

Whatever your
needs whatever
your cause.



Saturn delivers campaign critical
solutions to help your charity grow.





SUPPORTING YOU AT EVERY STEP

WELCOME TO OUR WORLD

At Saturn, we specialise in taking care of the nuts and bolts of charity work. This leaves you free to get on with the vital job that you do. By 'nuts and bolts' we mean the back office processes such as donation handling, Customer Relationship Management, database marketing and direct debit processing just to name a few.

We have been supporting charities for more than 25 years. Our experience and facilities are such that when it comes to looking after charities back office activities, we're second to none. In fact you could say that at Saturn we run rings around our competition.

We employ over 250 staff in the UK, Europe and the USA, who provide services and facilities that look after

the day to day realities of running a charity. These services can be tailored to suit your requirements. This means that whether your charity is large or small, national or international, we can help.

Our services include:

- Eprisa® CRM
- Gift Aid Scan & Store
- Response Handling
- Donation Handling
- Direct Debit Processing
- Fulfilment
- Data Entry
- Merge purge mail refinement
- Batching & Banking

Employed individually or as a whole package, we can massively increase the efficiency and effectiveness of your charitable or not for profit operation.



ABOUT SATURN CORPORATION

Saturn Corporation is a world leader in providing complete back office processing and online database management services in the fund raising, membership and commercial marketplaces.

Co-founded by Managing Director, Fielding W. Yost in the USA in 1981, Saturn's mission has always been to provide not for profit marketers and fundraisers the fastest, highest quality and most cost effective support services available. Saturn pioneered the concept of online interactive database management which provides users worldwide online access and real-time updating of their centralised marketing database. This allows users to monitor how their campaigns are performing anytime anywhere.

Saturn continues to strive further to help meet and support the changing needs of the not for profit market while embracing new technologies and processes that are available to help charities succeed.



DEDICATED TO HELPING YOU FLOURISH



At Saturn, we are dedicated to helping you flourish, many may say they can do the same – we just get on and deliver the highest quality services - whichever and whenever you require them.

Our track record speaks for itself – as does our reputation and work ethic which is central to our success. Our dedication is backed up by a broad array of services that enable global and local charities to take a quantum leap in efficiency. Among them is *Eprisa*.

Eprisa is an exceptionally powerful, dedicated CRM system. It has been designed to make your all important database transparent and easy to access and update. The system affords an at-a-glance view of your campaigns, donors and contacts – in detail. It has been made to be comprehensive and comprehensible: the way we see it, there's little point having intelligent systems that are hard to use.



THE COMPLETE CRM SOLUTION

Eprisa is a multifaceted system. Its various components will meet all your CRM requirements. It enables different people in your company to see and access your database in a way that best suits their individual business role. It profiles current and potential donors, detailing communication your charity has had with each contact.

The relevant data is easily viewed on one screen, avoiding the need to browse and search for additional information. *Eprisa* also features a Campaign Management Module allowing you to access all aspects of a campaign quickly and in great detail.

Once installed, *Eprisa* becomes central to how Saturn can further transform your charity's back office activities by integrating the CRM system with our complete back office support services. Together, *Eprisa* and Saturn's outsourcing services provide you with a fully integrated solution.

KEY FEATURES

- Donor cultivation & management
- Acquisition management
- Real time tailored reporting through Logi XML
- QAS Incorporation
- Campaign selection facility
- Accurate mail management
- Precise budget planning & control
- Event Management
- Massive Scalability
- Multiple languages
- Rapid Application Development
- Integration with MS Outlook

KEY BENEFITS

- View complete campaign details on one comprehensive screen
- Access details remotely - anywhere, anytime
- Verify addresses instantly with integrated QAS
- Tailored screens to work the way you do
- Easily integrates with Saturn's back office processing services

NURTURING YOUR CAMPAIGN NEEDS AT EVERY STEP



At Saturn we pride ourselves on providing a complete range of services to support every aspect of your back office environment. Each service can be offered as part of a complete solution or offered singularly if that is all you require. You may just need some Gift Aid declarations scanned, need assistance with acknowledgment of donations, help with response handling or just general back office processing advice.

Whatever your needs our experienced staff are happy to help discuss how we can meet your requirements and support your needs at whatever step.

BACK OFFICE SUPPORT SERVICES

You may be all too familiar with possible problems that occur when getting a new campaign off the ground or growing an existing one. Our successful back office support services provide the solutions you require to run a successful and effective campaign.

These essential services include >



RESPONSE HANDLING

Saturn's expertise in response handling makes sorting, batching and banking fast and safe. All donations received on your behalf are deposited by Saturn via secure transport. Responses are processed by experienced, trained operators under well established procedures. This ensures a fully auditable trail is followed and allows for accurate tracking and monitoring.

DATA ENTRY

Irrespective of your sector or cause, accurate data capture is imperative. Keying in data is a core function but can be labour intensive. Incorrect data can cause loss of valuable time and effort, not to mention the loss of support from a potential or existing donor. Our data entry facilities can handle over a million transactions a month with the highest standards of data accuracy and discretion.

DIRECT DEBIT

Collecting donations via direct debit not only makes donating easier but can also save you time and money. Saturn is a BACS Approved Bureau, allowing us to offer you a full direct debit management service that includes:

- validation of account numbers and sort codes
- the prompt resolution of ADDACS, AUDDIS & ARUDD reports
- mandate & fulfilment services
- monthly reports (to assist cash flow planning)

FULFILMENT

Fulfilment is essential. Showing your appreciation of a contribution or a pledge is part of the process. But perhaps you're not sure how to acknowledge a donation. Should it be in the form of an email, letter or gift? Our experts can help you with these issues. They know how to keep things running smoothly and in keeping with protocol.

GIFT AID

Our high quality Scan & Store service allows you to store signed Gift Aid declarations online. We scan your declarations, verify them and store them with the relevant donor profiles, giving you a complete and updatable electronic donor record that can be backed up to disk. This makes submitting Gift Aid claims to the Inland Revenue Gift Aid Scheme simpler, more efficient and conforms to Inland Revenue guidelines. It also makes retrieval of otherwise complex donor information straightforward and provides protection against data loss.

SUPPORT

We consider support to be as vital as the products and services we offer therefore all of our services come with comprehensive support for as long as you require it.





STRIVING FURTHER TO HELP YOU GROW

For further information on how Saturn Corporation's complete back office processing solutions can help your charity grow from strength to strength, please contact our UK business team:

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