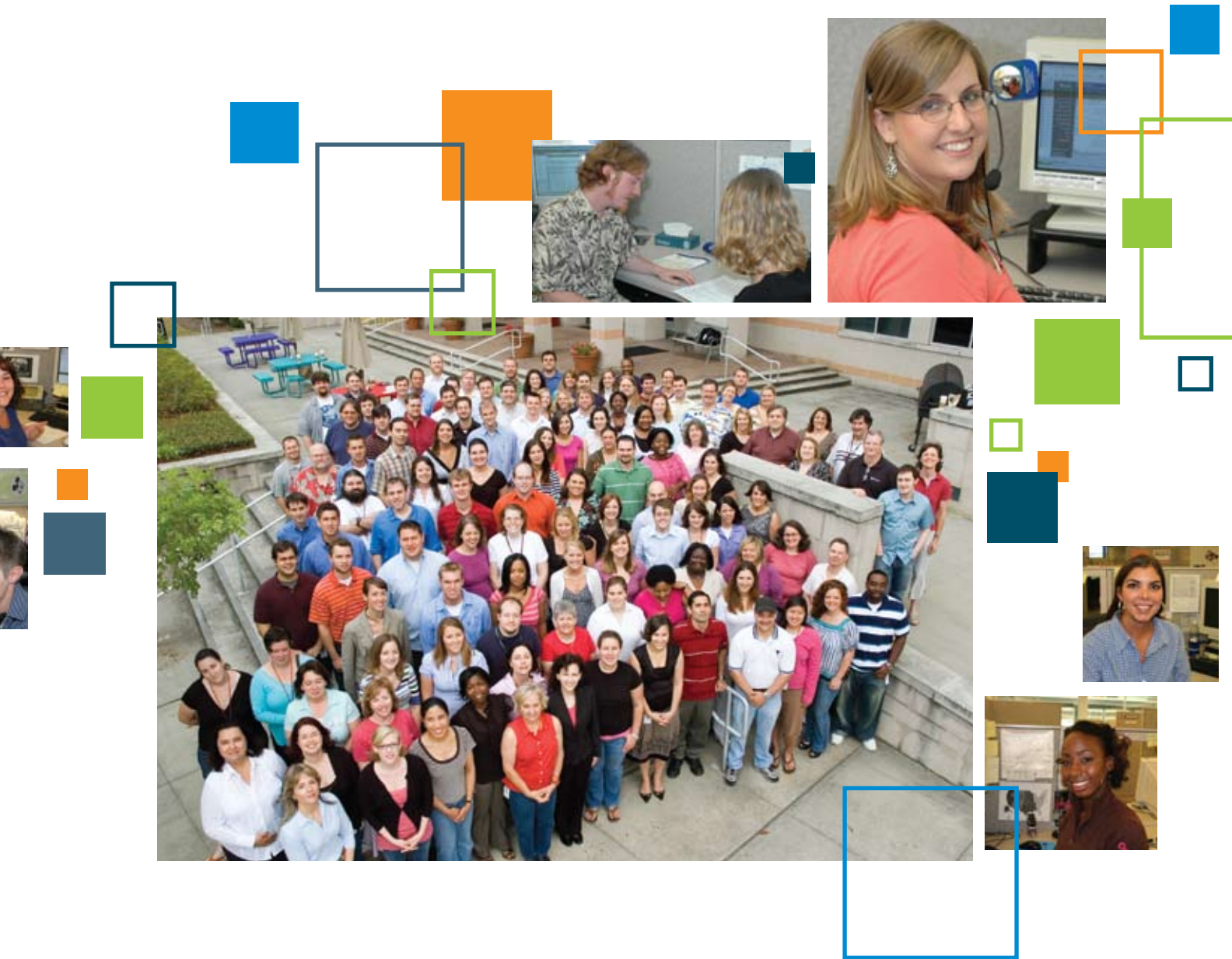
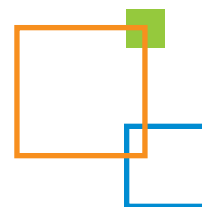




CUSTOMER SUPPORT SATISFACTION REPORT



WELCOME LETTERS



DEAR BLACKBAUD CUSTOMER,

At Blackbaud, we've always made a point of listening to our customers and responding to the needs of the nonprofit community. In fact, the company was started when our founder responded to a school's need for better software. Since then, we have grown into the market leader for nonprofit software and services, owing much of our success to the ability to keep our customers satisfied.

