



Church Management Tools

*Bringing Order to Information
and Data Management*

Sunergo.net

Contact@Sunergo.net

1.866.688.6265 ext. 3

REVISED: 2014-06-11

CONFIDENTIAL

*This document contains proprietary information, and may not be disclosed
without prior written authorization from NCOL Ministries.*

EXECUTIVE OVERVIEW

Selecting an information management software solution for your church or ministry is a key step in empowering your staff. Access to information must be balanced against important privacy and security concerns—all within the context of responsible stewardship. Consideration must be given to utilizing staff and volunteer resources without becoming vulnerable if a change occurs in their availability.

This Church Information Software Needs Assessment package provides a vehicle to objectively evaluate your needs in comparison with available solutions and make the right decision given the choices available.



ABOUT NCOL MINISTRIES

NCOL Ministries is a non-profit society registered in British Columbia, Canada, and is dedicated to enabling the ministry of the Christian church, para-church organizations and individuals -- through the effective use of web-based technologies.

We combine 80+ years of "business-class" Information Technology expertise with ministry focus and perspective, privacy law consideration and senior church leadership requirements. Our services offer a secure, affordable path for churches and others who recognize the power of web-based communications. NCOL Ministries pulls the pieces together, offering a standard of excellence -- previously out of reach for most.

Ministry . . . made easier through the effective use of web-based tools. Call us. We're here to help.



GENERAL FEATURES

This section covers the “big rocks” the things that should help narrow the field before going too deep into any one area.

What kind of system?

1. Is the system Web-based, installed on a desktop computer or a network server?
2. Is this a single user or multi-user system?
3. Does this system support child check-in?
4. Does this system support donation tracking and receipting in a CRA-compliant manner?
5. Can this system be integrated with online giving?
6. Is this software actually designed for churches?

SPECIFIC FEATURES

This section covers the inventory of existing features and how they interrelate. The big question: Is this the correct product for our church—today?

Information That Can Be Stored

Questions about Families and Family Members

7. Does the system allow for entry of individuals as members of a family?
8. Can new families be created from existing members? E.g.: youth leave the home or get married?
9. Contact Information: Is contact information available for individuals, families, or both?
10. Can dated Church Life Events be customized and entered on an individual basis?
11. Can participation in ministry groups be noted?
12. How many custom contact categories can be entered? (has a mini-van, can play piano, speaks French)
13. Can church attendance be recorded? By Individual? By Total (Summary), Both?
What standard fields are available?
14. Gender
15. Age (Adult/Child)
16. Marital Status
17. Anniversary
18. Birth date
19. Member
20. Regular Attendee
21. In Directory
22. On "Do Not Call" list (Yes/No)

23. Email (Family, Individual, Both)
24. Envelope Number
25. Confidential Notes
26. Church Mailbox
27. Photo for family, individual, both.

About Events

28. Is there an internal calendar?
29. Can private events be added?
30. Is Facilities Booking included (booking rooms, equipment, etc.)?
31. Can events be added in custom Event Categories?
32. Can the Calendar be integrated with our website?

About Giving

33. Does the system include a giving module?
34. Can giving be noted by numbered envelope, donor name or both?
35. Is there a provision for custom Designation Funds (Building Fund, 2008 Senior-High Youth Mission Fund, etc?)
36. Can designation funds be non-receiptable?
37. Can a single gift have multiple designations?
38. Can CRA-compliant official receipts for tax purposes be printed? (e.g. is middle initial included)
39. Does the system allow for proper entry and receipting of Advantages?
40. Does the system allow for proper entry of gifts in kind?
41. Can statements be created?
42. Can credit card donations be integrated into the system?
43. Can recurring donations be created and run?
44. Can pledge drives be created and tracked?
45. If someone has made a pledge are gifts automatically credited to their pledge?

About Involvement

46. Is there ministry tracking?
47. Is the tool specific to a few ministries (e.g. small groups, children's ministry, etc.) or flexible enough to fit your unique ministries?
48. Can you track who your ministry leaders are?
49. Are there a preset maximum number of people in a ministry?
50. Are there a preset number of ministries a person can be in?
51. Can multiple leaders be assigned to a ministry?
52. Can a leader lead multiple groups?
53. Is there a leader logon allowing access to online resources, group-member information, etc?
54. Is there ministry attendance?
55. Can email be sent to ministry group members?

