client went live on the iPhi CoreEnterprise system, in 2001. In December 2007, Stellar Financial integrated the operations of Neulogic Inc. as the basis for the development of iPhi WebManager solution, a CMS (content management system).

Stellar Financials' corporate office is located in Stroudsburg, Pennsylvania. A number of our sales and professional services employees are located around the country. Stellar Financial has 29 employees with 20 of them located at the corporate office in Stroudsburg.

Stellar Financial is a profitable company owned by a combination of investors and employees. As part of the vendor due diligence process during the sales cycle, Stellar Financial will provided audited financials for the past three years.

Stellar Financial serves endowment type organizations that will vary in size from a few million dollars to billions of dollars in assets under administration.

	Total Staff	List # staff by location
Product Management	2	1 Stroudsburg, 1 Remote
Operations	4	3 Stroudsburg, 1 Remote
Technology	12	10 Stroudsburg, 2 Remote
Professional Services	4	4 Remote
Customer Support	7	6 Stroudsburg, 1 Remote

Functional Overview

Note in each box the module/system that provides the functionality

CRM/Marketing	iPhi CoreEnterprise
Opportunity Management	iPhi CoreEnterprise
Donation Management	iPhi CoreEnterprise
Fund Accounting	iPhi CoreEnterprise
Investment Accounting	iPhi CoreEnterprise
Grants Management / Competitive & Scholarship Grant application management	iPhi CoreEnterprise / iPhi PrivateViews
Donor/Program Matching Tools	iPhi WebManager / iPhi DonorView
Publication of System Data Online	iPhi WebManager
Website Content Management	iPhi WebManager

STELLAR FINANCIAL, INC

iPhi CoreEnterprise, iPhi PrivateViews, iPhi WebManager

How are modules or systems integrated?

Web Communications	iPhi WebManager
Web Self Service (Transactions/Actions)	iPhi PrivateViews
Outsourced Services	Stellar Financial will provide outsourced business services in conjunction with the iPhi CoreEnterprise system.

The iPhi suite of systems provides a fully integrated platform that incorporates an organization’s public website, secure web-based private views for authorized constituents including donors, grantee organizations, board members, investment partners etc. into real time data and a comprehensive enterprise wide operational system that includes the following

a. Donor Relationship Management (CRM)

b. Grant Payment and Distribution Management

c. Competitive Grant and Program Management

d. Contribution and Receipt Management

e. Accounting – including automated fund, management and investment accounting

f. Investment management – including pool management, automated pricing of securities and unitization of pooled assets

g. Marketing Management

The iPhi CoreEnterprise system was developed as a single database platform with real-time updates throughout. This eliminates the necessity for batch updates, multiple data entry, storing data in multiple locations, reconciliation issues etc. From an operational perspective, this is the most efficient system design and development approach.

As appropriate, on a client by client basis, Stellar Financial will offer outsourced business services in conjunction with our client’s use of the iPhi CoreEnterprise system.

User comments included the following:

Both users identified the integration of system being a key strength, efficiency gained by real time linking of donor transactions straight to the back office.

Other comments were that Stellar really “got” the accounting function and associated reporting, that the logical database facilitates data retrieval and that a key feature was the ability to provide daily valuations.

New & Noteworthy

Major Product Enhancements; those recently operational with clients, and those due to be in operation with clients in next 12 months.

Strategic Initiatives

Since integrating the operations of Neulogic in December 2007, Stellar Financial has upgraded and rewritten the Neulogic VisionManager Content Management System (CMS). The new CMS system (iPhi WebManager) has been successfully implemented with a number of clients and will be rolled out to a broader client base, of both new and existing clients, over the next few months.

Stellar Financial has recently released Giving Opportunity as part of our iPhi PrivateViews which will enable our client foundations to propose giving opportunities both to their existing donors and to non-donors who can access these giving opportunities via the foundation’s public website. Giving opportunities can be presented on a combination of factors that include Field of Interest, Affiliations, Population Served, and Geographic Focus etc. Resulting contributions, which can be by credit card or e-check, are linked to these giving opportunities for processing and reporting.

Stellar Financial plans to release, in the 4th quarter of this year, a comprehensive online GranteeView that will enable charitable organizations to access a secure web-based portal that will facilitate them applying for grants, tracking their grant application through the application and approval process. It will also allow a grantee organization to update information relating to their organization which will be viewable by donors as part of their grant recommendation process etc.

User comments included the following:

There were no surprises on the list. Stellar was keen to understand the needs specific to the Community Foundation market and had listened. Stellar had supported user access to a Google sharing site, and had recently implemented monthly client calls.

