

Customer Story



The Infectious Diseases Society of America (IDSA) represents more than 13,000 physicians, scientists, and public health experts on the front lines of infectious disease. Managing that membership demanded a platform built to keep up.



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- Inability to process payments for outdated orders

Solutions Offered by Element AMS

What Element AMS Made Possible

- **Simplified Upgrade Path:** Offered a straightforward implementation process, eliminating the need to seek upgrade assistance.
- **Customization Without Complications:** Provided extensive customization options without creating future upgrade difficulties.
- **Transparent Pricing:** Maintained consistent pricing throughout the process, avoiding unexpected increases after discovery.
- **Efficient Implementation:** Streamlined the transition process, reducing time and resources spent on system changes.
- **Integrated Salesforce Solution:** Leveraged existing Salesforce infrastructure, minimizing disruption and maximizing familiarity.
- **Enhanced Payment Management:** Enabled members to settle old, outdated orders, improving financial accuracy.
- **Improved Data Quality:** Addressed issues with poor membership data, particularly in order management.
- **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.



Let's See If We're a Match for Your Association

(848) 391-1709 • elementams.com • vishal@elementams.com

element.