About Skills and Abilities

56. Can customized contact categories be added?
57. Are there a pre-set maximum number of categories that can be added?
58. Are there a pre-set maximum number of categories that can be assigned to a specific congregant?

About Tracking Individual's Life Events

59. Can dated "Church Life Events" such as baptism, membership or participation in training or other events be recorded?
60. Can such events be set to expire? (e.g. events that expire such as criminal record checks or first aid certification)
61. Can such events be categorized and reported on?

About Child Check-in

62. Is there a check-in function?
63. Does the system generate a label for each child?
64. Does the system generate a security receipt for parents/guardians?
65. Does the security receipt contain a security code to prevent old receipts from being re-used?
66. Does the child security receipt contain the location of the child?
67. Is there a check-out function?
68. Can security notes be added with special check-out instructions?
69. Can non-family members be designated as authorized to check-out child?
70. Can photos of authorized parents/guardians be displayed on check-out screen?

INFORMATION RETRIEVAL AND REPORTING

Information retrieval questions involve understanding what information can be retrieved from the system and what search criteria are available for the searches.

71. Is there a dashboard that easily shows the most pertinent information and allow quick access to common tasks?
72. Can the system create a Church Directory? If so, how many templates are included?
73. Can photo directories be created?
74. Can you filter the database to create a partial directory (e.g. one per campus or only new entries)
75. Can the directory be downloaded in spreadsheet format to allow for custom formatting (e.g. MS Word Mail Merge)

Can custom lists be created? If so, based on which of the following criteria?

76. Age

77. Gender
78. Marital Status
79. Regular Attendee
80. Membership Status
81. Directory Status
82. Contact Categories
83. Ministry Groups
84. Can bulk-email be sent to custom lists? E.g. All boys who are part of the Brigade meeting, or all people who are part of a worship team OR on sound-tech team "B".
85. Can the recipients of a bulk email be filtered based on consent to aid with CASL compliance?

Can the following reports be generated?

86. Attendance records
87. Contact Category Report
88. Church Life Events Report
89. Confidential giving summary reports
90. Giving by Designation Fund Report
91. Giving by payment type
92. Giving Batch report
93. Envelope Numbers Report
94. Birthdays
95. Anniversaries
96. Postal Code report to show where your people are clustered geographically
97. Facility Bookings

USABILITY

Usability considerations include a discussion on how easy is and how long it takes to get the system up and running. Further questions involve support after the system is in place: "what if we forget how to...?"

User Interface

User interface questions are usability questions. How easily and quickly can I get the information I need?

User Interface Questions

98. Is the system easy to navigate?
99. Are the most common tools/functions simply to get to?
100. Is the system web-based? What browsers are supported?
101. Can I use a mobile device (i.e. tablet or smartphone)
102. Is there online help? If so, is it contextual (I get help for the page I'm on and not have to search an index or table of contents)

103. Is there “error trapping”, meaning, in places where information must be entered or must be entered in a specific format, does the system ensure that the information is entered correctly?

Training

Training questions answer the question: “What will it take to get our people using the system?”

104. Is training available / included in the package? (See also: [Cost Model](#))
105. About how much training is required before a user will be comfortable?
106. Is additional training available?
107. Are quick reference cards available to understand key functionality?

Support

Support encompasses user-assistance after training has been completed and the system is in use. Answers guide consideration of scenarios involving key staff and volunteers who may, from time-to-time, move away or leave the church.

Support Questions

108. Is after-sales support available? (See also: [Cost Model](#))
109. What form is support offered in? (email, phone, online help files)
110. What days/hours is support available?

FLEXIBILITY, SCALABILITY AND EXTENSIBILITY

This section covers the flexibility of existing features and considerations for features that are envisioned for the future. The big question: Is this the correct product for tomorrow?

Flexibility & Customization

Discusses how flexible the system is for use by various ministries in the church for their specific desired outcomes.

Flexibility Questions

111. Can fields such as Church Life Events, Congregant Category, etc. be customized? If so, what is the limit to the number of options that can be added?
112. Can calendar event categories be customized? If so, what is the limit to the number of categories that can be added?
113. Can custom congregant reports be created? If so, what degree of flexibility is available for selecting display fields?