Wanting to help our customers comes naturally to us. We know that what you do is important, and to be a small part of your good works is a privilege for us. From software solutions that help you work more efficiently to top-class services and 24/7 support, our goal is to make every interaction you have with us a good one. In a nutshell, we're not happy until you are happy.



Marc Chardon
President and Chief Executive Officer
marc.chardon@blackbaud.com

I've been working to help Blackbaud customers for more than 20 years. A lot has changed in that time, from the number of products we offer to the technology backing them up. But throughout it all, one thing has remained consistent: my commitment to making you, our customers, happy. That is why it is such an honor for me to have been named Blackbaud's Chief Customer Satisfaction Officer. In this role, I will be working with my colleagues across the company with the goal of determining what we are doing that you like and what we need to be doing better.



One of the initiatives we've undertaken is this publication. In it, we share our 2006 survey results and outline initiatives we've taken in response to your feedback. I hope you enjoy reading it. And if you have any questions or additional feedback about our products or services, please don't hesitate to contact us. We look forward to hearing from you.

Jerry Zink
Senior Vice President & Chief Customer Satisfaction Officer
jerry.zink@blackbaud.com



CUSTOMER SATISFACTION

CUSTOMER SATISFACTION

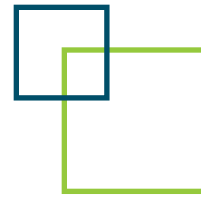
Our mission is to provide the industry's best customer support. Whether you are a new or experienced software user, you deserve excellent service from initial contact to issue resolution. The acronym P.A.C.E. summarizes our goal to provide service that is prompt, accurate, and courteous every time.

Because we measure our success by your satisfaction, we are pleased to let you know that, in 2005 and 2006, 92% of annual survey respondents were satisfied with Customer Support, and during the first half of 2007, 96% of respondents confirmed their satisfaction. Also in 2006, 94% of respondents were satisfied with our software, and 90% were satisfied with Blackbaud overall. We send the annual survey to different organizations each month. When you receive an annual survey, please submit it so we can be sure we're meeting your expectations.

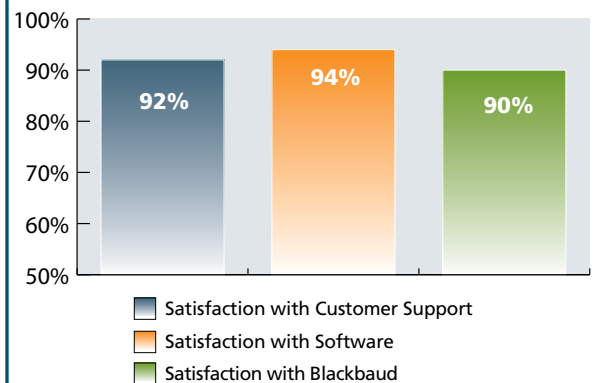
To ensure our support analysts keep your satisfaction in mind, their monthly and annual performance evaluations are based on the following criteria:

- ◆ How quickly do they resolve customer issues?
- ◆ Do they keep customers informed?
- ◆ Are they courteous and accurate?
- ◆ Are their customers satisfied with the service provided?

In addition to annual satisfaction surveys, we conduct weekly case-specific surveys so you can rate analysts' customer service and issue-resolution skills. In 2006, 92% of case survey respondents rated our service as exceeding or meeting their expectations. Survey recipients are randomly selected and excluded only if they have received a survey in the past six weeks or have unsubscribed from this service. We follow up with every survey respondent who indicates an issue was not satisfactorily resolved. When you receive a case survey from us, please submit it; your feedback is important to us. To share feedback at any time, email support@blackbaud.com.



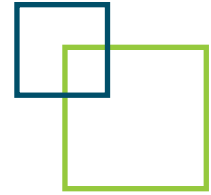
2006 Annual Survey Results



IN 2006, 92% OF CUSTOMERS SURVEYED ABOUT SPECIFIC CASES RATED BLACKBAUD'S SERVICE AS EXCEEDING OR MEETING THEIR EXPECTATIONS.



