

# CHART OF RECOMMENDATIONS

	CiviCRM	Common Ground CRM (Basic)*	Common Ground CRM (Full)*	Donor Perfect Installed (Basic)*	Donor Perfect Installed (Full)*	Donor Perfect Online (Basic)*	Donor Perfect Online (Full)*	DonorPro	eTapestry (Basic)*	eTapestry (Full)*	GiftWorks (Basic)*	GiftWorks (Full)*	NetSuite Do Good Better	Neon	Nonprofit Manager by Trailblazer	Total Info
Adding and Tracking Donations	○	●	●	○	●	●	●	○	○	●	●	●	○	●	○	○
Managing Donor Information	○	○	○	●	●	●	●	●	●	●	○	●	○	○	○	○
Prospecting and Proposals	○	●	●	○	●	○	●	○	○	○	○	○	○	●	○	●
Permissions	○	●	●	●	●	●	●	○	●	●	•	○	○	○	○	○
Mail-Merging Letters	○	●	●	●	●	●	●	●	○	○	○	○	●	●	○	●
Emailing	○	●	●	●	●	●	●	●	○	●	○	○	●	○	○	○
Querying	●	●	●	●	●	○	○	○	●	●	●	●	●	●	●	○
Reporting	●	●	●	●	●	○	○	○	○	○	●	●	●	○	○	●
Payment and Website Integration	●	•	●	•	●	•	●	●	○	●	•	○	○	●	○	○
Tracking Events	○	○	○	●	●	●	●	●	○	○	○	●	○	○	○	○
Tracking Other Built-In Interactions	○	○	○	●	●	●	●	●	○	○	○	○	○	●	●	●
Customization	●	●	●	●	●	●	●	○	●	●	○	○	●	○	○	○
Integration	●	●	●	•	●	●	●	○	○	●	○	○	●	○	○	○
Accounting Support	○	●	●	●	●	●	●	●	○	○	○	○	○	○	○	●
Ease of Use	○	○	○	●	●	●	●	●	○	○	●	●	○	○	○	○
Extent of Support and Training	○	●	●	○	○	●	●	●	○	○	○	○	○	○	●	○
Ease of Installation and Maintenance	○	●	●	○	○	●	●	●	●	●	○	○	●	●	●	○
Product Background	●	○	○	●	●	●	●	○	●	●	●	●	○	●	○	○

• None ○ Fair ○ Good ● Excellent

\* **Basic** refers to the cheapest version of the system you can buy; **Full** to the version with all upgrades and modules that impact this review.

## Pricing Comparison

This matrix summarizes approximate list cost for each of our top 10 systems. Note that some vendors routinely discount from the list cost, particularly if you're buying a number of extra modules or consulting services. It's always worth getting an estimate directly from the vendor.

	One User, 900 Donors		Three Users, 20,000 Donors	
	First Year	Yearly Ongoing + Email Support	First Year	Yearly Ongoing + Email Support
CiviCRM	\$0	\$600 <sup>1</sup>	\$0	\$600 <sup>1</sup>
Common Ground (Basic)*	\$2,400	\$2,400	\$3,600	\$3,600
Common Ground (Full)*	\$3,900	\$3,900	\$5,100	\$5,100
DonorPerfect Installed (Basic)*	\$2,555	\$510	\$6,215	\$610
DonorPerfect Installed (Full)*	\$4,340	\$510	\$8,050	\$610
DonorPerfect Online (Basic)*	\$576	\$576	- <sup>2</sup>	- <sup>2</sup>
DonorPerfect Online (Full)*	\$3,971	\$2,976	\$5,387	\$4,392
DonorPro	\$3,714	\$2,214	\$4,860	\$3,360
eTapestry (Basic)	\$456	\$456	\$2,952	\$2,952
eTapestry (Full)	\$3,023	\$775	\$7,266	\$5,018
GiftWorks (Basic)*	\$499	\$0	\$1,497	\$0
GiftWorks (Full)*	\$1,247	\$0	\$3,741	\$0
NetSuite Do Good Better	\$0 <sup>3</sup>	\$0 <sup>3</sup>	\$0 <sup>3</sup>	\$0 <sup>3</sup>
Neon	\$1,235	\$600	\$2,933	\$2,388
Nonprofit Manager by TrailBlazer	\$1,188	\$1,188	\$4,299 <sup>4</sup>	\$4,299 <sup>4</sup>
Total Info	\$1,380	\$360	\$3,080	\$360

\* **Basic** refers to the cheapest version of the system you can buy; **Full** to the version with all upgrades and modules that impact this review.

<sup>1</sup> Support is available from third-party providers, for a cost estimated at \$50 to \$2,000 per year.

<sup>2</sup> Vendor does not recommend the lowest price version for clients with over 15,000 records.

<sup>3</sup> NetSuite provides Do Good Better as a free donation, including support, to qualified nonprofits with self-installation and setup.

<sup>4</sup> Pricing for TrailBlazer is based on the amount the organization receives in contributions, gifts and grants, rather than number of users. This price assumes that the organization receives \$800,000 to \$1,200,000 in contributions