



The Fishermen's Mission and Blackbaud Consultancy and Training

Founded in 1881, The Fishermen's Mission provides emergency support alongside practical, financial, spiritual and emotional care for fishermen and their families. A dedicated team works to manage a programme of fundraising events, campaigns and appeals, and this has been managed using Raiser's Edge, Blackbaud's flagship fundraising solution, for nearly 10 years. Alison Godfrey, Director of Fundraising, explains how Blackbaud Consultancy has helped them.



Why did you decide to sign up for Blackbaud's consulting services?

"Our database manager had recently left the organisation and we therefore lost our in-depth knowledge of The Raiser's Edge. We had so much information within the CRM, but no one really knew what to do with it. We no longer had the capabilities to maximise the full potential of The Raiser's Edge in order to progress our fundraising strategy and felt almost as if we had hit a brick wall. We needed someone to come in and look at the bigger picture and, after some research, the most sensible and cost effective option was to take advantage of Blackbaud's consulting services."

"The service has been fantastic! The guys from Blackbaud have been like a breath of fresh air."

— Alison Godfrey,
Director of Fundraising

Did the Blackbaud consultants meet your expectations?

"The guys from Blackbaud have been like a breath of fresh air, which was just what we needed. I've always been impressed with how well the consultants have grasped the way that we work and what they can do for us. They have been so helpful, and we've been so impressed with their ability to communicate with us on many different levels. The service has been fantastic. Since we began working with a Blackbaud consultant on a regular basis, we've really got to grips with how we move forward now, and I know we did absolutely the right thing by choosing this path."



Want to find out more about Blackbaud Professional Services? Get in touch:

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What improvements have you seen in your organisation?

“Everything is so much clearer and more streamlined, which means we can produce information far more quickly than before. We’re saving time in all of our work, which obviously saves us money. Our data is more accurate and therefore the processes attached to it are more accurate. Ultimately this helps us relate better to our donors, which will in turn produce better relationships and hopefully an increased income as a result.”

“Everything is so much clearer and more streamlined and our data is more accurate.”

Would you recommend Blackbaud Consulting Services to others?

“Without our donors we wouldn’t exist. They are everything to us and to our beneficiaries, and The Raiser’s Edge is the vital piece that sits between the two. It’s all about the relationship with our donors, so the better this is, the more we can provide to those who really need it. I can honestly say that we are now in a position where we can work to build better relationships with our donors, and without Blackbaud consulting services we really wouldn’t be so well placed to do that!”

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