

What is MinistryTracker?

MinistryTracker is the leading web-based church management solution designed to help church leaders and volunteers build and support their members. Ministry is about people and MinistryTracker is designed to make administration seamless so that you can focus your time on working with people.

It's a challenge for church leaders to keep tabs on ministry growth, small groups, and individual's spiritual health. Our suite of tools are integrated into one system that seamlessly brings all the information you need about people and ministry into a single location. You can easily see who's falling through the cracks, which ministries are growing and which need some more focus. MinistryTracker brings everything from communication, attendance, giving, personal follow-up and small groups to your finger tips so that you can effectively fulfill The Great Commission.

Our tools are flexible because not every church has the same processes. Our suite is made to fit into your methodology and has flexibility built in.

Why web-based?

Web-based software, referred to as Software as a Service (SaaS) has many advantages to locally hosted applications:

1. You can access your information from anywhere in the world on almost any device with internet access. MinistryTracker runs in your web browser, like Firefox, Safari, Chrome, or even Internet Explorer, so you can always get your information on almost any device – your mobile phone, your tablet, or your desktop PC/Mac.
2. The days of installation headaches are over. You don't need to install anything. Traditional software required high end servers loaded with RAM and disk space. Now you can use almost any device to access the full suite of tools over the internet. You never need to worry about upgrades and don't need to hire technical staff to administer a local database and clients.
3. Integration with leading technologies like TXTing, Email, Voice Calling, mobile photos, online giving, scheduling and more used to require additional hardware, modems, or more. With a web-based suite of tools all these features are built-in to a single suite with no special hardware or software requirements.
4. Unless you have a dedicated security person on staff, letting us do the security monitoring is actually much more secure. Hiring an IT person with a

dedicated security background can be prohibitively expensive for a small church – after all you want to be hiring staff to care about people not fight off hackers. Let MinistryTracker’s dedicated team take care of all the security updates, checks, verifications, certifications, monitoring and more so you can focus on people!

How secure is MinistryTracker?

Your member information and its security is our top priority. MinistryTracker has led the industry in our security procedures and processes since the beginning. We have an independent third party verify our security processes, conduct regular intrusion scans, and we are PCI DSS certified. When you compare us to our competitors, you’ll see we’ve gone the extra mile to truly ensure your information stays private. If you’re an IT person you’ll want to keep reading below, if not feel free to pass this information on to your local “tech geek”.

Data privacy and Integrity

The security of your data isn’t just taken “seriously” like our competitors acknowledge – at MinistryTracker the security of your data is our number ONE goal. Our servers run a secured version of Linux and in addition to hardware firewalls and intrusion detection, we also use software based firewalls that lock the system down almost to a fault. When our authorized staff needs access to the system they can only connect using encrypted communications such as SSH and SFTP. We use systems like Fail2Ban, automatic lockout after three failed login attempts, AIDE file change logging, and super secure long non-dictionary passwords.

But here’s the extra mile that we go above and beyond competitors....passwords by nature are insecure...it just takes one key logger or Bluetooth monitoring chip to snag a password and then it can be used to gain access to sensitive systems. It doesn’t matter if your password is double hashed and salted if someone else gets a hold of it. So our systems use two factor authentication. Not only does our staff need to have their password, they must also have a physical device that generates a random number every 60 seconds. Our staff must enter their password AND the random generated number from their physical device in order to login. Stealing our passwords wouldn’t allow a hacker to gain access (we still use incredibly secure passwords, but stealing one still wouldn’t help anyone gain access.) Two Factor authentication is the only way to make sure access is secure. Demand two factor authentication from your vendors and don’t believe anyone that says they take security “seriously” if they don’t use two factor authentication.

Access and viewing

MinistryTracker has 145 unique privileges that you can assign to a staff or volunteer’s account. You can limit who sees, edits, or deletes information so you

can rest assured that people won't be able to access information that you haven't granted them access to.

Data Backups

All your data is backed up in REAL-TIME to an offsite server and network. A lot of work can be done in an hour. It is not acceptable to us to have you lose even a minute's worth of work so we go above and beyond "hourly" backups – we backup in real-time to several offsite locations. To be honest, we don't even think a split second of loss is acceptable so we use specialized hardware called battery-backed write caches that preserve data in the split second it takes to transfer it from RAM to hard drive. This specialized hardware can preserve data for up to 72 hours in the event all the other redundancy measures fail.