2. Architecture and Development

Overview of Each System Component Architecture Operating Systems Database and data access Technical environment GUIs and web access **Consistency between systems** Database single/ multiple? Restore/Data back-up X — Single Sign On	The system has three-tier architecture. Windows Server 2003 operating system, Sysbase EA Server, Sysbase Adaptive Server Enterprise and MSSQL databases. iPhi CoreEnterprise system is optimized to run on Internet Explorer. iPhi PrivateViews and iPhi WebManager support many of the current and previous versions of all leading web browsers. Incremental system backups are done on an hourly basis, full system backups are done on a daily basis. All system backups occur between our SAS70 co-located data center in Bethlehem PA and our corporate data center located in Stroudsburg, PA which is 50 miles away. Consistency is established and maintained by using a single integrated production database for each client. **Client comments included the following:** Stellar is working on moving from Sybase to .NET framework for their long-term programming and implementation. DonorViews currently uses .NET, iPhi Core Enterprise being implemented in phases. The single relational database with multiple, uniquely keyed tables makes it simple to export data. One user faulted that on some drill-downs the user was required to separately open one or more windows to edit related data.
User Security all Components Types of Security ASP, Permissions, Audit, Implementation Audit Trail Reporting X — Date/Time Stamp	iPhi CoreEnterprise system has a single sign-on and the user security is role based, providing administrative, approval, input and view only capabilities to the foundation staff. An administrator can assign individuals to a role and based on the business activities assigned to that role; the individual will have access to the appropriate menu options in the system. iPhi PrivateViews are also role based, where all of the users settings are established in the iPhi CoreEnterprise system. A user is assigned to a role in association with a fund and given access rights to their Donor PrivateView

X	Track by user ID
X	Track changes
X	Track data by type of activity
X	Track data by date
X	Secure individual records

via this assignment.

The initial user security for each client is setup by our project managers in conjunction with the client. Once the client is live on the system, an employee(s) of the client is designated the Super User and will have administrative rights to manage user security in the system going forward.

Users in the system, that have appropriate authorization, will be able to review audit history for related business transactions and to set up and make updates to static data such as individual records etc.

Client comments included the following:

One user stated that ‘our auditors are increasingly satisfied with how the system handles security’. The other that the separation of duties in the approval process provided strong internal controls for staff of a smaller organization.

Workflow Processing Across Modules

	Dashboard for tracking transaction/ data status
X	Track transactions
X	Workflow tool that notifies/ queues transactions by operator
X	Reporting/ inquiry

The iPhi CoreEnterprise system is designed and developed on a single platform from a business process perspective. Business processes and transactions automatically flow through the system and update the appropriate components of the system as a byproduct of the core business transaction i.e. as a contribution transaction is being processed it is updating the donor account, general ledger, investment management, generating a substantiation letter to the donor etc. Clients can parameterize the workflow sequences. Multi-step approvals for transactions facilitate in-house operational and financial controls.

Functionality Release Schedule & Details

Release schedule
Plans for next 2 releases
Documentation availability
Defining and prioritizing system enhancements

The iPhi suite of systems is typically updated with a new release every two months. As our systems are offered via a Software as a Service (SaaS) delivery model, Stellar Financial is responsible for updating all client systems with the new releases. As a result of this approach, all clients are maintained on the same version of the systems. There is no work involved from our client’s perspective during the system update process.

The next two scheduled release will include enhancements to the following areas –

a. Investment management
b. Pledge processing and reporting
c. Competitive granting processing and reporting
d. Enhanced CRM workflow tracking and reporting

Preliminary documentation is distributed to clients two weeks prior to a release with final documentation being distributed the evening of the release.

New functionality development for the iPhi suite of systems is driven primarily from input from our client base. Once a request for an enhancement to the system is received from a client or determined internally, this request is documented and reviewed by our product management team to determine if this functionality is appropriate for our system and if it is appropriate how best to design and develop the functionality within the system.

The development tasks will be prioritized by our product management team in consultation with our professional services and client support teams. These priorities are reviewed on a monthly basis.

There is an independent user group formed by community foundation clients, and we have frequent communications with them.

User comments included the following:

Stellar deploys updates virtually every month, with detailed preliminary release notes one week prior, and final release notes day of deployment, although one user did not get these release notes (thought they went to a peer instead).

One user got Stellar's concurrence to assemble a users group to identify areas needed by community foundations (eg. CRM) and Stellar is listening intently to the group. Also Stellar have implemented monthly client calls starting September. The other user was unaware that the user group had been effective in driving priorities – thinking it too small, but this user had also been involved recently with input and feedback re: CRM improvements.

3. SYSTEM VENDOR SUPPORT

Help Desk/Documentation

Hours of availability
Size of staff/ tenure
Problem tracking system

	Context sensitive help
X	Web-based help (on-line chat system, email, etc)
X	Electronic User's Manual
X	Hard copy User's Manual

Our support desk is available from 8am EST to 6pm EST Monday through Friday. After hours support is provided by an on call engineer and is available 24/7.

We have four customer service representatives that are part of our operations team, with an average tenure of 5 years.

We use a combination of Bugzilla and Salesforce for client communication and problem tracking. Documentation includes a User's Manual, Release Notes and Online Help.

