WHITE PAPER: Enterprise Wide Management System-International Mega-Church

Client Profile: International Mega-Church, School of Ministry, and Bible College

Introduction
The client is one of the foremost international mega-church organizations with facilities and operations in the United States, Canada, United Kingdom, Europe, the Caribbean, and Africa. The operational environment includes satellite church organizations, affiliated churches, a school of ministry, and a bible college, all of which are supported by the central church organization and information technology department. Systems and technology are dated, expensive to maintain, and without vendor product support.

Project Goal
Define the church organization's business processes and requirements and determine if there is a more efficient, cost effective and less labor-intensive enterprise wide church management system available.

Methodology
1. **Define Requirements** – current church business practices, procedures, policies, and reports were reviewed with all departments in the church and with the ministry. Based on the information collected and on interviews with church employees, volunteers, and leadership a requirements document was created and approved by the church.

2. **Request for Proposal-** the church's business, technical, operational, and functional requirements were defined in a request for proposal "RFP" that was sent to the top vendors in the church management system space.

3. **RFP Response Evaluation**– vendor RFP responses were evaluated based on the following criteria:
   - Extent to which church requirements were met
   - Ease of expansion or extension of the system
   - Total cost of ownership
   - Vendor commitment to the church management system market
   - Position in the mega-church market
   - References

   Vendor finalists were selected and in-depth analysis of their proposed solutions was performed, including detailed financial analysis, visits to current system users and detailed reference check.

4. **Vendor Selection-** The analysis resulted in the identification of a solution that would meet the current and future needs of the church, reduce overall operating costs, simplify operations, empower staff "self-service" and reduce reliance on information technology for system support.

5. **Benefits**- The church is implementing a state of the art solution that can readily support the church's growth and expansion plans. The new church management system is deployed as Software as a Service, "SaaS", which will provide system access through the internet from anywhere in the world.

Summary
The client will be able to align church management capabilities with church growth strategies and extend the organization throughout the world. The process utilized by Paragon enabled the church to define current and future requirements, develop the right criteria for evaluating vendors and vendor proposals, lock in costs for the long-term, and develop a true partnership with the selected vendor.