



Better Impact

All-in-one, web-based volunteer engagement software for non-profits, healthcare, and charities worldwide.

<https://www.betterimpact.com>

Overview

Better Impact provides a suite of software solutions, primarily known for **Volunteer Impact**, a comprehensive volunteer management system (VMS). The platform is designed to streamline the entire volunteer lifecycle, from recruitment and onboarding to scheduling, communication, and reporting. It is trusted by thousands of small, medium, and enterprise-sized organizations globally, including non-profits, hospitals, and municipalities, since 2000. Key components include Volunteer Impact, Client Impact (for coordinating volunteer and client interactions, including secure patient notetaking), and Member Impact (for membership management).

Key Features and Capabilities:

Volunteer Management: Online applications, customizable volunteer profiles, role assignments, and a volunteer portal/app (My Impact).

Scheduling & Tracking: Advanced scheduling, automated shift reminders, logging and tracking hours/outcomes, and attendance tracking.

Communication: Full suite of communication tools including mass and individual messaging via email and text (SMS).

Training & Compliance: Full access to an online training LMS (eLearning Modules), electronic signing for waivers/documents, and Background Check Integration (e.g., Verified Volunteers).

Reporting & Analytics: Robust, integrated reporting features, customizable dashboards, and raw data reporting (Impact Plan).

Better Impact emphasizes data security and confidentiality, holding global ISO 27001 and ISO 27017 certifications, and offering enterprise-grade security features like Single Sign-on (SSO) in its top tier. The solution is praised for its user-friendliness, affordability, and highly responsive, 24/7/365 customer support.

Key Features

- Volunteer Profile Management
- Advanced Scheduling & Shift Management
- Hours and Outcomes Reporting
- Mass and Individual Communication (Email/Text)
- Volunteer Portal & Mobile App (My Impact)
- eLearning Modules (LMS)
- Background Check Integration
- Electronic Signing (Waivers/Documents)
- Single Sign-On (SSO)

Pricing

Model: subscription

Tiered subscription model (Foundation, Growth, Impact Plan) based on the number of active volunteers and features. Pricing is annual and geared toward the nonprofit sector. A clear starting price is not publicly disclosed, but sample pricing for a Standard Enterprise account with 1,000 volunteers is approximately \$315/month (invoiced annually). Optional services like training and data import may incur additional fees.

Target Company Size: small, medium, enterprise

Integrations

Verified Volunteers (Background Check), CRM Integration (via API or partnership)

Compliance & Certifications

ISO 27001, ISO 27017, GDPR

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