Microsoft Cloud for Nonprofit

Unlock the power of your data through intelligent and integrated cloud solutions for the most common nonprofit scenarios

Learn more about Microsoft Cloud for Nonprofit >

Microsoft Cloud for Nonprofit transforms Microsoft's industry-leading technology by connecting it to the most common nonprofit scenarios. Built for fundraisers, volunteer managers, program managers, and other roles unique to nonprofit organizations, these products address the sector's most urgent challenges.

Microsoft Cloud for Nonprofit:
- Leverages the best of Microsoft Dynamics, Power Platform, Microsoft 365, Azure, and LinkedIn.
- Is built on the Nonprofit Common Data Model (CDM) to unify nonprofit data and connect technology across the organization.
- Meets nonprofits where they are, addressing current needs and scaling as you need it.
- Works within a larger ecosystem of partners that extend the value of the CDM.

Microsoft Cloud for Nonprofit includes capabilities for these priority nonprofit scenarios:

Know your donors and supporters
- Fundraising and Engagement
- Constituent marketing journeys

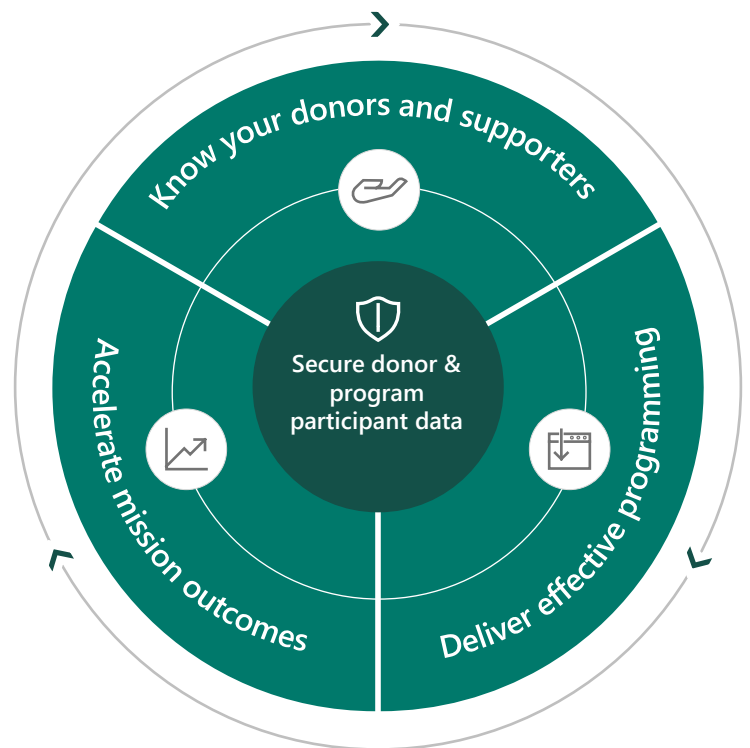**Deliver effective programming**
- Volunteer Management
- Volunteer Engagement
- Volunteer center
- Manage volunteers

Accelerate mission outcomes
- Program impact dashboard

Secure donor and program participant data
- Security Program for Nonprofits

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With unified data, nonprofits work smarter by **raising more revenue, effectively delivering more programs and services to communities,** and more easily **measuring the impact they're making**. Our ambition is to make it easier, faster, and less expensive for nonprofits to adopt modern technology so they can focus on what's important—their mission.

Know Your Donors and Supporters

Fundraising and Engagement

Fundraising and Engagement is a constituent relationship management (CRM) platform that modernizes donor and constituent engagement to help organizations increase their mission impact. By standardizing data across disparate systems, teams get a holistic view of constituents, donors, volunteers, and programs. Its donation and transaction management and payment gateway integrations with Stripe, iATS, and Moneris result in more seamless financial reconciliation and reporting.

Built on Dynamics 365 Sales, Fundraising and Engagement is part of a purpose-built, end-to-end CRM platform that powers prospect and moves management, marketing planning and execution, and business intelligence, and enables nonprofits to drive greater transparency and collaboration. It aligns constituent management, insights, and reporting with program delivery, finance, and operations data.

Fundraising and Engagement includes:
- Constituent and household management
- Opportunity management
- Donation management
- Designation management
- Donor stewardship
- Campaign, appeal, package, and marketing list management
- Recurring gift management
- Payment processing
- Event management
- Constituent research powered by LinkedIn Sales Navigator
- Reporting via views and embedded PowerBI templates
- Transaction processing powered by Azure

Constituent marketing journeys*

Constituent marketing journeys, built on Dynamics 365 Marketing and the Nonprofit Common Data Model, enable nonprofit marketing teams to personalize their outreach to donors and volunteers based on their history and interactions with your organization.