User comments included the following:

One user used the word 'fabulous' for the help desk – staff knowledgeable, rapid response.

Training and Conversions

Number of dedicated training and conversion staff
Describe implementation (i.e. duration, training, approach)
Identify costs associated with typical conversion
On-site training and conversion provided?
Web-based training available?

We have four professional services employees in our implementation team who are supported by our operations and development teams.

System implementation will vary on a client by client basis depending on the complexity and size of the client. The average implementation will take approximately six months and will include the following broad tasks –

a. Scope & Boundary
b. Business analysis
c. System configuration
d. Data migration
e. System testing
f. End user training

The end user training will be split up over the duration of the system implementation with the main concentration towards the end of the project.

Training and implementation services are provided onsite with the client having the option of subsequent training being provided via the web.

The cost of the system implementation will vary depending on the following

	factors – a. Size and complexity of the organization b. The volume of data to be migrated c. The number of external interfaces with third party systems d. Any customized development or reports that maybe required. **User comments included the following:** The users had different experiences. A Stellar team came for the scope but we got a different PM for implementation which made the requirements built out a little difficult. Our high expectations weren't met by the training experience although it was much better than our previous vendor. We could have used more specific user training. We used a train-the-trainer process, which helped train on how to use Stellar's system, but also retrain how we as an organization do things. Stellar implemented the deliverables on-time and on-budget, with no surprises or additional costs.
Programming Support Number of development staff handling core functionality Number handling ongoing client support	Stellar Financials' approach is that all development team members are involved in both the development of new functionality and the support of existing functionality on an ongoing basis. There are 10 development team members. **User comments included the following:** When they commit to deliver something, they produce it, usually within the planned time frame. Stellar has increased to 24/7 client support.
Customer Satisfaction How does your company measure customer satisfaction?	Stellar Financial measures our customer satisfaction informally. Approximately every six to nine months we reach out to a select number of our clients and ask them questions about our support services, system releases etc. The clients that are contacted are selected via the following criteria – a. Randomly b. Based on their level of interaction with our support desk **User comments included the following:** Neither user has had a formal review.
4. INTRA-ORGANIZATIONAL CAPABILITIES	
Development	
Personal Profiles (CRM)	

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Contact Management

X	Multiple Locations, Email, Demographics	
X	Custom Name Forms	
X	Moves management and address changes	
X	Charitable Interests	
X	Links between contacts	
X	Household modeling	
X	Roles Alumni, Board Members, etc	
X	Status expired, grace, current, lapsed	
X	Communications Preferences	
X	Professional Advisors	
	Volunteers	
		Interests and availability
		Association of actions to solicitations
	Case Management	
	X	Call reporting
	X	Dashboard/ Query
X	Singe separate database	

Within the iPhi CoreEnterprise system, clients can capture comprehensive data relating to an individual record including the following –

a. Name(s)

b. Nickname(s)

c. Salutation(s) – used for system generated communications

d. Address(s) (home, office, summer, winter etc.) – a mailing preference can be selected with appropriate date parameters

e. Communication(s) (home phone, office phone, cell phone, email etc.)

f. Field of Interest(s) – can be used for analysis or marketing activities

g. Related Parties (family members, advisors etc.) – can be used to map a full family tree

h. Roles fulfilled by the individual with a start and end date

i. Full contact management

j. Full task management

k. Related electronic files – any electronic file can be associated with the individual record

l. Automated Public Support Test

Comprehensive reporting on all relationships, roles and interactions the individual has with the organization or any fund within the organization

User comments included the following:

Not strong at present - while basic CRM information is available across the system, the CRM needs better snapshot views/ dashboard for donor staff, and better ways to slice/dice data without resort to Crystal Reports for everyday use.

One user said this is the area we've been pushing Stellar on, that a user group had been giving requirements and Stellar are working hard on improvements including a possible link with Salesforce

Reminders

X	Activity Management tracking
X	Export to Outlook

The iPhi CoreEnterprise system has a task management component as part of the workflow functionality which can be used to assign and manage tasks for individuals that are set up as employees within the system. This task management component can be integrated with Outlook, by email or as a calendar appointment.

User comments included the following:

Outlook integration is very useful.

Event Management planning/ tracking

X	Track invitees/ attendees etc
X	Mailing to groups
X	Track event results

The iPhi CoreEnterprise system has an event management transaction component that will enable an organization to track invitees, resulting contributions, and event related expenses. Budgets for expenses and contributions may be set up and used to generate actual versus budget reporting.

