

Member Relationship Management

~COMMUNICATION~

A very vital aspect for every organization is the ability to keep its members informed and yet not overwhelmed with communication.

~PARTICIPATION~

Assimilating members into the right groups and programs based on their needs and preference can be a daunting task when background information is unavailable.

~FELLOWSHIP~

Cultivating relationships require concerted efforts within a synchronized time set. This is often made more challenging by demanding schedules and the only viable solution is when engagements are more flexible and time is managed by the individual.

~SPIRITUAL GROWTH~

Providing adequate teaching and training materials to help members grow in their faith and tracking leadership capabilities has proven difficult due to the absence of measurable or performance indexes.



Member Relationship Management (MRM) enables you to know your members better, to serve them better and increase member satisfaction. A MRM system does this by capturing information based on your members' needs, preferences and from their interactions, allowing you to analyze this information to improve your programs and communications.

A MRM system turns every interaction into an opportunity to strengthen the ties between you and your members. Information gathered by your MRM will help you develop a high quality profile of your membership - their needs,

- **Know Your Members.** Understanding your members' needs and preferences helps improve your ministry goals.
- **Ensure Member Wellness.** Healthy members and programs reproduce.
- **Enable Meaningful Relationships.** Relationships are the glue that keeps people together.
- **Retain Your Members.** Sustainability and growth when members are retained.

behaviors, expectations, and issues. Members are all different and their requirements of you as an organization will differ. A MRM system lets you build a better understanding of these differences.

A MRM system is best suited to help ministries use people, processes and technology gain insight into the behavior and value of members. This insight allows for improved member care, and leads to stronger and meaningful relationships. Understanding your members and ensuring their wellness is essential for the retention of your members.

Service Features and Benefits



For decades, churches and ministries were required to buy, build, and maintain their IT infrastructures despite exponential costs.

With Software as a Service (SaaS) churches and ministries have an alternative.

Now, they can subscribe to services via the Internet. The SaaS model has flourished in recent years because of the many benefits it offers to organizations of every size.

SaaS also meets key requirements of small and mid-sized churches and ministries: minimal costs, quick deployment, gentle learning curve and hands-off operation without infrastructure investments.

Here's what's driving churches and ministries to take advantage of SaaS solutions:

Highlights

- **Global Accessibility** : Access over the Internet anytime, anywhere.
- **Constant Upgrades**: Constantly improving the application experience ; save time and money.
- **Reduce IT Maintenance**: No more server and data administration issues to deal with.
- **Accelerated Software Implementation**: Shorter deployment time and hassle free.
- **Lower Initial Cost**: No capital expenditure requirements.

SERVICES AVAILABLE

Extended Support
Implementation and Setup
Application Training
Managed Services
Technology Consultancy

APPLICATION SUPPORT

Ongoing support will be provided to ensure member satisfaction and to allow ministries to focus on their member wellness.

NEAR ZERO DOWNTIME

The use of Amazon's Web Services enables us to provide optimum levels of service with scalability to meet your growing needs.

TURNKEY SOLUTIONS

Our extensive experience and resources can be made available to assist in the implementation and integration of your technology initiatives.

For more information on any of our products or services please visit us on the Web at: www.mrMBER.com



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