



A Fantastic Fit for Film Festivals



The DonorPro team had the pleasure of interviewing the staff of one of our clients, the Hawaii International Film Festival. During that chat, HIFF told us why DonorPro was the database for them and why it would be a great fit for other film festivals and music, dance and theater festivals too.

What were you using to track your constituents before DonorPro?

During the 1990s, HIFF used Excel spreadsheets to track memberships. When the first Non-Profit version of QuickBooks (QB) came out, HIFF started using the donation-tracking features in QB with a Customer Category of "Member". In 2007, HIFF outsourced its ticketing and membership management to Honolulu Box Office which used tix.com to build and track both membership sales and ticket sales.

What's changed since you began using DonorPro?

The biggest benefit is that we are now centralizing and tracking all of our "lists" and every constituent in DonorPro – prospects, donors, sponsors, members, vendors, delegates, and more. Having all of our contact information in one place allows our staff to share information and allows each of us to see how every constituent is related to HIFF – often times in multiple ways - like a board member who is CEO of a company that is both a sponsor and a vendor. When we receive a membership renewal, DonorPro immediately generates a thank you letter and sets a reminder to send this person a renewal letter in 11 months. Prior to this, we just did mass mailings once a year to everyone on an Excel spreadsheet regardless of when they had last renewed. In past years we had to use a separate system. Using DonorPro allows us to recognize when a volunteer is also a donor and/or member. With the ability to now easily track their multiple connections to HIFF, we can thank them appropriately.

How about DonorPro implementation and customer support?

We received excellent on-line instructor-led training and the few times I had questions after implementation, I received very quick turn-around on how to resolve my issues.



Chuck Boller, Executive Director of HIFF with Michael Emerson, Lead Actor of TV Series "Lost" at the 2009 HIFF Oscar Night Party

It's so nice to be able to consolidate everything we do with one system. We've already used the DonorPro Special Events module to set-up, plan and manage our annual Oscar Night Fundraiser. We will also use the Scheduling module in DonorPro to track volunteers for this fall's Film Festival.

What else makes DonorPro an ideal solution for Nonprofit Film Festivals?

Definitely DonorPro's unique and easy to use Forms Module. We've designed forms to track important information for both our delegates and the films to be shown at our upcoming Film Festival. For example, for our VIP delegates, we can track when they're arriving (day, time, airline), who is picking them up, where they are staying, what events they'll be attending, when they are leaving, and who is taking care of them. With DonorPro Forms, we can easily sort this data for several hundred delegates by arrival and departure dates to coordinate limo pickups and hotel lists and to make sure that every detail is taken care of. With DonorPro Forms, we link the several hundred films we plan to screen to a distributor and track each film's shipping and receipt information (date and courier service), any delegates associated with each film (actors, directors and others), and its screening dates and times.

DonorPro is proud to support HIFF in its mission to advance understanding and cultural exchange among the peoples of Asia, the Pacific and North America through the medium of film.

Call us toll free at 866-935-8281 or send an email to donorpro@towercare.com to see how we can help your Nonprofit Film Festival achieve your goals!