User comments included the following:

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	Basic functionality, works well but is not perfect
Opportunity Management X – Leads Tracking – Campaign Management X – Pipeline Automation X – Progress Reporting	Organizations can use Special Identifiers to track prospective donors through their development cycle (i.e. "Summer09" might be assigned to a group of donors that participate in summer fund raising). We also have the ability to setup expectancy accounts to track and report upon. **User comments included the following:** Data universe is sufficient, a more robust interface and ability to simply extract in useful format would be useful; would like to see this fully consistent/ integrated into the improved CRM functionality.
Information Access from CRM X – Operations X – Donor Service Personnel X – Other	CRM functionality is an integral part of the iPhi CoreEnterprise system providing real-time access to operational data for authorized users across the platform. .
CRM web function integrated with donor management/back office modules?	CRM is part of the iPhi CoreEnterprise / back office system.
Donation Management X – Gift Processing X – Pledge Management X – Donor Directed X – Batch entry for volume X – Track complex gifts X – Reminders/ pop-ups X – Set-up auto payment by amount/ percentage	The iPhi CoreEnterprise system will record all contributions received by an organization irrespective of the nature of the contribution i.e. cash, securities, complex gifts etc. These contribution transactions will be recorded at an account / fund level as well as an external account level. An external account is a bank / brokerage type account. There are a number of means of entering these contribution transactions in the system including manual entry, multi entry and excel upload. An authorized donor can login to their iPhi DonorView and make a contribution to their account online. The iPhi CoreEnterprise system supports a wide variety of account / fund types including Donor Advised Funds, Endowment Funds, and Charitable Trust Accounts etc. An organization can track future expectancies, both irrevocable and revocable, via different account types in the system. The iPhi CoreEnterprise system can record and process all donor directed distributions. Donor or general public credit card or e-check contributions can be made on the internet (iPhi PrivateView and iPhi WebManager), and are integrated in real time with the back office (iPhi CoreEnterprise). **User comments included the following:** Excellent/ Working great for us.
Donor web functions supported/ encryption	The iPhi DonorView, part of the iPhi PrivateView system, is a secure web-based portal that provides donors and authorized individuals with access to secure information. This information can include account opening forms / online processes, online contribution processing, online distribution processing, individual self service functionality and various online reports.
Online Self Service	The iPhi DonorView, part of the iPhi PrivateView system, is a secure web-

X	FAQ?
X	Donor Services, enrollment?
X	Donor/ Program Matching
X	Donor Advised Fund Grant Disbursements
X	Donor Services, accounting reporting

secure information.

An authorized donor can login and make individual or recurring grant distribution recommendations. There is a variety of search criteria that can be used to make this recommendation. Donors can research charities and set up a list of their own favorite charities. Donors can also review granting opportunities made available by the Foundation itself. These transaction are integrated in real time with the back office (iPhi CoreEnterprise), as part of their individual and fund record. Donors can see real-time statuses and fund balance changes as soon as the transactions are submitted.

User comments included the following:

Rolled out late '08, been progressing in feature/function monthly. Granting Opportunities relatively new addition. Being developed along the right lines.

Very accessible to donors and they are increasingly making use of DonorView.

Operations

Fund Profile

Profile Info

X	Business Rules & Administration Instructions	
X	Fund Categorization Codes	
X	Informational fields, comment fields	
X	Spending Policy Setup	
X	Fee Schedule	
	Ability to compare fund features	
X	Investment Instructions	
	Documentation	
	X	Agreement
	X	Correspondence
	X	Phone logs
X	Beneficiaries	

Functional Coding

X	Constituency
X	Geography
X	NTEE

Life Income Plans

X	Life Income Successors
X	Charitable Beneficiaries
X	Payments Agreement

The iPhi CoreEnterprise system provides comprehensive fund / account functionality including the following –

a. Fund name

b. Fund principal and income restrictions

c. Related parties

d. Investment allocations on a contribution, distribution and investment basis

e. Field(s) of Interest – used for analysis and marketing purposes

f. Comprehensive fee schedules – covers both balances and transaction based fees

g. Full contact management and task management

h. Full lot accounting

m. Related electronic files - any electronic file can be associated with an account / fund

i. Spending and distribution rules

The iPhi CoreEnterprise system provides comprehensive functionality around charitable trust accounts / funds.

The iPhi CoreEnterprise system supports over 25 different types of charitable accounts / funds.

The iPhi CoreEnterprise system provides detailed fund / account reports that will show all balances, business transactions, investment transactions etc. at an aggregate level or specific to a fund / account.

User comments included the following:

One user mentioned that their finance staff is now happier with Stellar than with the previous solution, but for them the change cycle was challenging and

