

Case Study: The Children's Trust

In 2004 The Children's Trust decided to source a new supporter database and chose Progress after going through a lengthy selection process. They now have around 45,000 records on Progress, 12 licences, and are using Progress to support their fundraising and management of events.

Linda Davidson, Database Analyst, at the charity explains the process they went through in selecting a new database and why they chose Progress.

The Children's Trust is a registered charity providing special care for severely disabled children many of whom have complex health needs. Established in 1983 and based in Tadworth in Surrey the Trust provides individually tailored care and therapy to meet each child's specific health, educational and social needs. They support over 200 children and their families each year.

"We were using a database that had about 50,000 records on it and wasn't satisfactorily meeting our needs. Only one person really knew how to use it and when you had the system open you couldn't have other programs open too. Also everyone was operating their own spreadsheets which meant that we had mailing duplicates." Linda explains. She began the process of sourcing a new system by first looking at the IT for Charities website where she drew up a list of 10 suppliers to look at their systems further. Linda also drew up a specification document of what The Children's Trust wanted from a database and asked suppliers to complete an ITT showing how the requirements could be met.

Linda continues: "From the responses and demonstrations we had we shortlisted three suppliers - Blackbaud (Raiser's Edge supplier), EsiT (ThankQ supplier) and Fisk Brett. All three systems matched our specification, which made the decision difficult for us. However, in the end there were many reasons why we preferred Progress and chose Fisk Brett. The enthusiasm that was shown for Progress when we did reference site visits really helped us, the people that we saw also all said the implementation process went smoothly for them. We also knew that Fisk Brett were capable of meeting our requirements and that Progress was a flexible system; there wasn't a 'one size fits all' approach and there were possibilities for extending and expanding Progress. The 15 fundraisers that would be using the database also preferred Progress to the other systems, they found it to have a simple screen where it was clearer how to enter the data. They all voted for Progress and we installed in June 2004.

"The implementation process went well as we worked as a team with Fisk Brett. Everybody now uses the database and they are enthusiastic about doing so. The spreadsheets have been centralised in to one easy to use system and we are extremely happy with Progress."



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