Constituent marketing journeys include:
- Pre-built campaign and marketing segments for a variety of givers including new donors, lapsed donors, and donors who have never given a recurring gift
- Pre-built segments for volunteers based on participation history, preferences, and qualifications including new and lapsed volunteers
- Real-time customer journeys that automate and personalize outreach to donors and volunteers alike, including a donor welcome series and a volunteer welcome series
- Real-time email templates to quickly and easily engage donors and volunteers including thank you emails, newsletters, and a recurring gift ask

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Deliver Effective Programming

Volunteer Management

Volunteer Management is a Power App that helps nonprofit staff more efficiently manage day-to-day operations to recruit, onboard, and retain larger pools of volunteers. This technology enables volunteer managers to move from spreadsheets, documents, and systems built for donors and program participants to solutions designed for volunteers.

Volunteer Management includes:
- Engagement opportunity management
- Volunteer profile and history
- Qualifications and requirements
- Volunteer application and attendance tracking
- Scheduling
- Messaging and communication
- Task and activity tracking
- Dashboards
- Group management

Volunteer Engagement

Volunteer Engagement helps organizations engage and retain more volunteers by making it easier for volunteers to find and apply for engagement opportunities that match their skills, interests, and schedules. Built on the Microsoft Power Platform, this public-facing web portal interfaces with the nonprofit's external-facing website and Volunteer Management to facilitate the flow of information between volunteers and volunteer managers.

Volunteer Engagement includes:
- Engagement opportunity search
- Volunteer profile
- Scheduling
- Engagement summary

Volunteer center

The Volunteer center SharePoint template can save volunteer managers time and improve the onboarding process for volunteers by providing a central hub of key information. Built on the familiar Office 365 platform, nonprofits can share information and resources with volunteers for training, onboarding, upcoming events, and other important materials, enabling volunteers to better understand and engage with your organization.

Volunteer center includes:
- Quick links for volunteers to access key sites and resources both within and outside SharePoint
- Access to training and onboarding materials with links to SharePoint files and external sites
- Newsfeed for surfacing announcements, event updates, and other important information
- Yammer connector for building volunteer community
- About us pages for volunteers to learn about nonprofit and volunteer staff

Manage volunteers

The Manage volunteers Teams template can increase productivity and collaboration for staff that work with volunteers by streamlining volunteer management activities. This Teams template integrates with Volunteer Management and enables staff to manage documents and execute tasks in their application of choice, across multiple devices.

With the Manage volunteers Teams template teams can use different channels to:
- Share volunteer and engagement opportunity information with co-workers
- Organize and share onboarding and frequently used documents
- Make important team and event announcements

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Accelerate Mission Outcomes

Program impact dashboard*

The Program impact dashboard helps nonprofit fundraisers and program managers understand the impact of funds raised, programs delivered, and outcomes achieved. It enables nonprofit staff to measure the results of their organization's impact so they can report to funders, apply for grants, and make informed, data-driven decisions.

This PowerBI template interrelates fundraising and program data in new and transformative ways to simplify reporting on program goals, outcomes, and impact.

The Program impact dashboard enables nonprofit teams to:
- Streamline the preparation of external reports with overall summary numbers
- Compare metrics across all programs including funding, budgets, and people served
- Track performance over time with a view of outcomes by month, year, and year-to-date
- Track progress to key program objectives and results
- Break down silos between fundraising and program priorities by reporting on a donor's program impact

Secure Donor and Program Participant Data

Microsoft's new Security Program for Nonprofits was created to help organizations strengthen their security posture and reduce the risk of cyberthreats.

This comprehensive set of offerings enables nonprofits to assess organizational risk, provide proactive monitoring and notification, and train staff on security strategies. For more information, visit our Security Program for Nonprofits page.

Support and training for Microsoft Cloud for Nonprofit

All Cloud for Nonprofit Plans

Support via Microsoft Partners
Partners can provide technical support to customers. Nonprofits should talk to their Partner for more information.

Free Training
Specialized learning paths on Microsoft Learn will provide fundraising and program delivery teams with the basics of how to use Microsoft Cloud for Nonprofit capabilities.

Cloud for Nonprofit Standard Plans Only

Technical Support
24/7 access to self help tools and reactive support from a team of experts with integrated, specialized industry knowledge.

Advanced Training
A monthly training series that includes technical topics, expert panel discussions, and live Q&A.

Get started with Microsoft Cloud for Nonprofit
Basic and Standard Plans available

Learn more about pricing for the Microsoft Cloud for Nonprofit at
aka.ms/MicrosoftCloudforNonprofitPricingDatasheet

Some capabilities available in Standard Plans only.

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