



# TigernixVDMS

Volunteer & Donation Management System

TIGERNIXVDMS IS A PRE-APPROVED SOLUTION BY NCSS

SOLUTION OVERVIEW



## SOLUTION OVERVIEW

Designed for charities, non-profits, social service agencies, educational institutions, and community-driven organisations, TigernixVDMS is a powerful, web-based solution that consolidates donation management, volunteer coordination, campaign execution, and organisational reporting into a single, integrated platform. By removing the complexity of multiple systems, manual tracking, and fragmented processes, TigernixVDMS enables organisations to engage supporters more effectively, enhance operational workflows, and amplify mission impact.

TigernixVDMS meets stringent sector-wide standards for governance, data protection, transparency, and safeguarding. This accreditation assures stakeholders that the platform is secure, compliant, and built to support the unique operational needs of Singapore's social service sector—offering reliable, regulation-ready infrastructure for long-term organisational growth.

TigernixVDMS brings full automation to every stage of volunteer and donor engagement, combining online giving, onboarding, communication, scheduling, recognition, and reporting within a unified digital ecosystem.

# ADVANTAGES

## Integrated Supporter Ecosystem

Unified profiles connect donor giving and volunteer activity, providing deeper insight into motivations and engagement. This enables personalised outreach, stronger relationships, and targeted campaigns that build long-term supporter loyalty and value.

## Enhanced Supporter Experience

Mobile-friendly portals, flexible scheduling, secure payment options, and personalised updates create seamless journeys for donors and volunteers, improving satisfaction, increasing retention, and encouraging continued, meaningful involvement.

## All Campaigns, One System

TigernixVDMS manages fundraising, events, volunteer activities, and partnerships simultaneously in one platform, ensuring accurate coordination, consistent reporting, and maximised impact across diverse organisational campaigns.

## Unified Team Collaboration

Shared dashboards, role-based access, and synchronised updates bring fundraising, volunteer, and program teams together—eliminating silos and ensuring a cohesive supporter experience.

## Automated Workflows

Automated receipts, reminders, onboarding steps, pledge tracking, and compliance routines reduce manual work, minimise errors, and maintain timely communication—boosting operational efficiency and supporter engagement across all activities.

## Flexible and Accessible Platform

A cloud-based design ensures secure access to dashboards, records, and tools from any device or location. Teams collaborate smoothly, maintaining continuity across programs, campaigns, and daily operations.

## Real-Time Integrated Analytics

Combined dashboards reveal donation trends, volunteer hours, program outcomes, and campaign performance. These real-time insights support forecasting, strategic planning, and transparent reporting for stakeholders.

# BASIC FUNCTIONALITIES

## Central Supporter Profile

TigernixVDMS unifies volunteer and donation data into a single, comprehensive supporter profile. View giving history, volunteer hours, preferences, and interactions in one place to deliver personalised engagement and eliminate duplication across all programs.

- Centralised Timeline
- Activity Syncing
- Preference Manager
- Supporter Directory
- Interaction History
- Engagement Notes
- Profile Editor

## Donation Processing & Reconciliation

Process secure one-time, recurring, tribute, and corporate-matched gifts through custom forms. Automated reconciliation ensures accurate financial records, faster confirmation, and instant digital receipts, strengthening transparency and donor confidence.

- Multi-Gateway Payments
- Recurring Donation Engine
- Tribute Gifts Module
- Automated Receipt Issuer
- Reconciliation Tracker
- Fraud-Safe Payment Flow
- Donation Status Monitor



## Volunteer Scheduling & Shift Management

Create and manage shifts using visual calendars, availability matching, and auto-scheduling tools. Automated reminders and swap features enhance volunteer reliability, reduce no-shows, and streamline operations for coordinators.

- Auto-Scheduler
- Availability Manager
- Shift Swap Portal
- Reminder Notifications
- Onsite Check-In
- Visual Calendar
- Task Assignment Tool

## Campaign & Event Builder

Organisations can plan, launch, and manage fundraising and volunteer campaigns from one interface. Real-time tracking, resource allocation, and team coordination help maximise campaign success, ensuring consistent execution and stronger impact across all initiatives.

- Campaign Planner
- Fund Allocation Module
- Event Registration
- Campaign Calendar
- Outcome Dashboard
- Task Routing
- Multi-Channel Messaging



## Automated Communications Engine

Automate personalised messages across email and SMS channels. Trigger acknowledgements, onboarding flows, reminders, and impact updates to keep volunteers and donors informed with minimal manual effort.

