

Easy In and Out

Bring the ease of donating together with simple data reporting & clean-up

BACKGROUND:

What is your name and title?

Chantel Lott, Director of Communication and Development

Please provide some background on your organization:

Mississippi's largest performing arts organization (about 115 employees)

Who do you serve?

All Mississippi residents – statewide

What is your mission statement?

Unify people groups through the universal language of music, music education, and live symphonic music performance.

CHALLENGES:

Can you describe what challenges your organization faced before switching over to DonorView?

- A lack of an intuitive graphical user interface.
- A poor staff support overall –we had to constantly ask for support, which was NOT available by phone and often email support took several messages that spanned over 2 business days (often more)
- Training offered bi-annually causing large gaps with any degree of staff turnover.
- Multiple “custom” programming options and no record of how to manage them.

Were you using another software before, if so, which one?

Theatre Manager by ArtsMan

AT A GLANCE

Organization



Joined DonorView
2022



Areas of Impact
Community
& Arts





SOLUTION:

Why did you choose DonorView over other software vendors?

For the CRM, especially combined with the ticketing option which we use HEAVILY.

What do you like most about DonorView?

- The reporting/extraction of information with ease for a variety of uses.
- Automated mail merge options.
- Fundraising control aspects for online giving (for general and specific purposes).

Which features are the most valuable to you?

Gift record-keeping.

OUTCOME:

How has DonorView simplified the way your organization operates?

I can get the data OUT of the database that I need without allocating 2-3 business days. I can quickly access information from any area – events, gifts, profiles.

What has been your greatest success since switching to DonorView?

The ability to research giving patterns/history and confidently report giving data. It's also easy to do basic database clean-up; de-duplicating, and merging constituents to keep it up-to-date.

Have you seen an increase in revenue?

I have noted more donors giving online (with ease) and our board especially using recurring donations for their annual support.

Please add anything else you'd like to share here:

Hats off to the all the professionals in the support team for never shying away from ANY of the asks of support – even if they'd never been asked before.

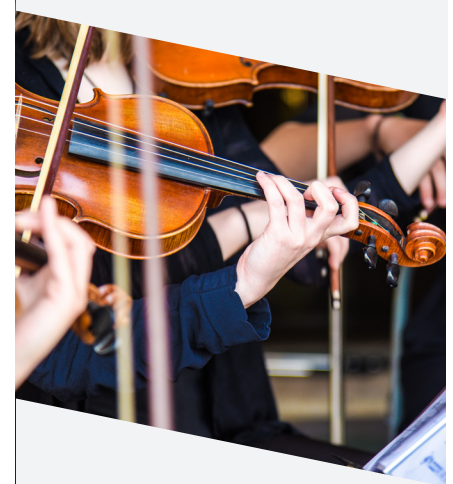
It's time to see what DonorView's all-in-one software can do for your organization's productivity and cost. Schedule a demo today by visiting donorview.com/demo or by scanning the QR code with your mobile device.

CASE STUDY

“Hats off to the all the professionals in the support team for never shying away from ANY of the asks of support”

– Chantel Lott

Mississippi Symphony Orchestra



Scan to schedule a demo today!