CUSTOMER SATISFACTION



"OUR CLIENTS REPRESENT A WIDE RANGE OF PHILOSOPHIES, ALL DEVOTED TO BETTERING MANKIND AND THE WORLD. IT'S EXCITING TO HELP THE PEOPLE THAT MAKE THESE ORGANIZATIONS WORK. "

— MARK BORRELLI,
BLACKBAUD PRIORITY
SUPPORT SPECIALIST



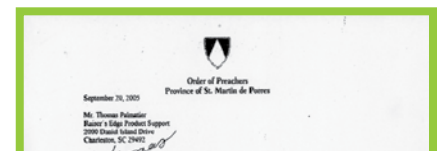
"THE STAFF IS AWESOME. THEY REALLY TOOK THE TIME TO ANSWER ALL MY QUESTIONS. WHAT A GREAT TEAM! "

— MARIA SALA,
A NEW LEAF

Customer Support's highest honors reward customer dedication. MVPs are selected twice a year from the nominations you submit and are presented by Jerry Zink, Senior Vice President & Chief Customer Satisfaction Officer, and Jeffrey Malmgren, Director of Customer Support. To nominate an analyst, email mvp@blackbaud.com.

The Circle of Excellence Award is presented quarterly to members of Customer Support who display strong customer focus and consistently perform above expectation. Winners are nominated by managers and selected by a committee that includes Customer Support's senior vice president.

ORIGINAL LETTER



CUSTOMER THANKS EXCERPT

Dear Thomas,

I am writing to thank you for all your late night work to retrieve the New Orleans based South Dominican Province donor files. I am a volunteer based in Miami and other than the name "Raiser's Edge" had little knowledge about the software. After the devastation of Hurricane Katrina, I knew recovery expenses would be significant and would exceed existing resources (The Province does not receive subsidy from the Catholic Church or any local diocese). We wanted to reach out to the existing donors outside the affected states; however, with no list of donors here in Miami, and the backup files either at the New Orleans office, or with the two employees who evacuated, we did not know how to proceed.

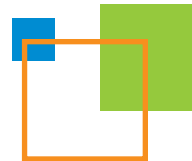
I used the Internet to locate the Blackbaud customer service number to see if, by any chance, the donor files were backed up anywhere in your system. From the first call everyone was extremely gracious and helpful and worked together to "figure it out." Your "can do" spirit was a tremendous help – more than you can imagine. I waited anxiously to see if the "warehouse search" would result in finding the last backup tape and was thrilled when you told me it had been located. Then you began the tedious job of sorting 11,000 files to end up with our mailing list. You even were able to format the files so we could print directly to labels.

So you can see the end result. I have enclosed a copy of the donor letter that we mailed last week to 3,100 donors. Your research and action really made a difference! Please also express my thanks to others who helped along the way (Amy, Ryan, Grace) and anyone whose name I did not record. Hopefully Martha Tolzdorf, our database manager and Raiser's Edge expert, will be up and running at a temporary site within the next month. I am sure that the letter you made possible will result in donations to help the Southern Dominican Province Hurricane Relief Fund.

I am copying Ben Brownlee, your supervisor, on this so he will know about your work "above and beyond" to help your customers.

With Grateful Thanks from the Southern Dominican Province,
Cathy Mazza Berkowitz
Order of Preachers
Southern Dominican Province, USA

INITIATIVES



CUSTOMER SUPPORT CHANGES

To ensure that your calls and Case Central cases are routed appropriately and that you receive timely responses to all questions, we recently restructured Customer Support. You can find contact information for the entire management team in the Customer Support Guide (<http://supportguide.blackbaud.com>). Don't hesitate to contact us.

BETTER CALL AND CASE ROUTING

In the fall of 2006, we implemented a new phone system to provide better call and case routing and to streamline our toll-free numbers for all products and maintenance levels. To contact us, call 800.468.8996. Your organization's site ID is the key to your identity, so, if you call us, have it ready to enter when prompted. The site ID "tells" the phone system your organization's maintenance plan so you are routed correctly. If you don't know your site ID, click "My Profile" at the top right of any Blackbaud web page and scroll to the "Default Organization Information" section.

THE PHONE SYSTEM'S NEW FEATURES

You can indicate whether you are experiencing a critical issue so your call is given a higher priority. If our analysts are helping other clients when you call, you can request a return call, which is automatically queued for routing to the next available analyst. Case Central cases are prioritized by creation time and severity and are routed to the next available analyst, just like phone calls.