Scalability

Discusses how scalable the system is—how much bigger it can get (users and congregants added) before it becomes too small, slow, or inefficient for a specific group of users and a new system has to be purchased.

Scalability Questions

114. Is there a preset limit for the number of discrete back-office users that can be entered in the system?
115. Is there a preset limit for the number of users that can be logged on at the same time?
116. Is there a preset limit to the number of families that can be entered in the system?
117. Is there a preset limit to the number of family members per family that can be entered in the system?
118. Can the system be customized to add new ministry descriptions, ministry groups, etc?
119. Is the system built on a business-class database designed for large amounts of data and fast queries?
120. Is there a change in cost as the system grows?
121. Is the system best suited for churches of a particular size or is it in use in churches of a wide range of sizes?

Extensibility

Extensibility questions discuss new functionality and extending the value and purpose of the system into the future: How often are new releases made and how easy is it to take advantage of the upgrades? Are suggestions for new features taken from existing users?

New Functionality Questions

122. Are new features being added to the system? If so, how often?
123. Is user input used in determining new features?

Custom Features Questions

124. Can custom features be added?
125. How will the cost of custom features be determined?

COST MODEL

There are many cost models in the market. When considering cost, consider what it costs to get into the system, for ongoing support and use of the system as well as the cost of hardware and system administration to keep up with the myriad of new upgrades and hardware requirements.

Initial and on-going costs

Discusses the cost of buying/licensing the required software, hardware and associated set-up.

Licenses and Fees

What is the total cost of the software for the number of congregants in our church (5 year plan)

126. Set-up / Account start-up fees.
127. Initial Purchase/Licensing
128. SSL (encryption)
129. Monthly fees/subscription
130. Multi-user licensing
131. Mobile-user licensing
132. Add-on modules
133. Credit Card processing fees
134. Bulk mail fees

What does the hardware cost:

135. Server-Class machines
136. Back-up hardware/Software
137. Networking/Switches/Firewall

Are there other infrastructure costs involved?

138. Workstations
139. Office Network
140. Back-up Power
141. Office Security Enhancements
142. New smartphones or tablets
143. Support costs for required infrastructure

Upgrade

Discusses the cost of upgrading the software to the latest version.

Upgrade Questions

144. What do upgrades cost to buy or what is the cost of a maintenance contract to keep the software valid/up-to-date?
145. How easy/costly is it to upgrade the software on our network?
146. Who is responsible for hardware upgrades?
147. How often will upgrades be required?

Support

Discusses the cost of support incidences, bundles, and general contracts.

Support Questions

148. What is the cost of support per incident?
149. Is there an annual support contract?
150. What level of support is included?



151. Is support by phone, email or web

Training

Discusses the cost of training.

Training Cost Questions

- 152. Is training available?
- 153. How much does initial training cost?
- 154. Is on-site training available?
- 155. Is re-training available?

SECURITY

When considering the importance of information security, consider the importance of your data to your church or ministry:

- The importance and benefits of the data in the right hands, at the right time for decision making, relationship building and ministry enlargement;
- The effect on ministry and relationships if up-to-date information is not available; and,
- The damage to ministry if private information is lost, stolen or distributed.

Access Control

Access control defines who can see what, and where and when they can see it. Designated people need to see and use specific information while working from specific locations. Where more than one person is able to access the information at the same time, the software is said to be multi-user.

Access Questions

- 156. Can I allow some users to see some pages and others to see other pages or is it "all-or-nothing?"
- 157. Can I create custom user-access groups to give specific access to certain users and limit access to others?
- 158. Is access controlled by user name and password?
- 159. Is there a limit to how many users can access the system at one time? (see also: [Cost Model](#))
- 160. Is the system web-accessible? (Can I access the information from anywhere on the church network, at home, second campus, etc.)
- 161. Does the system support mobile access? (iOS, Android, other)
- 162. Web-Based: Are the servers on a robust high-bandwidth connection, with back-up power sources? The alternative would be self-hosted where the organization is responsible for all hardware, security and access considerations.

Data Security and Privacy

Data security and Privacy includes the physical and electronic protection of your data—protecting the data from prying eyes.



