

Powering Purpose, Influencing Impact

We believe that **everyone** who uses our platforms deserves a customer success experience that is efficient and empowering. As a customer of YourCause from Blackbaud, you can expect top-notch support and resources for your administrators, employees, and nonprofit partners.



CLIENT ADMINISTRATORS

From technical support to guidance on best practices, our team of dedicated experts are passionate about making your programs as successful as possible. You'll also be empowered to take control with the most adminfriendly solution in the market, allowing you to make changes quickly and independently.

END-USERS

We aim to make the experience engaging and seamless for your end-users. Intuitive features and trusted donation disbursement keeps your employees coming back time and time again, and our Customer Advocacy team is at the ready to answer any questions along the way.

NONPROFIT PARTNERS

All of the work you do ultimately is to make an impact, and so is ours! Your nonprofit partners benefit from speedy donation delivery, easy-to-access donor details, and the ability to share stories of impact to you and your endusers through our free to use nonprofit portal.

"When evaluating which platform to invest in, back in 2019, we had several to choose from. I am convinced that choosing the YourCause platform was the best decision for not only my use, but for the entire company."

-Venitia Smith, Director of Employee and Community Relations, Genuine Parts Company

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What sets YourCause apart?

INNOVATION

We're on a mission to help our customers stay ahead of the curve. From generative-AI, engagement boosting functionality, and tools to make your life easier as a platform administrator, we build the tools that accelerate your impact.

CENTRALIZED SOLUTIONS

With integrated reporting functionality and a focus on empowering admins, managing employee engagement and grantmaking components of your CSR efforts has never been easier.

TRANSPARENCY

Straightforward pricing, flexible options to cover donation costs, and a simple global processing model makes it easy to do business with us. Giving shouldn't be complicated!



You're Here to Change the World, We're Here to Help

Partnering with YourCause is so much more than purchasing a software solution. When you work with us, you'll find that there is an entire customer experience engine designed to drive maximum value of your investment with our products.



CUSTOMER SUCCESS

Customer Success
Managers are dedicated to
understanding the unique
needs and goals of each client,
providing tailored consultation
and recommendations. Their
mission is to help clients
achieve their program goals
and deliver more impact.



ADMIN SUPPORT

This team of product experts support the technical needs of client admins, including troubleshooting and configuration support. Their focus on prompt responses and resolution ensures your work isn't slowed down when technical questions arise.



PROCESSING SERVICES

As a function of Blackbaud Treasury, the processing team is dedicated to the timely and efficient review, disbursement, and record-keeping of donations, matches, and grants made within our products.



SUCCESS SERVICES

We know that CSR professionals have a lot on their plates and can feel like there's never enough hours in the day. Success Services enables you to outsource manual and routine tasks, so that you have more time to focus on driving impact and engagement.



96% of employees engaged with the CSRconnect platform

Learn more about how Crowe LLP powers their employee giving, volunteering, and corporate grantmaking programs with YourCause solutions, resulting in increased engagement, an easier administrative experience, and robust data reporting that helps them tell their story of impact.

Learn more

"I geek out over YourCause from Blackbaud and the tools it has given me to make my work life easier."

-Jaquelyn Hood, Purpose and Sustainability Manager, Crowe LLP



Wrap Around Support for Client Admins

Beyond our Customer Support teams, we provide a multitude of other resources around thought-leadership, connecting our clients to each other, and facilitating product feedback.



Product Communities

Blackbaud Communities provide an online space for clients to access resources, post product ideas, engage in discussions, and more.

Product Discovery

We engage clients in our Product Discovery Program through interviews, demos of new features and designs. and hands-on interactions to gain feedback and insight.

Client Groups

From our Customer Advisory Board to our Product Advisory Group, we encourage clients to connect with each other and provide us with feedback.



Industry Events

From regional meetups, our annual conference, bbcon, and attending numerous industry events, we are on the road quite a bit! We love to connect with customers in-person whenever we get the chance.

Product Update Briefings

Held twice a year, our Product Update Briefings provide insight into recent updates and future innovations.

Monthly Client Admin Workshops

Our Admin Workshops take you through recent product and process updates, giving you the chance to engage & ask questions.



Resource Center

Constantly updated, our product resource centers are full of how-to articles, video tutorials, FAQs and information on the latest product updates. We're also including in-platform education to make absorbing updates seamless.

Program Resources

From disaster relief resources to helping you plan for moments that matter like Earth Day, Black History Month and Giving Tuesday, we work to provide you with relevant & timely content.

Blackbaud University

Blackbaud University is a free online learning community of powerful training courses strategically built to improve the knowledge skillsets of our customers.



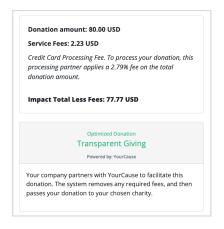
YourCause Industry Report

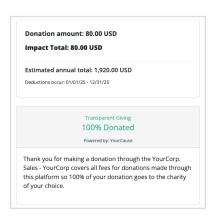
Every year, YourCause releases a comprehensive report full of benchmarking data on giving, volunteering, and engagement trends.

The Industry Report is just one example of how we strive to connect our clients move the needle forward for CSR professionals everywhere.

Get the Report →

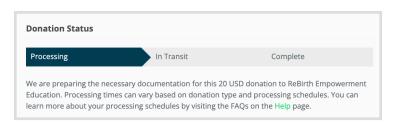






DONATION TRANSPARENCY

Above, you'll see examples of the donor experience in situations where fees are assessed, or where a company covers all transaction fees. Below is an example of a donation status.



Supporting End-Users

CUSTOMER ADVOCACY TEAM

We're here to answer questions your end-users might have about the platform and your programs. This is a complimentary service that not all vendors offer, creating time-savings for program administrators. This team is available via live chat, phone, and email during normal business hours.

TRANSPARENT FUNCTIONALITY

End-users are given clear visibility into the status and history of their donations and any fees that might be assessed on their donation, depending on whether your company opts to cover or not cover donation transaction fees.

Supporting Nonprofit Partners

CHARITY SUPPORT

We provide your nonprofit partners with support, answering questions about our NPOconnect® portal and disbursements. Nonprofits can contact us via live chat and email.

NPOCONNECT

NPOconnect is a free portal for nonprofits where they can not only manage their Charity Profile, they can also sign up for electronic payments, access donor details, create volunteer events, and more! Charity Profiles are visible to end-users of CSRconnect®, and GrantsConnect® users.

CHARITY PROFILE

