

Customer Story

Associations encounter a multitude of operational challenges. Discover how Element AMS effectively addressed these issues in a recent customer success story, with the Infectious Diseases Society of America (IDSA).



CUSTOMER CHALLENGES

- Former AMS implementation was heavily customized, which led to upgrade difficulties
- Lacked a straightforward upgrade path
- Spent approximately 6 years seeking assistance from partners and from the prior platform for upgrades and enhancements
- Poor membership data quality affected order history
- Limited control over the community platform for minor editing requirements
- Inability to process payments for outdated orders

Element's Solutions

1. Simplified Upgrade Path:
 - Offered a straightforward implementation process, eliminating the need to seek upgrade assistance.
2. Customization Without Complications:
 - Provided extensive customization options without creating future upgrade difficulties.
3. Transparent Pricing:
 - Maintained consistent pricing throughout the process, avoiding unexpected increases after discovery.
4. Efficient Implementation:
 - Streamlined the transition process, reducing time and resources spent on system changes.
5. Integrated Salesforce Solution:
 - Leveraged existing Salesforce infrastructure, minimizing disruption and maximizing familiarity.
6. Enhanced Payment Management:
 - Enabled members to settle old, outdated orders, improving financial accuracy.
7. Improved Data Quality:
 - Addressed issues with bad membership data, particularly related to order management.
8. Community Control:
 - Granted control over their community for minor edits, increasing flexibility.

These solutions directly address the pain points experienced with their previous system and during the RFP process, demonstrating Element AMS's ability to provide a tailored, efficient, and user-friendly association management solution.

