

The Making

The Making was created in 2002 and registered as a charity in 2004. Their primary purpose is to establish a unique and pre-eminent centre for accessible learning about the contemporary crafts and applied arts.

It aims to do this through the creation of a world-class gallery in Basingstoke and through an innovative life-long learning and professional development programme.

The Making will fill a major gap in the provision of public access to high quality crafts, art and design and will capitalize on the concentration of makers and artists in the South East.

the original system

Before The Making implemented the thankQ solution, they did not have a centralised system. Instead, they ran several individual PC's and kept contact details using Microsoft Outlook.

In early 2004, The Making decided to invest in systems to support their future needs and began looking around the charity software market and talking to other charities about the systems that they used.

the new system

The standard thankQ system was installed at The Making in November 2004 and included the following modules:

- ◆ Contact Management
- ◆ Finance
- ◆ Fundraising
- ◆ Events Management
- ◆ Mail Manager

The Making incorporated some modifications to tailor thankQ to their own needs. These included:

- ◆ Provision of a Prospects tab on the Contact form to record funding and grant information
- ◆ Field Name changes
- ◆ A check box to record whether or not a contact receives newsletters and promotional material

FAST FACTS

case study: **The Making**
 location: **Basingstoke, Hampshire**
 users: **3 users**
 database: **SQL Server**
 integration: **Microsoft Office**

The Contact Details form showing the Prospects tab

The Making went live in January 2005 with the modifications to the thankQ system and they have been very pleased with the system's performance.

the benefits

thankQ provides The Making with:

- ◆ A flexible, configurable system that can be developed in accordance with the changing needs of the charity
- ◆ A centralised and networked Contact Management system
- ◆ Accessible information
- ◆ Sophisticated reporting and searching functionality