Redundancy

Nothing is perfect and to combat this we have made everything redundant. This means battery-backup on the servers, the data center, the communication systems, the networking equipment, cooling systems and more. All hard drives in every system use RAID 1 in addition to the real-time backups mentioned above.

Our CEO is fond of saying: "If one is good, and two is great, three is just right." And that philosophy shows in the selection of our Datacenters.

Our primary datacenter is located in Phoenix, AZ in one of the most geographically sound environments in the country (and 320 days a year of sunshine does not hurt!). With virtually no risk from natural disasters, and SSAE-16 Type II certification, our facility is the ideal location for your mission critical infrastructure.

Electrical Power Redundancy

Redundant 12MW commercial power is fed to our N+1 UPS systems which are rated for a MINIMUM of 5 minutes at 100% load. In the event of total loss of commercial power we have two 1.75MW and seven 2.00MW Caterpillar generators ready to fire at a seconds notice. A minimum of 48 hrs fuel supply is stored onsite, and generators are tested weekly in addition to following a strict routine maintenance policy.

Fire and Smoke Detection Systems

HSSD/Laser provides an early detection system and interlocked pre-action dry pipe will quickly suppress any fire at its source.

Heating, Ventilation and Air Conditioning (HVAC) Systems

HVAC systems include chilled-water based systems and capabilities to control humidity as well as air makeup. The Environmental Systems include redundant 3,000 ton chilled water plants with 38,000 gallons of onsite backup storage and

diverse water feeds. Ultrasonic humidification and high-efficiency CRAH air handlers ensure optimal conditions on the datacenter floor at all times.

Network

We do not lose focus on our strengths by trying to operate our own backbone. Instead, we went out and located the top carriers for our clients. Our IP bandwidth is a multi-homed blend of the Tier 1 providers including one of the top international carriers to ensure that no matter where your visitors may be located, they will never have an issue reaching your servers.

Do I have to pay for new enhancements?

You get all the new features we release at no additional cost. We average a new features every two weeks – talk about keeping our software new and fresh! You get to take advantage of all the new features and updates at no additional cost.

Do I need special equipment or a certain type of computer?

MinistryTracker is web-based so all you need is a modern web browser like Chrome, Safari, Firefox, or Internet Explorer and an internet connection. Our mobile version is optimized for slower connections, but we certainly recommend using a high-speed Cable or DSL internet connection. We have nifty features such as barcode check-in and label printing that would of course require a barcode scanner or label printer, but we've carefully written our software to work with inexpensive brands. You can pickup a USB barcode scanner for \$35 and a LabelWriter printer for about \$85. Now that's a steal.

How many people can access the software at one time?

As many as you desire. We don't believe in limiting your access to tools and resources and we will NOT charge you more as you grow and need to add another user. The beauty of a web-based system is that there no longer needs to be a choke point for access to your information. Let all your staff, volunteers, small group leaders, and members themselves access the tools. Using the member portal your members can login from home to register for an event, give online, or check their volunteering schedule. Your small group leaders can update someone's address when they move or mark them in attendance at the small group. Distribute the workload of administration and more people have the opportunity to engage and be involved. Privileges are fine grained so you can limit who can see what so you don't need to worry about security there either.

Do you provide training?

Yes and it's all FREE and included as part of your subscription. Just send us an email or give us a call if you'd like to schedule a personal training session.

What about ongoing support?

All your support is FREE and included as part of your subscription. Call or email at anytime for our world class support. You do NOT need to purchase any additional support services or contracts just to get the help you need – compare that to the other Church Management software providers out there and that MinistryTracker offers you the best support and best tools at an incredible value.

Do you interface with our church website?

We provide a variety of interfaces that can integrate with your church site. The member portal where your members can register for events, give online, update their profile, view and signup for small groups, update their volunteering schedule and more is a link that you can post right on your church web site. We also offer event and birthday iCal feeds to interface with an existing church calendar or Google Calendar. We offer small groups feeds in HTML, XML, RSS, and as a link. Your church Website can become a powerful portal into relationships and connection for your members that requires no special integration.