VOLUNTEER MANAGEMENT OVERVIEW

Most nonprofits depend on volunteer work to run a part of their functions. Volunteer management software assists these organizations to find and manage volunteers. Considering that volunteers are not required to contractually commit for a particular time period to work with nonprofits, these foundations need to ensure they have a big enough volunteer pool who can support them in a motivated manner. Each unit of a nonprofit can utilize volunteers, therefore it is essential to find suitable persons for the activities.

With volunteer management software, you can efficiently manage volunteer info like contact details, interests, skill sets, availability, and causes they are interested in. The system offers portals for volunteers to sign up for a generic team or for specific programs and activities. You can match volunteers with open programs based on their profiles and delegate them to the right department or team. The platform empowers you to track volunteer efficiency and activity, and interact with loyal volunteers.
The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

**Content Score** is affected by:
1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

**Market Presence Score** is affected by:
1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

**Company Score** is affected by:
1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

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**Customer Success Report Award Levels**

**Market Leader**
Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

**Top Performer**
Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

**Rising Star**
Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.
2019 Customer Success Awards
Check out this list of the highest rated Volunteer Management software based on the FeaturedCustomers Customer Success Report.
ABOUT BETTER IMPACT

Better Impact Inc. (formerly known as Volunteer Squared) has been providing nonprofits, schools and municipalities with volunteer management databases since 2001. Their understanding of the volunteer sector is evident in their software design. Their programming standards translate into the highest levels of reliability, functionality and security. Their focus on the needs of their clients means that they are there when you need them. Their passion for doing better and their members’ collective input combine to produce volunteer software that just keeps getting better and better.

42
Customer references from happy Better Impact users

"The software is easy to work with and has a number of features that are helpful to organizations of any size. We particularly love these features: logging hours, scheduling with the ability to allow volunteers to self-schedule, and running a variety of useful reports."
Ronald McDonald House Charities

"The level of customization works great for us as a hospice and palliative organization because we can track and report our hours as needed for different grants, Medicare requirements, etc."
HopeWest

"I have been pleased with Better Impact’s ability to demonstrate a customer centered service model and a very responsive team. They continue to adapt their program based on the needs of its users."
Fraser Health

"I couldn’t be happier with the software, service and support. I look forward to having Volunteer Impact for a very long time - my job is so much easier!"
The Animal Foundation
ABOUT FRONTSTREAM

FrontStream helps charities and companies raise money, engage employees, and make a positive impact in their communities. Over 10,000 nonprofit and corporate customers use FrontStream’s Intelligent Engagement Platform for donor management, auctions, charity events, peer-to-peer and online fundraising, employee giving, volunteering, and matching.

“I was very happy with the way everything turned out. I wouldn’t change anything – maybe I wouldn’t have quite so many prizes next year, but I solicit them all through my contacts and they were all free so I can’t complain! I love BiddingForGood and I cannot say enough good things about them. I would recommend this service to anyone.”

Rebecca Waite
Administrative Assistant, Marriott International

“Employing mobile bidding during our live event felt radically different. In the end, we garnered 700 bids and raised nearly three times the revenue of last year’s auction. The results speak volumes!”

The Wellington School

“As a first-time user I found uploading items and filling in item details was straight forward and easy to do.”

Mary Stump
Resource Development Associate, United Way of Greater Knoxville

“Using the ApproveForGood system has dramatically cut down on the time it takes to process the donation requests, and it has also saved us quite a bit of money on postage and paper! The system generates reports for us, so staff does not have to take the time to gather the information and run pertinent queries. It also manages all of the information we...

Brooke Coe
Volunteer Coordinator, Sacramento Zoo

73
Customer references from happy FrontStream users

VIEW ALL REFERENCES
ABOUT GALAXY DIGITAL

Galaxy Digital builds stronger communities through simple technology that improves lives and connects people, organizations, and resources. They dedicated to making software products that could help any nonprofit, or other organization engaged in volunteering, track and manage their volunteerism, and strengthen the forces of good within their communities.

