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SERVICE
Software

YEAR
2023

Non-Profit Donor Management Portal

A donor management portal designed for non-profits, this platform enhances campaign management while reducing costs. It replaced Salesforce NPSP for a St. Lucie County organization, saving $18K annually and providing customized features to streamline their donor engagement process.

Industry: Non-Profit Client: Confidential Service: Software

$18K per year Salesforce savings	**All 8 staff now active users**	**$47K in matched donations identified**	**Grant reports 3 days to 4 hours**

The Challenge

A St. Lucie County non-profit was paying $18000 per year for Salesforce NPSP which staff found overly complex for their needs. Only 2 of 8 staff members were actually using it. Major donor relationships were tracked in personal notebooks. Campaign performance data required a Salesforce consultant to extract. Grant reporting was compiled manually from 4 different sources taking 3 days per report. The organization was leaving matching gift opportunities unclaimed because there was no system to identify employer match eligibility.

Our Solution

Built a purpose-built donor management platform in ASP.NET Core 8. The system tracks donors with full relationship history giving history and communication logs. Campaign management includes goal tracking real-time thermometer widgets for the website and automated thank-you emails triggered on donation receipt. Grant tracking links donations to specific grants with one-click impact reports for funders. A matching gift lookup checks employer match eligibility for every donation automatically. The interface was designed with non-technical staff in mind - clean simple and requiring no training.

The Results

All 8 staff members actively use the platform versus 2 previously. Salesforce license eliminated saving $18000 per year. Matching gift identification increased by 340% surfacing $47K in matched donations in year one.

Grant reporting time dropped from 3 days to 4 hours. The executive director cited the donor portal as a key factor in their largest-ever major gift close of $250K.

Tech Stack

ASP.NET Core 8 · Blazor Server · SQL Server · Azure · Hangfire · QuestPDF · REST API

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