



KEECH HOSPICE CARE & COMPTON CARE

a donorflex client insight

donorflex Raffle module: What our clients tell us

Dominic Woods, Data & Insights Manager, Keech Hospice Care (May, 2020)

In 2015, we integrated our weekly lottery from a standalone database into donorflex. Then, in 2016, we decided to bring our raffles in house – previously we had outsourced our raffle.

Not only did this reduce the cost of outsourcing, but it enabled us to combine our lottery and raffle into a super draw – another cost saving, and a perk for our regular lottery players because they get included in super draw.

The donorflex raffle module is so flexible that we could run stand-alone raffles at any time, without incurring significant cost.

I'm particularly impressed with the ease of creating raffle books and – since donorflex 11.1 – the ability to create virtual tickets and new supporters at the same time.

Processing payments could not be simpler. And being able to process any additional donations at the same time is a real time-saver.

We barcode our raffle books, which makes it even quicker to process them. And the ability to re-use returned unsold books has meant we've reduced the number of books that need to be printed – saving cost and the planet!

Another reason for choosing to use donorflex to manage our raffles was that we knew there was excellent support and advice available at all time – not just during the implementation period.

The support team are excellent, always willing to give advice, and always looking for opportunities to make the product even better.

Marie Von Wurzach, Lottery Manager, Compton Care (May, 2020)

We've been using donorflex for many years, and bringing the lottery in-house has transformed how we communicate with our supporters and players.

The icing on the cake is being able to run raffles through the raffle module, because they're a great way of bringing new supporters on board, as well as communicating with existing ones.

We received in-depth training and support from beginning to end, when we set up the first raffle. And we know there's helpdesk on hand, if we need any further information or support.

Here's what the team administrating the raffle says about the module:

- It's straight forward
- Easy to use and understand
- It's secure
- The ability to report on the data to inform future raffle promotion is excellent
- Love using the barcode reader, makes the process really easy
- We can track response progress at any time, measuring against planned milestones, enabling mitigation if needs be

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