“With the online training provided by Galaxy Digital and the smaller learning curve required to become proficient at the system, our partners have been way less intimidated to manage and update their own agency and needs. It's saved us and them time, frustration, and lots of confusion.”
Sheila Mettetal
United Way of Greenville County

“Making the switch to Galaxy Digital was a wonderful decision. The system is easy to learn and use, the customer support is incredible- always quick to respond, friendly and super knowledgeable. I am able to teach my Agency Managers how to use it in about 10-15 minutes.”
Hope M. Tyler
The Volunteer Center of Greensboro

“The greatest benefit of Galaxy Digital is their Customer Care, which is there for you every step of the way with a quick response time of answered questions and usually with a personalized video with the answer, which is AWESOME! I would give them a five-star rating.”
Karen Gibbs
Wayne Savings Community Bank

“I would recommend Get Connected to anyone looking to streamline their volunteer and partner agency communications. The tools available through Get Connected are truly an investment in the overall experience of volunteers and agency members. Additionally, the system allows for the organization’s valued, and oftentimes limited,...
Natasha Wayne
Community Relations & Special Events Specialist, United Way of the Greater Triangle
ABOUT GIVEFFECT

Giveffect is the leading nonprofit software. The #1 all-in-on Fundraising, Online Donations, Volunteering, Email, Accounting, Donor Management & Database software for Nonprofits. Their software helps existing nonprofit partners increase their fundraising revenue by 50% and save 30 hours a month on manual data entry. The benefit of the bundling isn’t simply that their software is far more affordable.

"Giveffect is very easy to use and have used it to manage many of our fundraising campaigns. We have found the Tech Support at Giveffect have been very helpful when we have needed them. We would recommend!"

Sandra Niven
Volunteer Administrator, United Way of the Lower Mainland

"The Giveffect webinars have helped me discover effective components that will help in our fundraising efforts. Not only is the software user-friendly, but, if a question comes up, the staff at Giveffect quickly provides information. I really appreciate the “Chat with us” feature and the tutorials."

Kathy Foster
Donor Relations / Resource Development Office, Indian Pueblo Cultural Center

"We appreciate the time and effort that the people at Giveffect have provided to us during our very first crowdfunding campaign. Due to their fantastic support and patient guidance, we look forward to our next one!"

Erin Young
Education Coordinator, Medicine River Wildlife Center

"Our first donor crowdfunding campaign on Giveffect was a great success, and is an example of how powerful a fundraising platform it can be in the hands of passionate young people. We certainly hope more and more of our supporters consider using Giveffect to raise money for War Child’s programs."

Brock Warner
Donor Programs Officer, War Child
ABOUT INITLIVE
Managing 300-2000+ staff/volunteers for an upcoming event? InitLive is the best enterprise solution for event producers & event production companies managing a large database of staff across multiple events. Customize scheduling, recruitment, shift assignments, email/SMS text communication and more based on your unique needs.

24 Customer references from happy InitLive users
VIEW ALL REFERENCES

“InitLive's targeted broadcast feature made it easy to communicate a message with exactly the right group of volunteers, this made connecting with my team easy on event day!”
Danielle Boiston
World Economic Forum

“I strongly support their system as it allowed us to know instantaneously where we stood with volunteer necessities along with having a clear overview of scheduling at any moment throughout the Championship.”
Andrew Donaldson
World Junior Girls Golf Championship

“Using InitLive was definitely an improvement from how we organized the team in previous years. It was so easy knowing that all of our important event information was stored in a common location.”
Andrea Croak
MAB Community Services

“InitLive helps us manage our growing volunteer base at multiple festivals each year; it’s great to have all of our volunteer information and schedules in one central location.”
Michael O'Farrell
Festibière de Gatineau
ABOUT MOBILIZE

Mobilize is a modern community solution is purpose-built for engaging members in an information-saturated era. Unlike traditional one-size-fits-all community providers that confuse, overwhelm and annoy members, their solution combines community social space, outreach tools, member directory and CRM in a unique way that amplifies engagement by making members feel seen, heard and valued.

“For KAHAL, Mobilize is more than a tool--it’s a community. Our students find meaningful Jewish connections to each other, and to communities abroad through the platform. It’s hard to imagine our work being possible without it!”

Alex Jakubowski
Executive Director, KAHAL

“SDSN mobilizes experts to promote practical solutions for sustainable development. Using Mobilize helps us bringing together actors with diverse interests from all over the world, promoting action to drive this important mission forward.”

Dorothea Strüber
Manager, United Nations Sustainable Development Solutions Network (UN SDSN)

“It would be a lot harder to onboard if we didn’t have a tool like Mobilize to help and connect the dots. Mobilize makes it so easy for us to communicate with 660 people.”

