

## Methodology followed to select software

The team has researched various software options including a bespoke database application currently utilized in the Service 1 unit, bespoke Excel and Access systems, along with two commercial software's, software 1 and CharityLog, which both focus on charity organizations. The research process involved interviewing and benchmarking software to ensure robustness and creating a decision matrix to evaluate all options.

## Research Results

Software	Cost	Efficiency	Sustainability	Adaptability	Ease of Use	Report Generation
Service 1	Low	High	Low	Low	Low	High
Software	Low	Low	Low	Low	Low	Medium
Bespoke Access System (Service 2)	Low	Medium	Low	Low	Low	Low
Charity Log	Low	High	High	High	High	High

Figure 1: Decision Matrix

The summary of the researched software is shown below.

Software	Advantages	Disadvantages
Service 1	<ul style="list-style-type: none"> <li>Efficient</li> <li>Auto mail generation</li> <li>Tailored to department</li> <li>Onsite</li> </ul>	<ul style="list-style-type: none"> <li>No linkage with other &lt;organisation&gt; services</li> <li>Not web-based</li> <li>Maintenance done by one Service leader</li> </ul>
Software 1	<ul style="list-style-type: none"> <li>Ability to record client information</li> </ul>	<ul style="list-style-type: none"> <li>Not user-friendly</li> <li>No proper training</li> <li>Software below industry standards</li> </ul>
Bespoke Access system	<ul style="list-style-type: none"> <li>Tailor made to suit Service's specific needs</li> </ul>	<ul style="list-style-type: none"> <li>No linkage with other &lt;organization&gt; services</li> <li>Limited capabilities</li> <li>Fully dependent on</li> </ul>

(Service 2)		IT literate volunteer to edit MIS fields
CharityLog	<ul style="list-style-type: none"> <li>• User friendly</li> <li>• Flexible to tailor performance measure for each service</li> <li>• Web-based system, allowing for easy access</li> <li>• Exclusive data access for each service</li> <li>• Reasonably priced</li> <li>• Comprehensive reporting</li> <li>• Able to export data to excel spreadsheet for further analysis</li> <li>• Strong external support team</li> </ul>	<ul style="list-style-type: none"> <li>• Need for daily data backup</li> <li>• Risk of system downtime and restricted access</li> <li>• Not onsite</li> </ul>

### **Advantages of CharityLog**

Although some of the Services have their own systems in place, there are a number of benefits in using CharityLog. Some of the main advantages are:

- Bespoke systems – Some of the systems in place are bespoke, and have been created keeping in mind the current requirements of the Service. Should this change in the future, there is no surety that the system can be adapted to capture those needs.
- Continuity – Most of the working knowledge of some of the systems currently used resides with the present Service leader. There is no plan in place to pass on this knowledge in the eventuality that any of the Service leaders leave their positions. This jeopardizes the continuity of the system for that Service.
- Synchronization – At present, none of the bespoke systems communicate with each other. The systems lack the ability to share common information. This potentially leads / can lead to duplication of data, repetitive work, and inefficient use of time. The advantage of CharityLog is that one platform is being used to collect all the data, enabling cross-selling and leveraging of <organisation's> resources and products.
- Web-Based Software – Unlike any of the other systems in place, CharityLog is a web-based software. Therefore it can be easily accessed by any authorized user, including volunteers, from remote locations. Additionally, this provides <organisation> with a higher level of security from loss of data.

- User-friendly – CharityLog is a user-friendly system that is fairly intuitive to use. This will make it easier for all members to use irrespective of their level of comfort with technology.
- Strong external support – There is a strong support system for CharityLog, both for training as well as for post-implementation issues. The company has a dedicated representative for the area who can be called upon for future support. Furthermore, CharityLog is open to new suggestions to improve the efficiency of the system, and are constantly upgrading their offering to provide the most benefit to its users.

### **Recommendation - CharityLog**

To ensure the most suitable recommendation, the team coordinated with the CharityLog provider and organized a full demonstration of the system's capabilities for all <organizations> Service leaders. Post the demonstration session, the team contacted all Service leaders for feedback about the suitability and concerns of the system.

To anticipate risks and issues involved with the system, the team has telephone interviewed four other <organizations> that have implemented CharityLog within their organisation. In summary, the discussed topics were:

- Change management
- CharityLog training
- IT resource
- System downtime and time taken for CharityLog provider to respond
- Data back up

Based on the advantages of the system, and the feedback received from other <organizations>, the team recommends that all Services move to using CharityLog.

**Disclaimer: This decision process has been designed solely by the group and reflects the views and opinions of the authors and not the University or Business School involved, nor by the organization for which it was designed.**