X Reserve Requirements Financial (query) X Market X Transactions	the toughest piece of the conversion process. The users specifically commented on the benefit of receiving daily valuations and that the audit transaction tracking/ reconstruction capabilities were very strong.
Fund Accounting	
Record Keeping X Classification of accounts X Statement production method X Pool vs. Fund levels, method	An organization can set up their own chart of accounts within the iPhi CoreEnterprise system and assign the general ledger numbers to the business transactions so that the system can automatically update the general ledger as a by-product of the business transaction. Statements are customized to each client and can be scheduled or generated at any time as either a batch job or individually within the system. Users can set a date range to provide an intra month statement. The iPhi CoreEnterprise system has investment functionality that enables investments to be held at either a pool or account / fund level. **User comments included the following:** One user commented that once they had the templates up, producing statements has been pretty slick. Info can be posted online, and they are sending very few thru the mail now.
Financial Management X Spending policy X Budget Modeling X Forecasting	The iPhi CoreEnterprise system has detailed spending policy templates that enables a client to set up spending policies based on % distributions of balances, % distributions of income, maximum amounts, minimum amounts etc. The iPhi CoreEnterprise system will enable a client to maintain two versions of a budget. One is typically a static budget and the other is a rolling budget. Budgets can be developed and reported on an aggregate or detailed level. The detailed level can be by account, or by GL number level. Actuals may be compared against either budget. The reports are on an actual versus budget basis. **User comments included the following:** A user commented that six months ago this was weak but that now it supported their monthly budget/ actual and variance evaluation. The other that the rule setup for spending policy is flexible, can handle fairly complex spending rules, and now works very well. Also can set up distribution rules (for recurring grants, for example. They also thought the budget modeling was not fabulous: while there are a number of canned reports, wish there was more flexibility in editing reports. Painfully slow when processing budget data.
Administrative Accounting X General Ledger X Receivables X Payables	An organization can enter their own chart of accounts and assign the general ledger numbers to the business transactions in the IPhi CoreEnterprise system. This will enable the general ledger to be updated as a by-product of the business transactions. Electronic Funds Transfer functionality can be set up with the financial organization that the client uses. EFTs can be used with various distribution

X Electronic funds Transfer X Alerts and Notifications	transactions in the system. **User comments included the following:** One user commented that they appreciated the ability for a user to define their own chart of accounts, that transactions are pre-mapped to specific G/L accounts which has reduced manual postings dramatically.
Internal Controls X Receipts & disbursements X Investment Cash Flows Automated reconciliation with banks How are Records Reconciled and which ones?	The iPhi CoreEnterprise system supports a multi step transaction process. Most clients employ a three step process of Enter, Approve and Post, and some add a fourth step for Board Approval. The multi step approval process facilitates internal operational controls as different employees are authorized, via their user profile, to perform different approval steps. All transactions that have a cash component are tracked through the system and the client can at any point in time review their current cash position at an aggregate or detailed level. The iPhi CoreEnterprise system has detailed reports to facilitate month end reconciliations with external banks, brokerages etc. Automated reconciliation reports are available to compare donor holdings or pool holdings to external accounts. **User comments included the following:** One user appreciated that there were a lot of checks and balances, eg report that shows if holdings and GL are out of balance
Integrated Investment and Trust Accounting	
Investment Management X Investment Objectives X Rebalancing X Trade Order Management X Inv. Manager Admin	Investment strategies can be held at the pool or donor account level and can be used to determine investment allocations for receipt or disbursement transactions on a per transaction basis. The iPhi CoreEnterprise system can automatically rebalance the investment holdings at the donor or pool level on an as required basis and allow a review of suggested trades. The investment balance holding(s) for each account / fund is saved on a daily basis, and can be reported on in either detail or aggregate. The iPhi CoreEnterprise system will process investments due and consolidate trade activity that can be used to place a trade order and manage outstanding trade orders. The iPhi CoreEnterprise system does not execute the trade order. This can be done via an automatic feed to / from a trading system or via a manual update.
Investment Accounting X Daily Availability (cash, investment amount) X Holdings X Principal/Income X Restrictions (book) X Unitization	The iPhi CoreEnterprise system will track on a daily basis the cash, investments or other assets held at the donor account / fund or pool level. These holdings can be tracked at a Principal or Income level if required and viewed from a value perspective as of close of business the previous day by foundation employees and donors. Within the iPhi CoreEnterprise system, Principal and Income restrictions can be assigned as part of the business transaction being processed. The iPhi CoreEnterprise system enables full unitization on a daily basis with accounts / funds being able to hold units of one or more pools as appropriate

on a client by client basis.

User comments included the following:

The ability to develop daily pool values/ cash is a significant benefit allowing comparison to bank statements and netting of cash flows to managers.

Transactions

X	Sales & Trades
X	Dividends
X	Additions
X	Disbursements
X	Gains/Losses

The iPhi CoreEnterprise system enables a client to track all investment trades, corporate actions etc. These transactions can be recorded either manually or via an automated trade file from a custodian or investment manager.

The iPhi CoreEnterprise system will calculate all realized gain / losses based on the underlying lot(s) sold as part of the sale transaction. The gain / loss is typically calculated on a FIFO basis.

User comments included the following:

A user commented that this was a much more sophisticated approach than we previously used, makes investment manager reconciliations much easier.

The other that the full system integration meant that entry of a donation would result in a G/L entry and generation of a gift acknowledgement letter.