Miguel Pinho
Tech Lead, Seedcamp

“I think Mobilize has made the (SF) team, in general, be the best it can be. I think we continue to thrive and survive because of communication tools like Mobilize.”

Rebecca Saylor
Network Co-lead, Etsy
ABOUT NATIONBUILDER

NationBuilder offers everyone the technology and community infrastructure to lead people to greatness. Their products and services include accessible solutions for nonprofits, advocacy groups, businesses, and political campaigns of all sizes as well as infrastructure options for networks and large-scale organizations.

126
Customer references from happy NationBuilder users

VIEW ALL REFERENCES

“It really was an across-the-board team effort and NationBuilder allowed us to [communicate] with people at every level.”
Jessie Markell
Senior Account Executive, Rob Portman

“NationBuilder’s the real deal. Definitely going to shake up online campaigning.”
Mayor
Alex Torpey

“Constantly adding useful features. As the name implies, you can build your nation there. Whether it’s a website, donations, blogging, calendar events, text messaging, or volunteer outreach NationBuilder makes it happen.”
Steffan Soule

“What's really helpful is that NationBuilder offers a multitude of ways to donate. The donation journey is quite easy with the sliding donation pages. We have a lot of supporters saying that it's a really nice, smooth process, so that helps keep people coming back. We've got a high number of regular donors, so when we ask they give, and they give again.”
Alex Clifford
Head of Digital, People’s Vote
ABOUT SUMAC

Sumac is powerful, customizable software designed specifically for nonprofits. It offers a complete solution for Donor Management, Fundraising, Case Management, Membership Management, and Volunteers. Choose the Add-ons you need to create a solution tailored for your needs. Sumac also offers a Custom Add-on that we will build to track data unique to your organization. Sumac licenses start at $45/month and include free support and upgrades.

“When we used Access, Volunteer Works and Excel spreadsheets, it would take staff nearly a month to produce one report because manually cross-referencing spreadsheets and checking through records is very time-consuming. Now that we have Sumac as our CRM, it takes one hour to generate a report.”

Dianne McLeod
Program Coordinator, Cambridge Self Help Food Bank

“Before switching to Sumac, we were using Excel spreadsheets for all our operations, which meant everything was done manually, took a lot of time, and common operations like searching and performing a mail merge were nearly impossible.”

Emily May
Office Manager, Northern Neck Montessori School

“I am really impressed with how easy Sumac is to learn (thanks to great documentation and excellent service) and how powerful it is. We’ve just completed our first mailout campaign and it worked beautifully for us.”

Artistic Director
Phin

“Sumac has been invaluable in helping our organization structure our extensive database. We are now able to effectively manage our growing membership, donor list and contact list. Thank you Sumac we appreciate the prompt and courteous support you provide.”

Carolyn Quinn
Director of Communications, Heritage Canada Foundation
ABOUT TRACK IT FORWARD

Track it Forward is a tool for volunteer, nonprofit, grassroots, universities and government organizations to track volunteer efforts. Volunteers can log hours via the web or mobile app, as well as sign up for events and track their progress for requirements.

“The most valuable aspect of Track it Forward is the ability to empower volunteers to take control of their own hour tracking, Giving them that trust and responsibility then allows us to spend time planning events and doing other things.”

Emma Nadeau
Volunteer Coordinator, Museum of Life and Science

“There’s no comparison, We have over 400 families to keep track of, and Track it Forward is a phenomenal system. It’s very user-friendly.”

Melanie Bargar
Director of Development, Greer Middle College

“Overall, Track it Forward has completely streamlined my process and has made it so much easier to keep track of volunteers and their hours.”

Lacey McNamara
Volunteer Director, San Luis Obispo Repertory Theatre

“Ever since we’ve started using Track it Forward, we’ve had more and more students logging their hours. It’s been great! The mobile app has been really useful and makes it much easier for them too.”

Kelly Milo
John Hopkins University
ABOUT VOLUNTEER SOFTWARE

Volunteer Software, They’ve devoted over twenty years to developing volunteer management software specifically designed to streamline your volunteer management duties. Their program, the Volunteer Reporter, offers an array of powerful features that will help you create custom reports, spreadsheets, templates, mail merges, volunteer profiles and much more. This Windows-based program is extremely user-friendly and was developed for both the beginner and advanced computer user.

