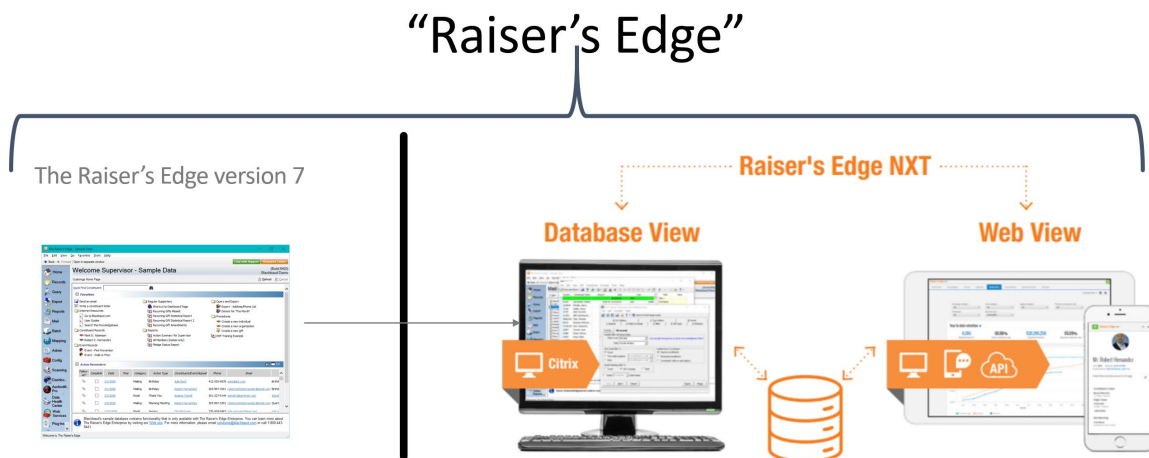# Raiser's Edge NXT:
What's Called What?

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With two versions of Raiser's Edge in use and the latest version incorporating the previous version, and Blackbaud staff and users not being consistent, the terminology around Raiser's Edge has gotten increasingly confusing. This brief paper is meant to provide guidance as to what should be called what in the Raiser's Edge ecosystem to clearly communicate and be understood.

Visual Summary

Explanation

The Raiser's Edge® version 7 has been around since 2000. It replaced **The Raiser's Edge for Windows® version 6** which in turn replaced **The Raiser's Edge** for DOS version 5 which has incremented from 1.0 in the early 1980s. Some organizations have version 7 installed on a server of their own; others use third-party hosting services; and some use Blackbaud Hosting, but it's still all version 7.

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Raiser's Edge is a trademark of Blackbaud, Inc.

Raiser's Edge NXT®[1] is the latest version, the next (N[e]XT) generation of Raiser's Edge, initially released in 2015. "NXT" in the name is, in essence, a replacement for "version 8," just as Microsoft had Windows 95, Windows XP, and Windows Vista instead of using version numbers.

For reasons I won't go into here, Raiser's Edge NXT uses the version 7 software but calls it "the database view" *and* the new browser-based, modern interface called "the web view." "Raiser's Edge NXT" refers to <u>the entire version, however, not just to the web view.</u> Raiser's Edge NXT is not just the web view added on to RE 7 but instead refers to a new packaging of Blackbaud products and services, even a new financial and contract relationship with Blackbaud, and <u>it is technically incorrect to refer to the web view as "NXT."</u> It is commonly done, even by some imprecise Blackbaud employees (and me when I'm not paying attention!), but it is not correct based on the standards established by the Blackbaud product development and marketing teams. This incorrect use is creating confusion in the Raiser's Edge online communities and among users. Blackbaud has told us that eventually the database view will go away and we will only have the web view experience (we have no idea when this will be).

"Raiser's Edge" (RE) is a general reference to the fundraising database/CRM product that has been around since the early 1980s. The term refers to <u>both</u> versions in current use and all those that came before.

"Raiser's Edge" is an imprecise statement referring to any or all versions of the 40-year history of the product.

- It would be correct to say, "Our organization has been using Raiser's Edge since the 80s."
- It would be incorrect, or at least unclear, to say, "I only use Raiser's Edge" to mean version 7 or the Raiser's Edge NXT database view.

Those organizations that have not migrated to RE NXT are on The Raiser's Edge version 7. Proper ways to refer to it some mention of "version 7." If you want to clearly communicate and be understood, it should <u>not</u> be called:

- Just "Raiser's Edge" or "RE"
- Raiser's Edge "classic"
- The "desktop" version
- The "old" version

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[1] To be fully technically correct to former and current Blackbaud marketing and product labeling standards, "The" is included with version 7 and has been removed with NXT.

While Blackbaud marketing and product documentation folks would never write this way, I think acceptable shortcuts for "The Raiser's Edge version 7" are "RE7," "Raiser's Edge 7," even "version 7" in context (there is also a Financial Edge® version 7, so be careful about context).

Those organizations that have upgraded are on Raiser's Edge NXT (pronounced N-X-T, not "next"). Within RE NXT are the "the web view" and the "database view."

- It is <u>not</u> correct to refer to the web view as "NXT" – the whole product, including the database view, is "NXT."   The web view is the "web view," full stop.

- It is <u>not</u> correct to refer to the database view as:
    o "Raiser's Edge" (the web view is still Raiser's Edge)
    o "Version 7" or any variation thereof (the same software may be used, but technically this software is now just as much "RE NXT" as the web view is)
    o Or any of the other wrong options listed above such as "classic," "desktop," or "old" The database view is the "database view," full stop.

For example, saying "I write queries in RE when I need more filter criteria than lists have in NXT" is wrong in both references. Say instead, "I write queries in the database view when I need more filter criteria than lists have in the web view" to be clearly understood.

Again, while Blackbaud marketing and product documentation folks would never write this way, I think acceptable shortcuts for "Raiser's Edge NXT" are "RE NXT" and even "NXT" in context (again, context is important because there is also a Financial Edge NXT).

Of course, there are no "terminology police" that are going to arrest or fine you if you refer to the product incorrectly, imprecisely, or unclearly, but we are seeing lots of confusion among people trying to communicate about the product online because we don't know which version and which part of the software they're talking about. After a lot of posts online, the first response is, "Are you talking about…"? I also see it in my direct communications with clients.

Summary

Use **Raiser's Edge NXT** to refer to that entire version of the software.

- Use **web view** when referring to the web view.
- Use **database view** when referring to the database view.

Use some variation of **The Raiser's Edge version 7** when referring to that version.

Only use **Raiser's Edge** when you're referring to both these versions or the long history of versions.

See, it's easy! Hopefully, this guide will help you understand how to refer to the software and to train your users accordingly for clearer communication.