



Contact Management Fundraising Grants

Royal College of Veterinary Surgeons Trust (RCVS Trust)– grant-making & information services for the veterinary profession

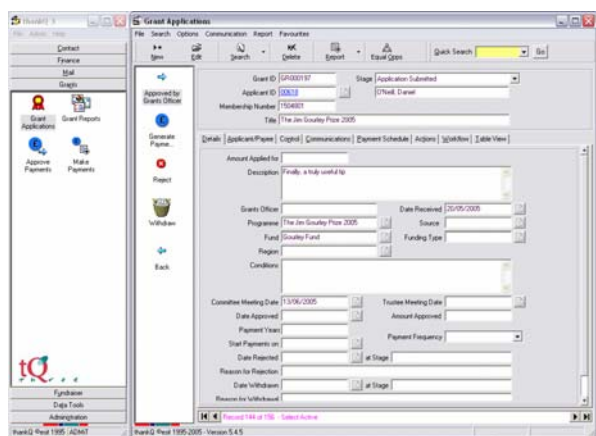
The RCVS Trust is a small educational and animal welfare charity serving the particular needs of the 20,000-strong veterinary profession in the UK. The Trust delivers two principle and complementary services. It is a major grant-maker within the profession, funding a range of educational and animal welfare projects in the UK and overseas.

It also runs the only specialist veterinary Library and Information Service accessible by all vets in the UK and further afield, and offers a range of integrated services, most of which are now delivered electronically.

the original system

Before the thankQ system was installed the RCVS Trust had a bespoke Microsoft Access system, which was rarely used.

After undergoing a period of dramatic change, both in terms of its culture and its strategic focus, it was clear that the charity needed to move away from its rudimentary paper-based systems and procedures, and procure a relationship management database that would enable it to record, monitor, analyse – and where appropriate modify – all areas of its input and output activities.



RCVS' thankQ grants form

the new system

Through an independent consultant it was determined that ESIT's thankQ solution provided the best fit for the

FAST FACTS

- case study: **Royal College of Veterinary Surgeons Trust**
- location: **London**
- users: **10**
- database: **SQL Server**
- integration: **Microsoft Office, Quick Address Pro, Sage Line 100, RCVS Trust Membership Database**
- upgrade from: **Bespoke Microsoft Access System**

trust's needs and aspirations, and the standard package was installed within eight weeks of contract award. The system included the following modules:

Contacts and relationships, mail, finance, fundraising, events, grants, action manager, system administration and data tools.

The RCVS Trust also received several bespoke modifications to their Grants module and Contact form. They have since found that thankQ offers significantly more functionality than their previous system, providing powerful reporting and searching features.

The RCVS Trust uses thankQ for all of their contact management, mail and grants work, even using it to store Library Membership Numbers and keep track of members.

the benefits

The thankQ solution provides the RCVS Trust with:

- ◆ An integrated, flexible system
- ◆ Improved donor and supporter knowledge and management
- ◆ Consistent and error-free data
- ◆ A tailored Grants module to match their business processes
- ◆ Time saving through the use of automated processes
- ◆ Accessible information

case study: RCVS Trust