

# Handel House Museum Uses The Raiser's Edge to Increase Donor Management Efficiency

Handel House Museum was home to the baroque composer George Frideric Handel from 1723 until his death in 1759. It was here that he composed some of the greatest music in history, including Messiah, Zadok the Priest, and Music for the Royal Fireworks. The museum opened in 2001 and celebrates Handel's life and works. It displays portraits of Handel and his contemporaries in finely restored Georgian interiors and brings live music back to his house.

## THE CHALLENGE

Handel House Museum was experiencing problems managing their database. It was organised entirely with Excel spreadsheets and paper, which proved to be considerably time-consuming. Museum staff recognised the need for a more efficient system to organise contacts, donors and prospects.

"We needed a more effective way to keep track of our contacts. As the museum's popularity increased, we needed a robust and accurate solution that would effectively streamline our workflow process," said Claire Barton, development officer for Handel House.

## THE SOLUTION

A former employee of Handel House had used **The Raiser's Edge**® in a previous position and suggested purchasing the software due to its effectiveness and ease of use. From this recommendation, **The Raiser's Edge** was selected to manage all of Handel House's contacts, events and reports.

## THE RESULTS

Following **The Raiser's Edge** implementation, Handel House noticed an immediate increase in efficiency. It helped the museum to streamline previously arduous processes. For example, by managing events and contacts in **The Raiser's Edge**, Handel House can now accurately track donor support and history. This helps to identify the donor's general involvement with the museum and allows staff to segment and target them easily and appropriately.

"In addition, reporting has become an easier task for Handel House," Ms. Barton explained. "The reporting feature is extremely helpful because I can complete Gift Aid and monthly income reports directly from **The Raiser's Edge**. The data is instantly available and accurate."



## Customer Summary

- Handel House managed their database by Excel spreadsheets and paper, which proved to be time-consuming.
- They wanted a solution that was fast, accurate and efficient to manage their growing database.
- The Raiser's Edge was chosen due to a recommendation by an employee who used it in a previous position.
- Handel House Museum experienced immediate increases in efficiency with data consolidation. Information was easily accessible across departments. Donor history was also a helpful feature when tracking supporters' involvement with the museum.

## Blackbaud software and services used by Handel House:

- **The Raiser's Edge**®

"The Raiser's Edge is a user-friendly tool that improves our workflow processes and makes my job easier; I can't imagine working with spreadsheets after this!"

— Clare Barton  
Development Officer  
Handel House Museum

Handel House also uses the solution as a central database, which improves the museum's speed and efficiency. Ms. Barton said, "Having all the data stored in once place really helps us because if someone from another department needs information on donors, events or financial reports, etc., this information is quickly and easily accessible."

With the improvements of daily operations and consolidation of data, **The Raiser's Edge** has significantly increased Handel House's overall efficiency, according to Ms. Barton. "**The Raiser's Edge** is a user-friendly tool that improves our workflow processes and makes my job easier; I can't imagine working with spreadsheets after this!"

## About Blackbaud

Blackbaud is the leading global provider of software and services designed specifically for not-for-profit organisations, enabling them to improve operational efficiency, build strong relationships, and raise more money to support their missions. Approximately 19,000 organisations use one or more of Blackbaud products and services for fundraising, constituent relationship management, financial management, direct marketing, school administration, ticketing, business intelligence, website management, prospect research, consulting, and analytics. Since 1981, Blackbaud's sole focus and expertise has been partnering with not-for-profits and providing them the solutions they need to make a difference in their local communities and worldwide. Headquartered in the United States, Blackbaud also has operations in Canada, the United Kingdom, and Australia.

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