

# SylogistMission vs. Legacy Software: A More Integrated CRM Approach

**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 software.**

Capability	SylogistMission CRM (Microsoft D365)	Legacy Software
Built for healthcare philanthropy	✓ <b>Yes — purpose-built for hospital foundations</b>	✗ No — generic nonprofit CRM
Native integration with Microsoft Dynamics 365	✓ <b>Fully integrated Microsoft ecosystem</b>	✗ No — uses proprietary code
Grateful patient fundraising workflows	✓ <b>Native gift processing workflows</b>	✗ Not built-in
AI for donor insights	✓ <b>Microsoft CoPilot AI included</b>	✗ Not included
Unified donor view across the Microsoft ecosystem (Teams, Outlook, Excel)	✓ <b>Full view: donor activity, campaigns and communications</b>	⦿ Limited / add-ons required
Real-time analytics & dashboards	✓ <b>Native Power BI reporting</b>	⦿ Limited customized reporting- restrictive filters
Fundraising + Finance alignment	✓ <b>Native integration with SylogistMission ERP*</b>	✗ Financial Edge requires workarounds
Ease of adoption	✓ <b>Familiar Microsoft UX; faster onboarding</b>	✗ More training required
Deployment speed	✓ <b>Faster &amp; easier to deploy</b>	✗ Typically lengthy
Need for technical staff	✓ <b>Minimal to none</b>	✗ Often required
Modern cloud architecture	✓ <b>Yes</b>	⦿ Yes (limited flexibility)
Scalability across Microsoft programs & service lines	✓ <b>High</b>	✗ Difficult to scale

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