Program

Grantee Profiles (CRM)

X	Organization Profile
X	Organization Targets
X	Organization Documents
X	Organization Financials

The iPhi CoreEnterprise system enables clients to record detailed profiles of grantee organizations including the following -

a. Summary of the organization
b. Organizations mission
c. Organizations background
d. Organizations staff
e. Connection to the community
f. Funding needs
g. Targeted outcomes
h. How will the grant make a difference

All this information can be made available to donors via the iPhi DonorView as part of their grant review and recommendation process.

Any electronic document can be attached as a related document to the organization record in the iPhi CoreEnterprise system.

Grantee organizations within the iPhi CoreEnterprise system can be assigned detailed categories that include affiliations, geography, populations served, NTEE codes, region code, request type code, grant type, program category etc. These classifications flow through the system with transactions and can be searched by or reported on to support end of year analysis.

User comments included the following:

One user cited problems with allowing only one "population" category for each grantee, which limits their ability to track outcomes to their strategic plan. The client also referred to a broader inconsistency in that some data elements had a single choice from a pre-populated drop-down list, while

	others could record multiple choices from a check-box list.
Grant Management Online Profile and Account Management Capture Application Elements as Data Use of Standard Schema Nonprofit Coding Management Online Application Tracking and Status of Application New RFP Creation	iPhi CoreEnterprise has full functionality to manage the grant application life cycle for an organization. Once an application is approved, it becomes a distribution record and a single or recurring payment will be generated. This is primarily for school/ scholarship applications, and for competitive granting (grantees applying for funds). We are developing an online GranteeView which is a secure web-based portal that will provide grantee organizations with the following functionality – a. Ability to submit online grant applications b. Ability to track grant application through the review and approval process c. Ability to update their own profile record All of the functionality listed will be fully integrated with the back office in real time. This functionality enhancement for competitive & scholarship grant management will be released in the 4th quarter of 2009.
Manual Applications X Unsolicited X Designated X Discretionary	The iPhi CoreEnterprise system provides full grant application tracking, classification and approval processes. There are detailed classifications that include the following – a. Grant type b. Grant program c. Program category **User comments included the following:** One user considered set up and approval process to be cumbersome for an application – there were multiple screens to use and lots of back and forth.
Review and Approve X Workflow function X Query & Reporting X Use of email for notifications	Based on the Grant Application Type, the client can configure different requirement and approval processes. These requirement and approval processes can be over written on a per application basis if necessary.
Grantee – Web Access	
Nonprofit Profile and Account Management	Currently Stellar Financial is developing an online Grantee View which is a secure web-based portal that will provide grantee organizations with the following functionality – a. Ability to submit online grant applications b. Ability to track grant application through the review and approval process c. Ability to update their own profile record This functionality will be released in the 4th quarter of 2009.
Online Self Service FAQ	This is being developed as part of the above functionality.

<table>
<tr><th colspan="2">STELLAR FINANCIAL, INC
iPhi CoreEnterprise, iPhi PrivateViews, iPhi WebManager</th></tr>
<tr><td>Volunteer/Board Self Service Portal, Grant Review</td><td>The iPhi BoardView, which is a component of the iPhi PrivateView system, is a secure web based portal that enables an organization to make information available to board and committee members based on their login credentials.

User comments included the following:

Do not use BoardView but the members have access to PrivateView for information</td></tr>
<tr><td>Budgeting<table>
<tr><td>X</td><td colspan="2">Forecasting</td></tr>
<tr><td>X</td><td colspan="2">Encumbrances</td></tr>
<tr><td></td><td colspan="2">Payouts</td></tr>
<tr><td></td><td>X</td><td>Scheduling</td></tr>
<tr><td></td><td>X</td><td>Multi-period Payments</td></tr>
<tr><td></td><td>X</td><td>Requirements for payment</td></tr>
<tr><td></td><td>X</td><td>Track receipt/ hold payment</td></tr>
</table></td><td>Within the iPhi CoreEnterprise system, clients can determine if they wish grant recommendations to encumber funds within the donor account / fund and if these encumbered funds are reduced from the account / fund available balance

The iPhi CoreEnterprise system enables clients to setup recurring grants that can span multiple years. If there are conditions associated with any of the payments, these conditions can be tracked on a per grant per distribution basis.

User comments included the following:

One user had initial issues as they did not do a good job in communicating their needs to Stellar but now working well, however they thought features g. and h. above were simply text boxes. The other user recognized this as the most improved feature and is now very strong – especially for DAFs.</td></tr>
<tr><td>Scholarships</td><td>iPhi CoreEnterprise has full functionality to manage the scholarship application life cycle for an organization. Once an application is approved, it becomes a distribution record and a single or recurring payment will be generated. The foundation may encumber these as above. Recurring payments will be generated by the system two weeks before the due date for processing.

User comments included the following:

Very robust system for processing scholarships.</td></tr>
<tr><td>Accountability<table>
<tr><td>X</td><td>Grant Conditions</td></tr>
<tr><td>X</td><td>Grantee Performance</td></tr>
<tr><td>X</td><td>Impact Analysis</td></tr>
<tr><td>X</td><td>Compliance</td></tr>
</table></td><td>Any conditions associated with a grant can be tracked on a per grant per distribution basis.

