

Healthcare Philanthropy CRM Comparison Guide

SylogistMission CRM vs. Legacy Healthcare Solutions

BUILT FOR HEALTHCARE FUNDRAISING

Modernize healthcare fundraising with connected donor intelligence, grateful patient workflows, campaign visibility, and real-time insights built for today's philanthropy teams.



Purpose-built
for Healthcare
Nonprofits



Microsoft-native
Platform



Unified Donor, Campaign
& Grateful Patient
Management



Secure, Scalable &
Role-based
Dashboards



Real-Time Insights
& Reporting

CAPABILITY	SYLOGISTMISSION CRM	LEGACY HEALTHCARE CRM
 Healthcare Philanthropy CRM	 Purpose-built for healthcare philanthropy including grateful patient fundraising, donor engagement & stewardship.	 General nonprofit CRM; requires configuration for healthcare needs.
 360° Donor & Constituent View	 Complete view of donor activity, engagement, campaigns, grateful patient giving & program participation.	 Constituent records with limited relationship and engagement visibility.
 Grateful Patient Fundraising	 Healthcare-focused workflows for identification, cultivation, stewardship, and gift processing.	 Basic fundraising capabilities; requires customization or add-on solutions.
 Multichannel Engagement & Communications	 Outlook-integrated communications, personalized outreach, and engagement tracking across channels.	 Communication tracking with limited Microsoft integration.
 Analytics & Reporting	 Real-time dashboards, fundraising KPIs, grateful patient insights, and predictive analytics with Power BI.	 Standard reports with limited customization and analytics.
 Gift & Financial Management	 Comprehensive gift processing with pledges, payments, tribute gifts, matching gifts & more.	 Basic gift management features; limited automation and advanced rules.
 Integration with Microsoft 365	 Native integration with Outlook, Teams, Excel, SharePoint & Microsoft 365.	 Separate integrations and disconnected workflows.
 AI & Productivity	 Microsoft Copilot, AI-assisted communications, meeting preparation, donor insights & productivity tools.	 Limited AI capabilities and automation.
 Workflow & Automation	 Power Automate workflows for gift approvals, acknowledgments, and stewardship processes.	 Manual processes and limited workflow automation.
 Security & Scalability	 Enterprise-grade security on Microsoft Azure with scalability for growing healthcare organizations.	 Scalability varies; may require additional infrastructure or modules.
 Cost & Total Value	 Predictable Microsoft-native platform with lower total cost of ownership.	 Higher costs due to customization, integrations, and ongoing maintenance.

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

Disclaimer: Legacy CRM capabilities may vary by vendor, version, implementation, and configuration. This comparison is intended as a general guide and should not be considered a feature-by-feature assessment of any specific product.