- Email Journeys
- SMS Alerts
- Impact Message Scheduler
- Template Library
- Behaviour Triggers
- Multi-Language Support
- Reminder Automation

## Integrated Gift-Matching & Corporate Relations

The system centralises sponsorships and matching-gift programs, enabling organisations to track eligibility, process claims, and measure partnership impact. This strengthens corporate relationships, increases donation volume, and boosts overall campaign effectiveness.

- Corporate Partner Registry
- Sponsorship Tracker
- Match Claim Processor
- Donor Match Portal
- Partnership Insights
- Contribution History
- Corporate Engagement Log



## Pledge & Commitment Tracker

Record pledges, monitor fulfilment status, and send automated reminders to ensure commitments are met. Transparent tracking improves financial forecasting, enhances accountability, and builds long-term donor trust through consistent, proactive stewardship.

- Fulfilment Monitor
- Pledge Log
- Reminder System
- Status Dashboard
- Notes Manager
- Multi-Pledge Handling
- Commitment History

## Volunteer Onboarding & Screening

Digitise volunteer intake with automated applications, background checks, approvals, and training workflows. This structured process accelerates onboarding, ensures compliance, and prepares volunteers with the necessary qualifications for safe, effective participation.

- Application Portal
- Document Uploader
- Background Screening
- Approval Workflow
- Training Tracker
- Reference Verification
- Compliance Checklist



## Donation & Volunteer Segmentation

Segment supporters using behaviour, interests, demographics, or engagement levels to deliver targeted outreach. This improves campaign relevance, increases conversion rates, and strengthens supporter retention through personalised, data-driven communication strategies.

- Behaviour Filters
- Interest Segmentation
- Group Builder
- Engagement Scorecards
- Targeted Outreach Tools
- Demographic Filters
- Frequency Analysis

## Real-Time Dashboards & Reports

Unified dashboards blend volunteer and donation metrics—financials, hours, ROI, retention, and engagement—for instant insight. Real-time reports support strategic decisions, demonstrate impact, and improve organisation-wide transparency and accountability.

- Unified Dashboard
- KPI Tracker
- Exportable Reports
- Custom Report Builder
- Scheduled Reports
- Heatmaps & Trend Charts
- Impact Indicators



## Data Import & External Integration

Import supporter data from external portals, CRMs, and spreadsheets using automated mapping and validation. Integrations maintain accurate, consistent records and streamline data flow across all organisational systems.

- Import Wizard
- Field Mapping Engine
- Validation Tool
- API Integrations
- Sync Monitor
- Bulk Upload Handler
- Data Cleaning Alerts

## Mobile Tools for Field Teams

Volunteers and field staff can manage shifts, check in, log hours, and receive updates through mobile-optimised tools. The digital solution supports low-connectivity environments, enabling efficient on-site coordination.

- Mobile Dashboard
- Push Notifications
- QR Check-In
- Offline Logging
- Task Alerts
- Shift Overview
- Field Notes



## Recognition & Rewards Module

TignixVDMS automates certificates, badges, and milestone acknowledgements to celebrate every volunteer and donation contribution. This structured appreciation system boosts morale, strengthens emotional connection, and encourages continued engagement by ensuring supporters feel valued and recognised across all programs.

- Badge Engine
- Certificate Generator
- Milestone Tracker
- Gratitude Messages
- Leaderboards
- Anniversary Recognition
- Impact Showcase

## Compliance & Audit Trail

It maintains a detailed audit trail of transactions, approvals, data changes, and communications. With built-in compliance controls and secure governance features, organisations can meet regulatory, donor, and funder requirements confidently while protecting organisational integrity and accountability.

- Audit Logger
- Compliance Checker
- Permission Controls
- Encryption Suite
- Backup Manager
- Activity Tracker
- Data Retention Settings



## Feedback & Impact Surveys

Automated surveys capture donor feedback and volunteer insights after campaigns or events. Analysing responses helps organisations improve program strategies, enhance supporter experience, and demonstrate measurable impact to stakeholders through clear, evidence-based reporting.

- Survey Builder
- Response Tracker
- Analysis Dashboard
- Improvement Reports
- Automated Distribution
- Sentiment Indicators
- Export Functions



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