Data Security and Privacy Questions

163. Is the data on a server that is connected to the web or is it on a separate network?
164. Is encryption used in transmitting secure information?
165. Is logging employed to track who logged on and when?
166. Would the data be safe if the office computer (or pastor's computer) was lost or stolen?
167. Does the proposed system address the 10 principles of fair information practice? (Privacy Act)
168. Is the data stored in Canada or another country?

Data Integrity and Survivability

Data Integrity and survivability assurance means knowing that your data is safe from both system errors and computer crashes as well as physical risks, natural disasters, etc.

Data Integrity and Survivability Questions

169. Is the data regularly backed up? Monthly / weekly / week-nightly
170. Is data stored in an off-site location (bank vault, etc.) in the event of natural disaster?
171. Are the computers used to store your data server-class or home-type computers? Do they employ redundant Hard Drive arrays for no loss of data in the event of a total disk failure?

Church Information Management – Evaluation Worksheet

| Needs Assessment | | Importance to my Church | Sunergo Church Tools |
|--|--|--------------------------------|-----------------------------|
| What kind of system? | | | |
| 1 | Is the system Web-based, installed on a desktop computer or a network server? | | Web-based |
| 2 | Is this a single user or multi-user system? | | Multi-user |
| 3 | Does this system support child check-in? | | Yes |
| 4 | Does this system support donation tracking and receipting in a CRA-compliant manner? | | Yes |
| 5 | Can this system be integrated with online giving? | | Yes |
| 6 | Is this software actually designed for churches? | | Yes |
| Information That Can Be Stored | | | |
| Questions about Families and Family Members | | | |
| 7 | Does the system allow for entry of individuals as members of a family? | | Yes |
| 8 | Can new families be created from existing members? E.g.: youth leave the home or get married? | | Yes |
| 9 | Contact Information: Is contact information available for individuals, families, or both? | | Yes |
| 10 | Can dated Church Life Events be customized and entered on an individual basis? | | Yes |
| 11 | Can participation in ministry groups be noted? | | Yes |
| 12 | How many custom contact categories can be entered? (has a mini-van, can play piano, speaks French) | | No preset limit |
| 13 | Can church attendance be recorded? By Individual? By Total (Summary), Both? | | Both |
| What standard fields are available? | | | |
| 14 | Gender | | Yes |
| 15 | Age (Adult/Child) | | Yes |
| 16 | Marital Status | | Yes |
| 17 | Anniversary | | Yes |
| 18 | Birth date | | Yes |
| 19 | Member | | Yes |
| 20 | Regular Attendee | | Yes |
| 21 | In Directory | | Yes |
| 22 | On "Do Not Call" list (Yes/No) | | Yes |
| 23 | Email (Family, Individual, Both) | | Yes |
| 24 | Envelope Number | | Yes |
| 25 | Confidential Notes | | Yes |
| 26 | Church Mailbox | | Yes |
| 27 | Photo for family, individual, both. | | Yes |

Church Information Management – Evaluation Worksheet

| | | | |
|----|---|--|------------------|
| | About Events | | |
| 28 | Is there an internal calendar? | | Yes |
| 29 | Can private events be added? | | Yes |
| 30 | Is Facilities Booking included (booking rooms, equipment, etc.)? | | Yes |
| 31 | Can events be added in custom Event Categories? | | Yes |
| 32 | Can the Calendar be integrated with our website? | | Yes ¹ |
| | About Giving | | |
| 33 | Does the system include a giving module? | | Yes |
| 34 | Can giving be noted by numbered envelope, donor name or both? | | Yes |
| 35 | Is there a provision for custom Designation Funds (Building Fund, 2008 Senior-High Youth Mission Fund, etc?) | | Yes |
| 36 | Can designation funds be non-receiptable? | | Yes |
| 37 | Can a single gift have multiple designations? | | Yes |
| 38 | Can CRA-compliant official receipts for tax purposes be printed? (e.g. is middle initial included) | | Yes |
| 39 | Does the system allow for proper entry and receipting of Advantages? | | Yes |
| 40 | Does the system allow for proper entry of gifts in kind? | | Yes |
| 41 | Can statements be created? | | Yes |
| 42 | Can credit card donations be integrated into the system? | | Yes |
| 43 | Can recurring donations be created and run? | | Yes |
| 44 | Can pledge drives be created and tracked? | | Yes |
| 45 | If someone has made a pledge are gifts automatically credited to their pledge? | | Yes |
| | About Involvement | | |
| 46 | Is there ministry tracking? | | Yes |
| 47 | Is the tool specific to a few ministries (e.g. small groups, children's ministry, etc.) or flexible enough to fit your unique ministries? | | Yes |
| 48 | Can you track who your ministry leaders are? | | Yes |
| 49 | Are there a preset maximum number of people in a ministry? | | No preset limit |
| 50 | Are there a preset number of ministries a person can be in? | | No preset limit |
| 51 | Can multiple leaders be assigned to a ministry? | | Yes |
| 52 | Can a leader lead multiple groups? | | Yes |

