



## a flexible, free, fully-featured contact management system for the community sector

civiCRM is a **powerful, multi-featured, web-based product** that allows you to record and manage information about your members, clients, volunteers, activists, donors, staff and customers.

civiCRM is open source, so it is **freely downloadable without licensing fees**. It is an affordable and cost effective solution compared to most proprietary vendor offerings.

Since it is open source, **you can run it yourself or choose a professional implementer**, and if your needs aren't being met by one provider, there are alternatives.

Being web-based, **multiple users can use the system** securely at the same time, from different locations, with different permissions.

It can work with any website but has been developed specifically to **integrate directly with Drupal and Joomla**, the increasingly popular open source Content Management Systems.

- ▶ designed specifically for non-profits, membership and advocacy organisations
- ▶ growing use by the commercial sector
- ▶ strong community of developers
- ▶ features continually being added and extended

### Manage all your contact data from one web-based system

Say goodbye to having contacts' information scattered across multiple databases, spreadsheets, and e-lists.

With civiCRM you can **manage all your contact data**, memberships, fundraising and events from one easily accessible web-based system.

Staff, volunteers, members and authorised visitors can **access information from any where**.

Each type of user can be permitted to access particular levels of information.

**Existing datasets can easily be imported**, so migrating to civiCRM can be straight-forward.

If you had a number of different contact lists **duplicate contacts can be found and merged**.

Contacts can have **multiple 'location types'** so you can keep their home, work and other contact details.

You can **keep track of who talked to who**, who attended meetings, who needs to be called, and more.

**Core functions can easily be modified** by administrators without the need for coding skills.

### Great flexibility in terms of how you organise your contacts

**Smart Groups** mean you can easily differentiate your contacts. So you can find and email all the people who live in a particular area, or who share a particular interest, for example, without repeating the search each time.

New people with specified characteristics will be automatically added to these Mailing Lists.

**Groups can be 'nested'** so you can structure the database to reflect the sub-groups and sub-sub-groups that many organisations are based on.

People can **sign up to specific Groups and Newsletters** directly online.

Custom data fields will **capture the information you need** to collect so you can deliver your projects successfully.

People can be linked by households, organisations or any Relationship that works for your data.

**Map your contacts** so you can visualise where they are located.

**Restrict which users can see which contacts**, such as limiting local 'secretaries' to only viewing or editing people in their specific area. Or divide it by specific interests or attributes.

### Easy fundraising and donor management with civiCONTRIBUTE



Get donations online through your preferred payment processor, or let them 'pay later' if they prefer to send cheques. Offline payments are easily handled.

Track and manage contributions with a couple of clicks. So you can quickly tell how well your donations requests are working.

Receipts can be automatically generated, as can the sending of thank-you notes.

Importing and exporting contribution data to and from accounting packages is supported.

### Simple online event registration and participant tracking with civiEVENT

People can sign up and pay for events online and they can sign up on behalf of others.

Collect custom data about food, accommodation, workshops etc.

Set limits on the number of places and show how many places are left.

Automatically generate registration confirmations and receipts.

Export iCal files and configure online calendar applications to "subscribe" to iCal feeds.



### Manage your membership sign up and renewals online with civiMEMBER

Set up your Membership system so renewal reminders are sent out automatically.

Flag new members as 'new' so that local contacts can make contact with them.

Allow members who have missed their renewal continue to get some of your communications by giving them a 'grace' period.

Find memberships by date, type, status, and export it with their contact info.



### Deliver emails and newsletters to your audiences with civiMAIL

Control who gets which messages, and target the right people with the right messages.

Automatically track who opens your email and who clicks on the links or forwards it on.

Unsubscribe requests and opt-outs are handled automatically.

So less time spent dealing with bounces and undelivered emails. And it reports on all this.



### Let your contacts do some of the work

Contacts can be permitted to login to update their details. Even better, when you email contacts, include their contact details, volunteer skills or any other custom data.

Then, with just one click, take them to pages that display those details, so they can update them. And no log-in hassles.

And you can send them to Donation or Rejoin pages confident that they won't be creating duplicate records as the forms will already include the data that is on their record.



### Who is using civiCRM?

civiCRM is being used around the world by a wide range of organisations and businesses:

Amnesty International (HQ), political parties and candidates, the Conservation Fund, Wikimedia Foundation, community schools, professional associations, development organisations, businesses, the list goes on.

### What can we offer?

**fuzion** and **giant robot** have collaborated on civiCRM implementations – from simple to highly complex – for non-profit organisations, political parties and businesses. We offer packages for

- installation and set-up
- community group start up
- full commercial customisation and support.

**fuzion** is a communications consultancy focussed on helping the social sector with communication strategies and tools.

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**giant robot** is an IT company specialising in open source solutions including Drupal websites and civiCRM installations and modifications.

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