Any reports required from the grantee organization for items such as performance, impact analysis, compliance etc. can be saved as a related file in the document management system associated with the grant transaction and a report can be run to show any outstanding items. Data captured can be used in letters, reminders and reports generated by the system.</td></tr>
<tr><th colspan="2">Context</th></tr>
<tr><td>Personal Tools<table>
<tr><td></td><td>MS Office</td></tr>
<tr><td>X</td><td>Reporting</td></tr>
<tr><td></td><td>Email</td></tr>
<tr><td>X</td><td>Document Management</td></tr>
</table></td><td>The iPhi CoreEnterprise system has a document management system (Related Files) that can be used for storing electronic documents associated with various elements within the system i.e. individuals, accounts / funds, grantee organizations, business transactions etc.

A reporting version of the database can be made available to clients in SQL or Access and they can use third party reporting tools to generate custom reports.</td></tr>
</table>

<table>
<tr><td></td><td>User comments included the following:

One user stated that they have found the reporting database to be cumbersome to use (our version of SQL Server requires first extract to SQL then to Access). The other dumps a significant amount of data daily to an MS-Access database

A user doesn’t consider RelatedFiles to be a full document management system and they currently use an internal doc imaging system they’d like to integrate into Stellar. The other finds it useful at the individual grant level but not in reporting at the aggregate level.</td></tr>
<tr><td>Research

X | New Products
X | Community
X | New Initiatives</td><td>The iPhi suite of systems is fully web based and can incorporate any web-based feature that is necessary.

User comments included the following:

Everything in the online component can be role and interest driven, a useful tool to provide info to donors</td></tr>
<tr><td colspan="2">5. External Presence Capabilities</td></tr>
<tr><td colspan="2">Information Publication</td></tr>
<tr><td>Data extract to the publishing medium

X | Statements
X | Other reporting</td><td>Client specific statement needs are satisfied by enhancements to one of our 8 standard templates as part of the system implementation process. For custom reports a reporting database is available which can be used with third party reporting tools. Content for the CMS system can be generated from internal sources or from external sources as required. Documents generated from a third party can be saved as a related document, such as investment performance data.</td></tr>
<tr><td>Performance Reporting

X | Load from advisors
X | Integrate to statements</td><td>Currently the iPhi CoreEnterprise system supports performance calculations based on individual investment holdings on a per donor account basis. This performance calculation is based on the lot information recorded at the donor account level and can be displayed on the donor statement

Data imports and exports are customized as needed for clients.

User comments included the following:

Working extremely well.</td></tr>
<tr><td colspan="2">Content Management</td></tr>
<tr><td>X | Restrict Web Functions by Role</td><td>The iPhi WebManager enables an organization to manage their public web site. Access to the management of the CMS system is restricted on a Role basis.

User comments included the following:

One user had tried to convert to CMS but had frustrations (some theirs and some Stellar caused) The other thought the CMS needed work but that Stellar had recognized this. This user wanted better support when making changes to their website.</td></tr>
<tr><td colspan="2">Communications</td></tr>
</table>

Support of mailings

X	Variable sort criteria
X	Hard copy
X	Electronic
X	Track activity

The iPhi CoreEnterprise system can generate mailing extracts for both hard copy and electronic mailings. With the electronic mailings data may be exported to a third party system such as VerticalResponse to send the emails and track all activity associated with the emails.

User comments included the following:

One uses VerticalResponse for bulk mailing with extracted Stellar data. The other expects that the delivery of the CRM and resolution of a field consistency issue will improve functionality.

6. Interfaces & Ancillary Technology

Interface Wizard/Tools

As the system is offered via a 'Software as a Service' model, all interfaces to third party systems are developed by our development team.

A reporting version of the database can be made available to clients in SQL or Access and they can use third party reporting tools to generate reports.

Application Programming Interface for each System

As the system is offered via a 'Software as a Service' model, all interfaces to third party systems are developed by our development team.

Module Integration Internal and Third Party

The iPhi CoreEnterprise and iPhi PrivateView systems are developed on a single platform and are fully integrated. There are no individual or standalone modules.

The method and approach for integration with third party systems will be dependent on the data being transferred, the frequency of the transfer and the location of the third party system.

Money Movement

	Swift
	Fed Wires (US)
X	ACH
X	Other

The iPhi CoreEnterprise system supports ACH and EFT electronic payment processing.

Custodians

X	# with Automated Feed

We have three investment companies who are their own custodian and use the system to provide sub accounting for their pooled accounts. They integrate investment transactions with the iPhi CoreEnterprise system on a daily basis.

Email Integration

X	Templates
X	Single Letter
X	Mail Merges

The iPhi CoreEnterprise system provides the data needed for email generation and mail merges.