¹ Additional fees apply for integration with a non-Sunergo website.

Church Information Management – Evaluation Worksheet

| | | | |
|--|---|--|------------------|
| 53 | Is there a leader logon allowing access to online resources, group-member information, etc? | | Yes |
| 54 | Is there ministry attendance? | | Yes ² |
| 55 | Can email be sent to ministry group members? | | Yes |
| | About Skills and Abilities | | |
| 56 | Can customized contact categories be added? | | Yes |
| 57 | Are there a preset maximum number of categories that can be added? | | No preset limit |
| 58 | Are there a preset maximum number of categories that can be assigned to a specific congregant? | | No preset limit |
| | About Tracking Individual's Life Events | | |
| 59 | Can dated "Church Life Events" such as baptism, membership or participation in training or other events be recorded? | | Yes |
| 60 | Can such events be set to expire? (e.g. events that expire such as criminal record checks or first aid certification) | | Yes ³ |
| 61 | Can such events be categorized and reported on? | | Yes |
| | About Child Check-in | | |
| 62 | Is there a check-in function? | | Yes ⁴ |
| 63 | Does the system generate a label for each child? | | |
| 64 | Does the system generate a security receipt for parents/guardians? | | |
| 65 | Does the security receipt contain a security code to prevent old receipts from being re-used? | | |
| 66 | Does the child security receipt contain the location of the child? | | |
| 67 | Is there a check-out function? | | |
| 68 | Can security notes be added with special check-out instructions? | | |
| 69 | Can non-family members be designated as authorized to check-out child? | | |
| 70 | Can photos of authorized parents/guardians be displayed on check-out screen? | | |
| Information Retrieval and Reporting | | | |
| 71 | Is there a dashboard that easily shows the most pertinent information and allow quick access to common tasks? | | Yes |

² Ministry Group attendance is available with the Child Protection and Attendance Add-on.

³ Church Life Event Expiry is a feature of the Child Protection and Attendance Add-on.

⁴ The Check-in feature is part of the Child Protection and Attendance Add-on. Label printing requires the supported hardware and may have a one-time setup fee.

Church Information Management – Evaluation Worksheet

| | | | |
|------------------|--|--|-------------------------|
| 72 | Can the system create a Church Directory? If so, how many templates are included? | | Yes 8 core templates |
| 73 | Can photo directories be created? | | Yes |
| 74 | Can you filter the database to create a partial directory (e.g. one per campus or only new entries) | | Yes |
| 75 | Can the directory be downloaded in spreadsheet format to allow for custom formatting (e.g. MS Word Mail Merge) | | Yes |
| | Can custom lists be created? If so, based on which of the following criteria? | | |
| 76 | Age | | Yes |
| 77 | Gender | | Yes |
| 78 | Marital Status | | Yes |
| 79 | Regular Attendee | | Yes |
| 80 | Membership Status | | Yes |
| 81 | Directory Status | | Yes |
| 82 | Contact Categories | | Yes |
| 83 | Ministry Groups | | Yes |
| 84 | Can bulk-email be sent to custom lists? E.g. All boys who are part of the Brigade meeting, or all people who are part of a worship team OR on sound-tech team "B". | | Yes |
| 85 | Can the recipients of a bulk email be filtered based on consent to aid with CASL compliance? | | Yes |
| | Can the following reports be generated? | | |
| 86 | Attendance records | | Yes |
| 87 | Contact Category Report | | Yes |
| 88 | Church Life Events Report | | Yes |
| 89 | Confidential giving summary reports | | Yes |
| 90 | Giving by Designation Fund Report | | Yes |
| 91 | Giving by payment type | | Yes |
| 92 | Giving Batch report | | Yes |
| 93 | Envelope Numbers Report | | Yes |
| 94 | Birthdays | | Yes |
| 95 | Anniversaries | | Yes |
| 96 | Postal Code report to show where your people are clustered geographically | | Yes |
| 97 | Facility Bookings | | Yes |
| Usability | | | |
| | User Interface | | |
| 98 | Is the system easy to navigate? | | Yes |

