

2009 Contact Management Systems Product Comparison

People Driven Software

People Driven Software is an industry leader. It provides all the necessary features a church planter needs in a contact management system. Its strengths include its assimilation tracking, personal ministry assessments, small groups management and events management. We also have a personal relationship with the developer, Mark Kitts, which allows us to have support beyond the average customer. The weaknesses include lack of native mac support, limited functionality for online portal, and high cost.

Fellowship 1

Fellowship 1 is also well respected as an industry leader. It is a flexible system that is module based allowing the church planter to add services as a need arises. For this review we have focused on the Growth Plus tier which would be suitable for the needs of most planters. Their strengths include assimilation tracking, completely online, online giving, small groups management, event registration and management, integration with church website, and personal ministry assessments. The only major weakness is that free support is limited to 60 days, though in the pricing assisted setup and training is included.

Church Community Builder

CCB is a first-class, web-based solution. It comes in 3 levels with tiered pricing: Essential, Standard, and Check-In Plus. They have worked out a partnership with SkyCMS to allow their system to seamlessly integrate with SkyCMS's web design & hosting. They have also worked out integration with PhoneTree, Parent Seeker, and ChurchMetrix, all very useful applications for church management. Its strengths include: being web-based, partner integration ability, a church plant discount, online giving, small groups management, event registration and management, and being highly user-friendly. They also have a forms module that is highly customizable and allows for registration for events. Another nice feature is an "iphone mode" for use with smartphones.

5 Talent Church

Formerly known as Soul Tracker, this desktop solution goes web-based Spring 2009. They are a small, nimble shop of 6 employees, 4 of which are programmers. Customizations and new feature requests are handled quickly. Their pricing is tiered, but is the least expensive web-based solution available, starting at \$0 for attendance of less than 50. Their strengths include being web-based, highly user-friendly, easily customizable, small groups management, event registration and management, and having rich features: full financial program (replaces QuickBooks), Can-Spam compliant HTML email, website integration, and customizable workflow for assimilation process. The only weakness is that the program is still in Beta and won't have all the bells and whistles until Fall 2009 (though it will have full functionality upon release).

Connection Power

Connection Power has become an industry leader. It is entirely web-based and very intuitive. They offer four modules, all of which are presumed to be included for our comparison: Visitor, Member, Giving, & Web. They are unique in that they have a highly-refined assimilation process built in to the software. As soon as a new visitor is entered into the system, a prescribed set of events happen in a set timeline to follow up on that visitor. Their strengths include the turn-key assimilation process, being completely online, integration with church website, integration with Constant Contact, and unlimited support. Their weaknesses include the tiered pricing (which gets quite expensive as the church grows), and the inflexibility of the assimilation process.

2:8 Association

2:8 Association is a new company. They have been around for less than a year. They offer a website builder and hosting. Many of the automated processes are left out which it may take a little more time to send emails to the members as they progress through assimilation. 2:8 provides unlimited number of users in the database so no matter how large your church grows the price stays the same. Kyle Unruh on staff at 2:8 Association was asked to describe how it varies from other church management software. He said, "[it] comes without the bells and whistles" common in other programs. It may sound like I am

discouraging this product but the low costs can make it an advantage for those watching the bottom line. To view features and pricing →<http://28association.com/pricing.php>

Wild Apricot

Wild Apricot is designed as a self-service system for non-technical people. Which means editing web pages is similar to editing pages in Microsoft Word. The website makes blogging easy, has a directory where members can search for each other and a discussion forum. They make it easy to keep the website up but may keep the planter from having a unique, edgy website. If you already have a website Wild Apricot has a feature called widgets. Widgets enable you to “insert” things like event registration and online payment to your current site, similar to inserting/embedding youtube videos. Unlike the other programs Wild Apricot is focused on businesses rather than churches. They focus more on their website benefits than on the contact management software.

Kingdom Tools

Kingdom Tools is unique in that they have integrated CMS with web design & hosting. Users pay one monthly fee and get a full website with integrated contact management. There is a set-up fee based on whether the church chooses a template or full custom web design. Their templates are attractive and up-to-date. Kingdom Tool’s strengths include: being completely web-based, website & contact management integration (both fully customizable), and unlimited training & support. Its weaknesses include: \$1,000 setup fee for website.

Aspire

Aspire takes Member Database Management, Website Management, Calendaring, and Desktop Publishing and links them all together. The user interface will be familiar for users of Microsoft Outlook. Its strengths are its integration of four main tasks. Its weakness is lack of automated assimilation and it is not browser based (requires a desktop client).

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	PDS Live	Fellowship 1 Growth Plus	Church Community Builder	5 Talent Church	Connection Power	2:8 Association	Wild Apricot	Kingdom Tools	Aspire
*Ave. Cost/Month over 3 years	\$133	\$85	\$75	\$42	\$130	\$45	\$50	\$103	\$95
Browser Based		x	x	x	x	x	x	x	
Managing Members & Visitors	x	x	x	x	x	x	x	x	x
Automate Assimilation	x	x	x	x	x			x	
Tracking Attendance	x	x	x	x	x	x	x	x	x
Children Check-in	x	Can be added	Can be added	x	x			x	
Managing Volunteers	x	x	x	x	x	x		x	x
Managing Activities and Events	x	x	x	x	x	x	x	x	x
Registering for events online	x	x	x	x	x		x	x	
Facilitating small groups	x	x	x	x	x	x		x	x
Matching Gifts and Talents	x	x	x	x	x			x	x
Tracking Contributions	x	x	x	x	x	x	x	x	x
Accept donations online	coming soon	x	x	x	x	x	x	x	
Export to Quickbooks	x	x	x		x			x	x
Mass Email	x	x	x	x	x	x	x	x	x
Email Can-Spam Compliant		x	manually	Fall 2009	manually			manually	x
Report Library	x	x	x	x	x	x	x	x	x
Request Custom Reports	x	2 per year	x	x	x	x	x	x	x
Number of Users	Unlimited	10	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	3
Support	x	60 days	x	x	Unlimited	x	x	Unlimited	x
Training	x	x	x	x	Add \$2874		x	Unlimited	x

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* Assume attendance
of <250 for Years 1
and 2 and 250 - 500
for Year 3.