



Thrive

Volunteering/Fundraising Management Software

Service Description for Digital
Marketplace Services

Jan 2026

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Service Description

Software for promoting, tracking and reporting Employee Volunteering opportunities & Employee Charity Fundraising activity. Our software tool provides 'end-to-end' management of the Employee Volunteering and Fundraising activities: from promoting opportunities; through to enabling volunteer sign-up; automatic tracking and verification; gathering feedback and reporting.

Service features

- Portal for uploading and promoting opportunities to employees
- Employees can search for opportunities and self-register
- Automatic matching skills volunteer skills with available opportunities
- Tracking of participation & verification of fundraising
- Dashboards for admins to set-up, review and manage activities
- Handling of volunteer requests/suggestions from staff or charities
- Automatic collection of feedback from volunteers and charities
- Ability to view and share all feedback
- Reports on all your activity in real-time & CSV exports
- Integration with single sign on

Service benefits

- 50% reduction in admin compared to using spreadsheets and emails
- Boost participation and achieve faster sign-up rates
- Collect feedback and images with no time input from admins
- Better understand your community impact and continually improve your programme
- Easily share feedback, stories and stats to promote your programme
- Charity partners can easily submit or upload volunteering suggestions/requests
- All volunteering & fundraising data available in real-time
- Boost employee engagement & organisational reputation



Data Backup & Restore, and Business Continuity

See T&Cs document

Backups taken daily that are encrypted, secured and held for a minimum of 30 days.

Onboarding and Offboarding support

Specially trained staff available to assist with onboarding and offboarding, including helping get data in at the start of the project and out at the end.

General Implementation plan

2–3 implementation phase, including:

- Finalisation of contracts/procurement
- Scoping with relevant stakeholders
- Initial build and internal testing
- Customer testing
- Systems amendments
- Go live

Pricing Overview

See pricing document.

£10000 – £50,000 per annum

Service Constraints – maintenance windows and customisation allowed

See T&Cs document

Services may be temporarily unavailable for scheduled maintenance or for unscheduled emergency maintenance, either by Company or by third-party providers, or because of other causes beyond Company's reasonable control, but Company shall use reasonable efforts to provide advance notice in writing or by e-mail of any scheduled service disruption.



The Thrive solution is very flexible and so a large degree of customisation is available (although this effects costs).

Service Levels – performance, availability and support hours

See T&Cs document

Target 99.9% uptime

Email based helpdesk for Customer Administrators, UK business hours. Service level target for the email helpdesk is a response within 1 business day.

Compensation For Not Meeting Service Levels

See T&Cs document

If the average uptime of the platform in the Relevant Period is less than 99% (“Minimum Level”), for each 0.5% of uptime degradation below the Minimum Level, the Customer shall be entitled to a refund equivalent to 5% of the Fees paid by the Customer in relation to the Relevant Period.

Ordering and Invoicing

See T&Cs document

Invoicing and payment due prior to service commencement. Annual billing.

Contract Termination Process

See T&Cs document.

Minimum contract term applies, followed by annual renewal.

Immediate termination for insolvency etc.

30 day termination notice for breach of contract.

Delete or return personal data to the Customer on termination of the agreement.

After sales support



See T&Cs document

Email based helpdesk for Customer Administrators and a dedicated Account Manager.
The service level target for the email helpdesk is a response within 1 business day.

Technical Requirements

See T&Cs document

A modern web browser is required to get maximum benefit from the online platform.