Church Information Management – Evaluation Worksheet

| | | | |
|---|--|--|--|
| 99 | Are the most common tools/functions simply to get to? | | Yes |
| 100 | Is the system web-based? What browsers are supported? | | Web-based modern browser support |
| 101 | Can I use a mobile device (i.e. tablet or smartphone) | | With modern browser |
| 102 | Is there online help? If so, is it contextual (I get help for the page I'm on and not have to search an index or table of contents) | | Yes |
| 103 | Is there "error trapping", meaning, in places where information must be entered or must be entered in a specific format, does the system ensure that the information is entered correctly? | | Yes |
| | Training | | |
| 104 | Is training available / included in the package? (See also: Cost Model) | | Included in setup |
| 105 | About how much training is required before a user will be comfortable? | | 3-4 hour session |
| 106 | Is additional training available? | | Yes |
| 107 | Are quick reference cards available to understand key functionality? | | Yes |
| | Support | | |
| 108 | Is after-sales support available? (See also: Cost Model) | | Yes |
| 109 | What form is support offered in? (email, phone, online help files) | | Email, online help |
| 110 | What days/hours is support available? | | West Coast Office hours M-F |
| Flexibility, Scalability and Extensibility | | | |
| | Flexibility Questions | | |
| 111 | Can fields such as Church Life Events, Congregant Category, etc. be customized? If so, what is the limit to the number of options that can be added? | | Yes |
| 112 | Can calendar event categories be customized? If so, what is the limit to the number of categories that can be added? | | Yes No preset limit |
| 113 | Can custom congregant reports be created? If so, what degree of flexibility is available for selecting display fields? | | Yes Extensive flex reports are included |

Church Information Management – Evaluation Worksheet

| | | | |
|-------------------|---|--|---|
| | Scalability | | |
| 114 | Is there a preset limit for the number of discrete back-office users that can be entered in the system? | | No preset limit |
| 115 | Is there a preset limit for the number of users that can be logged on at the same time? | | No preset limit |
| 116 | Is there a preset limit to the number of families that can be entered in the system? | | No ⁵ |
| 117 | Is there a preset limit to the number of family members per family that can be entered in the system? | | No |
| 118 | Can the system be customized to add new ministry descriptions, ministry groups, etc? | | Yes |
| 119 | Is the system built on a business-class database designed for large amounts of data and fast queries? | | Yes |
| 120 | Is there a change in cost as the system grows? | | Base price does not change. Add-ons and additional family units may impact cost |
| 121 | Is the system best suited for churches of a particular size or is it in use in churches of a wide range of sizes? | | Wide range |
| | Extensibility | | |
| 122 | Are new features being added to the system? If so, how often? | | Yes |
| 123 | Is user input used in determining new features? | | Yes |
| 124 | Can custom features be added? | | Yes |
| 125 | How will the cost of custom features be determined? | | Case by case ⁶ |
| Cost Model | | | |
| | Licenses and Fees | | |
| 126 | Set-up / Account start-up fees. | | \$550 ⁷ |
| 127 | Initial Purchase/Licensing | | \$0 |
| 128 | SSL (encryption) | | Included in setup fee |
| 129 | Monthly fees/subscription | | \$109 + \$25 SSL pro-rated renewal ⁸ |
| 130 | Multi-user licensing | | Included |
| 131 | Mobile-user licensing | | Included |
| 132 | Add-on modules | | Varies ⁹ |

⁵ The base package includes 500 families. Additional families will be billed according to the current price sheet.

⁶ Each new feature will be evaluated based on its value across our client base. A cost sharing will be proposed based on this value assessment and the required timeline for development.

⁷ For Church Tools base package. Add-ons may have separate setup fees.

⁸ For Church Tools base package + SSL only, add-ons, over-usage fees and 3rd party fees may be extra.