SUBSCRIBE TO BE NOTIFIED ABOUT NEW RELEASES

As requested, our maintenance benefits now include software update notifications. Subscribe to receive an email one business day after a product update or cumulative patch is released. Each software update notification includes a link to downloads on our website. To subscribe, click "My Profile" at the top right of any Blackbaud web page and then click "Subscriptions."

VOICE OF THE CUSTOMER

To make sure everyone in the company is guided by your voice, managers, directors, and vice presidents review your survey results, top product questions, and sample recordings of your calls on a quarterly basis.



"THANK YOU FOR THE EXCELLENT AND PROMPT ASSISTANCE! DON'T KNOW WHAT I'D DO WITHOUT BLACKBAUD'S CUSTOMER SUPPORT REPS. YOU'RE ALL VERY KNOWLEDGEABLE AND DO A GREAT JOB."

— NANCY L. GOODWIN,
REINHARDT COLLEGE



"I LOVE HELPING BLACKBAUD HELP CLIENTS RESOLVE THEIR ISSUES, ONE CLIENT AT A TIME. SUCCESS IS THE SUM OF SMALL EFFORTS, REPEATED DAY IN AND DAY OUT."

— AISHA JONES,
BLACKBAUD DEVELOPER
SOLUTIONS ENGINEER

NITIATIVES

NEW: SITE ADMINISTRATORS

In response to your requests for more control over your employees' access to support resources, we created the site administrator role and automatically assigned it to each primary contact at your organization. Using features in our website's "My Profile" section, site administrators can add employees to our records, giving them rights to contact Customer Support and access the maintenance benefits on our website, such as Knowledgebase, Downloads, and Case Central. Site administrators can also approve or deny users' requested roles (such as a request to be a primary contact or site administrator) and remove users no longer associated with your organization.

To view the names of your organization's site administrators, click "My Profile" at the top right of any Blackbaud web page and scroll to the "Default Organization Information" section.

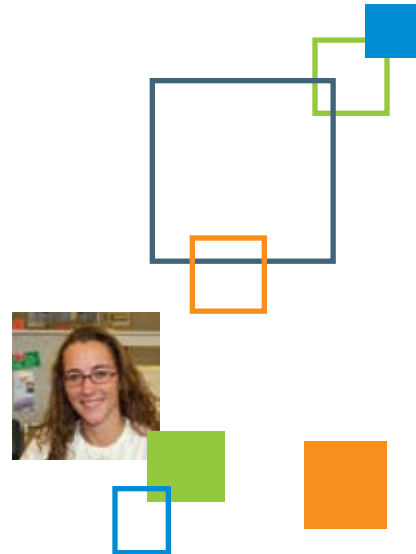
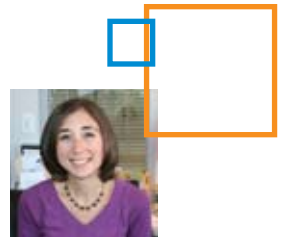
SHARING OUR KNOWLEDGE

Our philosophy on knowledge is simple: share it. We add to our Knowledgebase every day so you can find the most up-to-date information when you need it. Not only do support analysts record every question they are asked in Knowledgebase, but a dedicated team of knowledge specialists reviews and publishes the information. Need to train a new user or refresh your memory about end-of-year procedures? Select FAQs from the Support menu on our website; each question is a link to a Knowledgebase solution.

Have a question about how to use Knowledgebase effectively? Visit "Knowledgebase Help" or email us at knowledgebase@blackbaud.com. We're happy to assist you with this valuable resource.

WHAT'S NEXT?

Your opinion is important to us. You've told us you want more robust forums, a more interactive software suggestion process, and a Knowledgebase that's easier to search. We're listening and making plans to update our processes and resources. Our first step is replacing our forums platform and blogs this summer. To help us ensure that we meet your needs, email your ideas to feedback@blackbaud.com.



"I HAVE TO SAY I AM JUST SO IMPRESSED WITH THE SUPPORT WE'VE GOTTEN SO FAR. YOU GUYS ARE JUST GREAT."

— RAYMOND DENIS,
SALEM ANIMAL RESCUE LEAGUE

CUSTOMER SUPPORT **SATISFACTION REPORT ENCLOSED**

