

SBESC Database Solutions

Information and Recommendations 1.28.10

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Situation:

Per 1/13 recommendation: the SBESC database environment has been using ACT 2006 running on 5 client PCs, served from one PC. This “server” is no longer located in the kitchen, it is now in the IT closet. For 18 months certain staff has wanted to upgrade our PCs from the current version of ACT. Factoring the current and future needs of the Center’s DB and contact management requirements, and given the change in products and pricing on the market, it is a good time to consider alternatives before spending across the board on ACT upgrades and to apply a 5 year time horizon.

OPTIONS	Pricing	Notes
ACT 2010	deployment: \$3,438 maintenance: continued internal hosting, admin and security hosting: \$500 training: \$300 service: included TOTAL: \$4,238 year one, \$550 year two	hosting fee reflects likely need for new PC/server. For web-based access feature add \$2,775 to \$3,438 They sell insurance for \$50/mo (called Platinum care) to cover upgrades against the existing licenses we buy...w/vers.2010 brand new this is pointless est. Y2 maint. based on IT consultant 10 hrs/yr @ \$55/hr Pros: familiarity w/user-side tool Cons: continued hosting/admin costs and security risks
Salesforce.com	deployment: 8,000 maintenance: \$60/month/user hosting: no onsite hosting or administration training: in person included, plus books and recordings service: includes 20% data export/import, then \$200/hr TOTAL: \$13,760 year one, \$5,760 year two	Deployment: 4 monthly payments x \$2,000 Deployment alternative: Deployment could start in 2 weeks; last 4-6 weeks 8 users=\$480/month, 10 users=\$600/month Pros: outstanding marketing campaign analysis Con: can't reduce # of users during 2 yr contract
HighRise	deployment: \$0 maintenance: \$49/month/15 users hosting: n/a training: self-train/video demos for each step service: included in monthly fee TOTAL: \$588 year one , \$1,188 year two	monthly fee could grow to \$99/month in 6-12 months Pros: easier, safer, less expensive improvement to current contact mgmt environment Cons: managing volunteer data export/import
Status Quo/ACT 2006	deployment: \$0 maintenance: est. \$550 hosting: continued internal hosting, admin and security training: n/a service: n/a TOTAL: \$550 year one, \$1,100 year two	Cons: Windows 7 (new PCs) do not interface w/ACT'06: but continued access thru 5 PCs, doesn't scale w/out add'l PC costs, no offsite access w/out cost of GotoMyPC Y1 maint est. based on IT consultant 10 hrs/yr @ \$55/hr, Y2 20 hrs.

Recommendation: Planning 2-5 years out if we do not centralize our data into a safer, more secure, and more accessible environment we're increasing our risk unnecessarily. Our backup schedule helps mitigate the risk but the ongoing cycle of the cost of upgrades and version control between internal PCs and servers will spiral up. Salesforce is a powerful tool that is probably the best 5 year solution but I'm not comfortable at all with the costs. To me HighRise is best for the next 2-4 years.