Church Information Management – Evaluation Worksheet

| | | | |
|-----------------|---|--|---|
| 133 | Credit Card processing fees | | Depends on package ¹⁰ |
| 134 | Bulk mail fees | | Generous limits based on package |
| | Hardware Costs | | |
| 135 | Server-Class machines | | As a web-based application only an internet connection and modern web browser are needed. System is hosted on NCOL servers which are kept in a Class A datacentre with physical and network security. |
| 136 | Back-up hardware/Software | | |
| 137 | Networking/Switches/Firewall | | |
| 138 | Workstations | | |
| 139 | Office Network | | |
| 140 | Back-up Power | | |
| 141 | Office Security Enhancements | | |
| 142 | New smartphones or tablets | | |
| 143 | Support costs for required infrastructure | | |
| | Upgrades | | |
| 144 | What do upgrades cost to buy or what is the cost of a maintenance contract to keep the software valid/up-to-date? | | Most updates included in monthly fee ¹¹ |
| 145 | How easy/costly is it to upgrade the software on our network? | | Upgrades are applied automatically |
| 146 | Who is responsible for hardware upgrades? | | NCOL |
| 147 | How often will upgrades be required? | | |
| | Support | | |
| 148 | What is the cost of support per incident? | | Email support is included in the monthly fees |
| 149 | Is there an annual support contract? | | |
| 150 | What level of support is included? | | |
| 151 | Is support by phone, email or web | | |
| | Training | | |
| 152 | Is training available? | | Yes ¹² |
| 153 | How much does initial training cost? | | Included in setup fee |
| 154 | Is on-site training available? | | Yes ¹³ |
| 155 | Is re-training available? | | Yes ¹⁴ |
| Security | | | |

⁹ Please contact NCOL Ministries for current pricing.

¹⁰ Please contact NCOL Ministries for current pricing, 3rd party bank and processing fees will also apply

¹¹ Some optional add-ons will carry additional cost but most upgrades are included.

¹² Initial training is included in the setup fee. Training is by phone and online conferencing software. Training is usually 3-4 hours.

¹³ Depending on location and timing, on-site training may be available for a fee + travel costs.

¹⁴ Please contact NCOL Ministries for current pricing for re-training session

Church Information Management – Evaluation Worksheet

| | | | |
|-----|--|--|--|
| 156 | Can I allow some users to see some pages and others to see other pages or is it “all-or-nothing?” | | Yes |
| 157 | Can I create custom user-access groups to give specific access to certain users and limit access to others? | | Yes |
| 158 | Is access controlled by user name and password? | | Yes |
| 159 | Is there a limit to how many users can access the system at one time? (see also: Cost Model) | | No preset limit. |
| 160 | Is the system web-accessible? (Can I access the information from anywhere on the church network, at home, second campus, etc.) | | Yes |
| 161 | Does the system support mobile access? (iOS, Android, other) | | Yes |
| 162 | Web-Based: Are the servers on a robust high-bandwidth connection, with back-up power sources? The alternative would be self-hosted where the organization is responsible for all hardware, security and access considerations. | | Yes. Hosting is provided within Class A server rooms in Canada. |
| | Data Security and Privacy | | |
| 163 | Is the data on a server that is connected to the web or is it on a separate network? | | Yes |
| 164 | Is encryption used in transmitting secure information? | | Yes |
| 165 | Is logging employed to track who logged on and when? | | Yes |
| 166 | Would the data be safe if the office computer (or pastor’s computer) was lost or stolen? | | Yes ¹⁵ |
| 167 | Does the proposed system address the 10 principles of fair information practice? (Privacy Act) | | Yes |
| 168 | Is the data stored in Canada or another country? | | Canada |
| | Data Integrity and Survivability | | |
| 169 | Is the data regularly backed up? Monthly / weekly / week-nightly | | Week-nightly |
| 170 | Is data stored in an off-site location (bank vault, etc.) in the event of natural disaster? | | Yes |
| 171 | Are the computers used to store your data server-class or home-type computers? Do they employ redundant Hard Drive arrays for no loss of data in the event of a total disk failure? | | Sunergo is hosted in a server environment with multiple redundancies |

¹⁵ As Sunergo Church Tools are web-based no data needs to be stored on local computers