

CUSTOMER STORY:

# Martha's Vineyard Community Services

*“Our staff of two was able to raise \$1.5 million last year. We have more than doubled our fundraising capacity with Blackbaud.”*

— Jan Hatchard,  
Director of Development  
Martha's Vineyard Community Services

## Quoted narrative by Jan Hatchard, Director of Development

“When Martha's Vineyard Community Services purchased Blackbaud Software a number of years ago, we sought a technology solution that would enable us to achieve the level of success we were looking for,” said Jan Hatchard, Director of Development.

“We were searching for the best software out there. We had been using a home-grown system of Excel spreadsheets and Access databases and needed a stronger technology partnership to help us keep us with our growth,” said Hatchard.

“I've been working with development databases for 28 years and everything I encountered before Blackbaud was primitive in comparison,” said Hatchard.

“As soon as I previewed **Raiser's Edge™** it was like I had finally met a prince! It was a revelation not to have to use primitive tools for something as important as fundraising. It's a real gift.”

“We use Raiser's Edge to track everything—donations, campaigns, funds, appeals, and relationships. We find the software to be extremely intuitive—it's no doubt the Cadillac. Our staff of two was able to raise \$1.5 million last year. That wouldn't have been possible without Raiser's Edge. We have more than doubled our fundraising capacity with Blackbaud,” reported Hatchard.

“We don't know what we would do without Blackbaud. We definitely wouldn't be able to provide the types and level of services our clients have gotten used to.”

Martha's Vineyard Community Services  
is powered by:

- ▶ **Financial Edge™**
- ▶ **Raiser's Edge™**

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## Quoted narrative by Bernadette LaPorte, Director of Administration & Finance

“Before implementing **Financial Edge™**, we were using a really simple, elementary solution. It was very inflexible—we couldn’t change any information in the reports,” said Bernadette LaPorte, Director of Administration & Finance. “I’d dream all day of reports I’d like to run, but couldn’t. Reporting in Financial Edge is so much more sophisticated. We’re able to create any report we need.”

“When we implemented Financial Edge we were getting ready for our audit. I don’t think we’d have been prepared with another system. Financial Edge makes running our annual reports a breeze. It used to take days and weeks to run them, but now it’s a matter of minutes,” said LaPorte.

“The Blackbaud consultant who helped us set everything up was a gem; she helped us with everything we needed. And the support Blackbaud provides is fantastic. It’s like a safety net that surrounds us.”

“Working with Blackbaud and Financial Edge has been a great experience. The information that comes out of the system is fantastic. We’re very happy with our solution and we’re looking forward to a future partnered with Blackbaud,” said LaPorte.



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