Data Import and Export Capabilities

X	Export any data for analysis
X	Multi formats

95% of all reports in the iPhi CoreEnterprise system can be exported to either excel or PDF for further analysis.

Data can be imported into the iPhi CoreEnterprise system from a variety of standard file formats i.e. Excel, Access etc.

User comments included the following:

X	Automated feed	One user said that the export functionality has always been great; import has been much improved (no major holes for uploading bulk data).

7. Reporting and Output

Report Writer

	Support external data inclusion	A local reporting database can be provided to clients and they can use third party reporting tools to generate custom reports. This enables them to include data external to the iPhi CoreEnterprise system.
x	Multi medium, tracking delivery	

Report Types

X	Consolidated statements	There is no limit to the number of statements that can be generated from the system.
X	Confirmations	
	Adjusted transaction statement	
X	Max number of statement recipients	
	Multi-currency statements	
	Multi-language statements	
X	E-mail delivery statements	
X	Web-designed statements	

Correspondence

	Language choice	The iPhi CoreEnterprise system contains approximately 40 different standard letters across the various components of the system.
X	Pre-formulated letters	
	Custom correspondence	
X	Automatic addressing	

Reporting Delivery

X	Physical Mail	
X	E-mail	
X	Web-pdf	
X	Web-Excel	

Management Reporting

X	Standard Reports	All components of the iPhi CoreEnterprise system;
X	Sorting flexibility	
X	Sales reporting	
X	Export to Excel, Access, PDF, CSV, and other	

All components of the iPhi CoreEnterprise system;

a. Accounts
b. Grants
c. Receipts
d. Distributions
e. Finance
f. Investments
g. Marketing
h. Administration

contain a comprehensive list of standard reports on the static data and transactional data within that component.

Approximately 95% of all reports within the system are exportable to excel or PDF.

User comments included the following:

One user said that there are lots of standard reports and they use them. For custom reports use Access.

8. CLIENT TYPE AND BASE

Community Foundations Client Information

(Year-End Numbers)	**2008**	**2007**	**2006**	**2005**
Clients Won - Direct	7	7	0	0
Clients Lost Web Sites iPhi CoreEnterprise System	 19 0	 7 0	 0 0	 0 0
Total # of Community Foundation Clients Web Sites iPhi CoreEnterprise System	 78 6	 93 3	 0 0	 0 0

Client List

Current clients have approximately $10 billion in assets under administration on our system. Our solutions are deployed by more than 160 of the largest philanthropic, donor advised fund, charitable endowment and participant accounting programs in North America.

We have a variety of client types including Community Foundations, Jewish Federations, National Charitable Organizations, and charitable arms of financial institutions.

Due to the variety of software combinations our clients have, we do not track data as simple wins or losses. In 2008 the addition of new clients equated to $3 billion in new assets under administration. In 2008 we lost 4 of the RFP's we responded to.

9. SYSTEM COST STRUCTURE

License Structure/Options

	Perpetual License
	Annual License
X	ASP
X	Full Service

The following costs are incurred in implementing and licensing the iPhi suite of systems -

a. Scope and Boundary

This is a high level review of the client's business processes and requirements to identify any issues that may arise as a result of the implementation of the iPhi suite of systems and to determine how these issues will be addressed as part of the implementation. A detailed analysis report is produced containing the implementation project plan and the level of resource commitment required from Stellar Financial and the client.

b. System Implementation

This fee covers the following –

1. Technical setup of the client's environments
2. System configuration
3. Data migration

	4. Development of third party interfaces, custom functionality or custom reports 5. End user training 6. Pre and post go-live support c. Monthly Licensing The iPhi CoreEnterprise and iPhi PrivateView licensing fee is calculated using a basis point model. The fee is calculated daily but is due and payable on a monthly basis. The daily licensing fee is the sum of the “Asset Value” times the “Applicable Rate” divided by the number of days in the year to which the calculation is applicable i.e. 365 days for 2009. d. iPhi WebManager The iPhi WebManager system can be licensed independently of the iPhi CoreEnterprise and iPhi PrivateView systems and will be charged on an annual flat fee basis. e. Outsourced services Outsourced business services are charged on a basis point model similar to the monthly licensing calculation described in point “c” above.

10. SUMMARY

Strengths	**User Comments** The integration of the system is a key strength, efficiency gained by real time linking of donor transactions straight to the back office. The single relational database facilitates data retrieval and data export. Daily valuations and cash. Very responsive with great customer service. When they commit to deliver something, they produce it, usually within the planned time frame.
Weaknesses	**User Comments** CRM has basic information but needs better snapshot views/ dashboard and ways slice/dice data without resort to Crystal Reports for everyday use.
Contact	Name and Title: John Coogan Managing Director or Alice Peebles Director of Business Operations Address: 600 Main Street, Suite 100, Stroudsburg PA 18360 John –570-517-3517 jcoogan@stellarfinancial.com Alice – 518-542-4320 apeebles@stellarfinancial.com Website: www.stellarfinancial.com