"We have been using Volunteer Reporter Software for at least 12 years and are satisfied customers! Our RSVP project is large, with over 1800 active volunteers and 150 worksites; we require a database that can handle this capacity—your product does this very well. Just this morning, our IT staff loaded the 6.0 version. Our three RSVP staff members are..."

Sandra Lawrensen
Director, RSVP and Volunteer Center

"We here at the Foster Grandparent Program use a program named Volunteer Reporter. It is very useful and has everything and more that we could want. The nice thing is that the customer service is outstanding and will help you in a very timely manner. I have never had to wait! In addition, their prices are so affordable you can’t afford not to allow..."

Rebecca Maletto
Foster Grandparent Program, American Red Cross

"Volunteer Software is responsive regarding technical issues and very helpful with support questions.”

Steve Trahan
Information Systems Division, East Valley Senior Services

"As always, the help from Volunteer Software is tremendous – as though you are right there in my head knowing exactly what I’m asking.”

Connie Beachy
Somerset County
VolunteerHub (a product of Carr Engineering, Inc.) is a leading volunteer software for nonprofits and other organizations. Since 1996, VolunteerHub has helped organizations manage over 5 billion volunteer hours. In addition, their system has handled hundreds of thousands of users and events. Their cloud-based approach to volunteer management gives their clients the flexibility and control they need.

“VolunteerHub lets us look at our volunteer program in a more structured way. For example, VolunteerHub helped us identify that Wednesday evenings were not as popular with volunteers. We took this information into consideration and designed some exciting theme nights to get volunteers engaged.”

Natasha Thompson
Chief Executive Officer, Food Bank of the Southern Tier

“We had no clue who or how many people would come out and volunteer on any given day. It was a challenge to make sure we had all the volunteers we needed for each opportunity.”

Derek Perry
Volunteer Services Director, Habitat for Humanity of Collier County

“The ability to create groups has helped our organization put the right volunteer in the right role.”

Christina Mitchell
Director of Volunteers & Events, Metropolitan Ministries

“VolunteerHub is in-line with the technology revolution and how people expect to communicate these days.”

Amy Waggoner
volunteer coordinator and board member, Blue Dog Rescue
ABOUT VOLUNTEERLOCAL

VolunteerLocal is a user-friendly volunteer scheduling platform used by event planners and volunteer coordinators of all types. We offer per-event and annual (unlimited events!) plans to fit a wide range of budgets. VolunteerLocal has been empowering athletic competitions, art festivals, music festivals, non-profit organizations and many other events all over the world since 2003. Born out of a need identified by Des Moines Arts Festival, our web-based software has proven to be a key component in managing the volunteer force that is so vital to events ranging from Bonnaroo Music & Arts Festival to IRONMAN. VolunteerLocal is proudly based in Des Moines, Iowa and our software works anywhere you can access the Internet.

"Last year was the first time using Volunteer Local and it has made my job so much easier. Before, we had hard copy forms that people would send back and we would allocate their roles. Now, volunteers can select the exact role and time they would like, saving on confusion and database entry. It’s easy to access reports and the ability to move volunteers..."
Claire Levett
Campaign Coordinator, Santos Great Bike Ride for Charity

"I love this software. The ease of use alone - it’s like you guys think the same way I do! I kept saying, why can’t someone just do it this way?! And you did. Our volunteers are going to be so thrilled because it’s so easy to sign up. I’m kicking myself for not finding this two years ago when I did my initial search."
Susan Hensley
Gator by the Bay

"I like to make things easy. VolunteerLocal is a big part of this for me - I love how easy it is for volunteers to sign up and check their shifts, and I love how easy it is for me to see where I have holes and move people around during my event. (And how quickly Volunteer Local staff reply to my emails asking for help!) The easier things are, the happier my..."
Elizabeth Orcutt
Volunteer Coordinator, Treefort Music Festival

"VolunteerLocal gives us the opportunity to seamlessly recruit for a number of specialized volunteer roles. We can keep a birds-eye-view on our signups and easily communicate with volunteers. Using this tool helps keep our large organizing team on the same page, which is critical for a collaborative event of this scale."
Brianne Sanchez
Jumpstart school physicals