

Dynamics 365 Integration

for Microsoft Nonprofit Accelerator

Build stronger donor relationships and save valuable time



Your opportunity

Complete, well-structured data in CRM provides a foundation for secure, data-driven decisions.

RaiseNow's integration with MS Dynamics 365 helps you save time, set priorities, and delight your supporters with a highly tailored and seamless experience that paves the way for long-term relationships.

The Dynamics 365 integration allows RaiseNow to bring all donor and donation data together in one place. This means you can control all important processes right from your CRM system and activate your supporters using targeted campaigns.

Use cases

- A supporter donates online, and the donation automatically ends up in MS Dynamics 365
- Payments are automatically assigned to the defined campaign
- A donor calls to cancel a recurring donation – you can do that right away on the phone
- Any donation over 500.00 automatically triggers an email to the fundraising lead
- Donations that have been paid out by the acquiring partner are automatically updated in Dynamics 365
- Payments received via TWINT can also be managed directly in Dynamics 365 (CH only)

Benefits for you and your organization



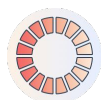
All donation information is stored directly with the contact

Get a 360° view of your contacts and transactions. You'll always know who has donated what and when, and you can structure your communication around that information. Highly relevant campaigns for filtered segments enable you to build strong relationships and activate your supporters.



All fundraising channels synchronized

Benefit from more than just the range of RaiseNow products such as peer-to-peer, tablet fundraising, donation forms or your own APIs: data from all your fundraising channels is also transferred seamlessly to Dynamics 365 and saved right with the contact.



Fully automated data synchronization

Manage all donations right in your CRM. Fully automated real-time data synchronization means that you not only avoid time-consuming and error-prone data imports, but you can also control everything right there in Dynamics 365 and only need to keep one system updated.



Automation of routine tasks

Use the extensive functions of the Dynamics platform to automate routine tasks such as reconciling payments to make accounting easier, assigning payments based on the donation purpose, or processing individual thank yous and donation receipts.

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Automatic payment reconciliation

Payouts from a payment service provider are automatically reconciled with the incoming payments on your bank account, saving lots of time in accounting.



Automatic system monitoring

Payments always arrive safely: independent and high-availability infrastructure with 24/7 monitoring and automatic problem-solving in the case of incorrect configuration and system downtime, plus error notification and support.



Always with cutting-edge technology

Continual improvements and developments in all areas, from touchpoints and interface all the way through to the functions in CRM, are completely free for you. We guarantee functionality, continued development and the highest standards of data protection.



Manage recurring donations right in Dynamics 365

Save time and effort by managing recurring donations directly from Dynamics 365. You can change the donation amount, cancel orders or refund payments directly.



Simple set-up

Your RaiseNow—Dynamics 365 integration will be ready to go within a short time. And you won't need any programming skills. The RaiseNow integration with Dynamics 365 complies with Microsoft standards.



Campaign assignment by donation purpose

When a donor selects a donation purpose on the donation form, it is not only transferred to your bank account along with the payment. It can also be immediately assigned to the right campaign in Dynamics 365.

If you have any questions we'll be happy to help.

Simply write to us at sales@raisenow.com