Blackbaud CRM™ and Blackbaud Cloud Operations in a Microsoft Azure environment

Focus on your mission, not your tech stack, with world class security, reliability, and performance.
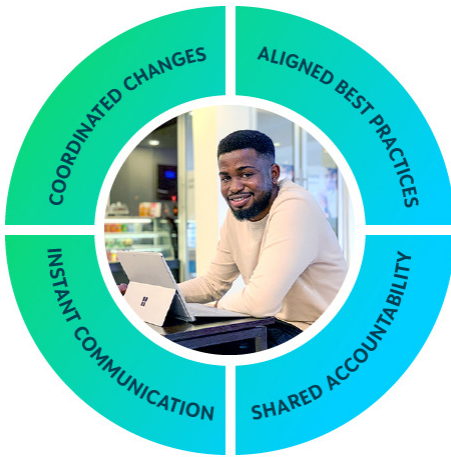
As the leading cloud software company powering social good, our goal at Blackbaud is to provide our customers with a modern, high-performance cloud environment. We know your cloud solutions are a crucial component in your mission, and you can't afford to have one that is not effective, secure or scalable.

Our Blackbaud Cloud Operations teams will work closely with you to ensure optimal configuration and performance as you on board with us to a Microsoft Azure environment. Gartner has positioned Azure as a leader in multiple Gartner Magic Quadrant categories and has received numerous industry accolades for security and scale. Additionally, Blackbaud has been developing on the Microsoft stack for over three decades and is one of Microsoft's top Azure based providers.

Blackbaud CRM and Blackbaud Cloud Operations, powered by Microsoft Azure, provides world class benefits:
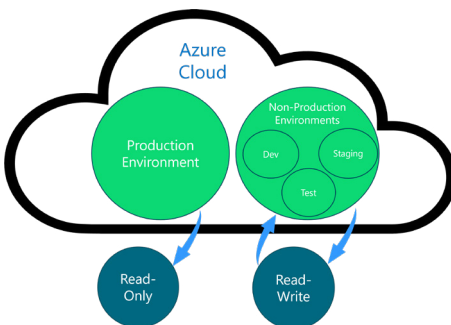
✓ **Physical, operational and software measures** provide 24/7/365 monitoring

✓ **Gold standard** 99.9% uptime commitment

✓ **Minimal downtime** for all services

✓ **Highly redundant architecture** for improved performance

✓ **Dedicated** environments

✓ **Service-oriented architecture** that provides rapid deployment of products and mitigation of issues

✓ **Automated infrastructure** to better manage capacity and performance

✓ **Real-time enhancements and updates** without taking your systems down

✓ **Free up your IT staff and reduce cost** with end-to-end servicing of your solutions

✓ **Secure** data storage

✓ **SKY API OATH**

✓ **Blackbaud ID** for streamlined integrations

✓ **Simplified** vendor management

✓ **Data is maintained and secure** in a Microsoft Azure cloud software environment

In addition to the power and scalability of Microsoft Azure, Blackbaud CRM with Blackbaud Cloud Operations offer these unique advantages:
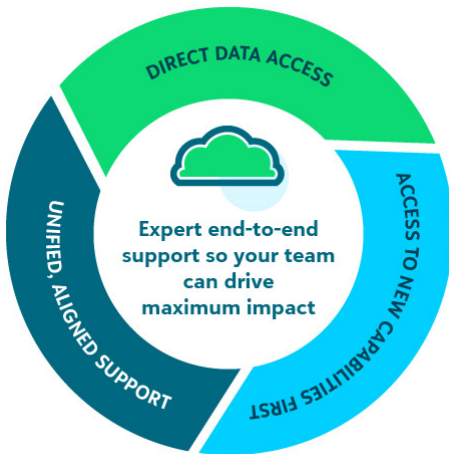

Practice-tested, automated change processes and expert end-to-end support

- **Automated processes for seamless deployments –** Blackbaud's applications engineering, and cloud operations teams have created powerful scripted automation tools to ensure that deployments of updates, releases, or other changes are consistent, reliable, and secure. These practice-tested tools also enable Blackbaud to implement changes using highly secure, redundant processes that minimize the risk of downtime.

- **Coordinated support to safeguard against potential problems –** Blackbaud's cloud operations, applications engineering, application management and DBA teams work closely together throughout the change implementation process to ensure smooth deployments and guard against any impact across functions.

- **Faster problem resolution should an issue arise –** Blackbaud operations and application teams leverage unmatched visibility and instantaneous communication to provide immediate relief.

- **Make changes quickly and with confidence** knowing you have end-to-end support from closely aligned teams who know the Blackbaud CRM platform better than anyone else.

Direct data access gives you the security and compliance of a hosted solution while maintaining control and development velocity

- **CRM Cloud Portal –** where you can deploy customizations, deploy service packs, and refresh environments on your schedule without filing a support ticket, using the same automated processes as the Blackbaud Cloud operations team.

- **Read-Only access to your production environments** and data warehouse – for real-time reporting (SQL, Power BI, Tableau) and supporting high-speed data extracts to enable reporting with minimal impact on your production environment.

- **Read-Write access to your non-production environments –** enables faster development because you can iterate quickly, and do testing and troubleshooting, so that you can build customizations faster.

Access to new capabilities first, so you can amplify the impact of Blackbaud CRM faster

- **Deliver more capability to your end users faster –** Cloud first access to innovative features like SKY APIs, new partner applications in the Blackbaud Marketplace, and upcoming integration with Blackbaud Online Giving and Prospect Insights means you can provide your frontline users with the tools to they need to drive results.

5 REASONS WHY BLACKBAUD CRM AND BLACKBAUD CLOUD OPERATIONS, IN A MICROSOFT AZURE ENVIRONMENT, ARE A GREAT FIT

✓ **Quick Setup**
Blackbaud CRM on Microsoft Azure gives you integration that doesn't require creating custom links between different applications, and no need to worry about maintaining an on-premises database because of the hybrid cloud.

✓ **Never Too Much or Too Little**
Microsoft Azure's on demand architecture make it an ideal platform for your Blackbaud CRM deployment. The scalability of Azure meets the demands of your organization and adjusts to accommodate your changing needs quickly and seamlessly.

✓ **Cost Effective**
Blackbaud CRM on Azure is an extremely cost-effective deployment option. Azure limits the time your staff spend on configuring custom links to make an application work smoothly. There is no costly hardware to purchase or maintain.

✓ **Gold Standard Uptime**
Instead of storing your organizations' data on a single machine, Azure distributes it across multiple machines throughout Blackbaud's massive server architecture. This provides a layer of redundancy that keeps your Blackbaud CRM deployment running if maintenance needs to be performed on one of the machines.

✓ **Security**
Microsoft Azure is well renowned for its competitive encryption options and compliance coverage. With the FedRAMP High Authorization that covers 18 Azure services, more than 70 compliance standards, and by committing to the requirements of the General Data Protection Regulation (GDPR), it's the most trusted cloud.

About Blackbaud

Blackbaud unleashes the potential of the people and organizations who change the world. As the leading software provider exclusively dedicated to powering social impact, Blackbaud expands what is possible across the nonprofit and education sectors, at companies committed to social responsibility, and for individual change makers. Built specifically for fundraising, nonprofit financial management, digital giving, grantmaking, corporate social responsibility and education management, Blackbaud's essential software accelerates impact through unmatched expertise and powerful data intelligence. Millions of people across more than 100 countries connect, give, learn, and engage through Blackbaud platforms.