

# A Modern, Microsoft-Native Alternative to Legacy Healthcare CRMs

SylogistMission CRM is a fully Microsoft-integrated, healthcare-focused CRM, delivering AI-powered donor intelligence, native grateful patient workflows, and real-time reporting beyond legacy CRMs.

Capability	SylogistMission CRM	Legacy CRM
Built for healthcare philanthropy	✓ Yes — purpose-built for hospital foundations	X No — generic nonprofit CRM
Native integration with Microsoft Dynamics 365	✓ Fully integrated Microsoft ecosystem	X No — uses proprietary code
Grateful patient fundraising workflows	✓ Native gift processing workflows	X Not built-in
AI for donor insights	✓ Microsoft CoPilot AI included	X Included
Unified donor view across the Microsoft ecosystem (Teams, Outlook, Excel)	✓ Full view: donor activity, campaigns and programs	X Limited / add-ons required
Real-time analytics & dashboards	✓ Native Power BI reporting	X Limited customized reporting- restrictive filters**
Fundraising + Finance alignment	✓ Native integration with SylogistMission ERP*	X Financial edge* Requires workarounds
Ease of adoption	✓ Familiar Microsoft UX; faster onboarding	X More training required
Deployment speed	✓ Faster & easier to deploy	X Typically lengthy
Need for technical staff	✓ Minimal to none	X Often required
Modern cloud architecture	✓ Yes	X Yes (limited flexibility)
Scalability across Microsoft programs & service lines	✓ High	X Difficult to scale

\*CRM and ERP are licensed independently within the SylogistMission platform.