

Louisiana Restaurant Association Finds The Key to Secure Information Access

Louisiana Restaurant Association Case Study

Organization Overview

The Louisiana Restaurant Association (LRA) is a statewide trade association with about 4,500 members. Their mission is to advocate for restaurants and support them, made even more critical as the hospitality industry emerges from the impact of COVID-19.

LRA needed a board management solution that could help them manage their meeting documents, keep proprietary information secure, and manage and share information for numerous board members on many different committees.

Organization: Louisiana Restaurant Association

Industry: Nonprofit

Location: Metairie, LA

The Challenge

LRA faced numerous challenges in coordinating board meeting logistics and scheduling as well as time-consuming administrative tasks related to board management. According to Stan Harris, President and CEO of LRA, the organization found it difficult to maintain meeting content, including minutes, notes and documents, and make them available to board members.

Additionally, accessing past documents for reference during meetings was another challenge, as the documents were located in several different places.

A final challenge facing LRA was staying on top of document and information access as board members completed their term or resigned.

“Directors no longer have to keep lots of notes and documents. It’s all on BoardEffect that they can access 24/7.”

Stan Harris
President and CEO,
Louisiana Restaurant Association

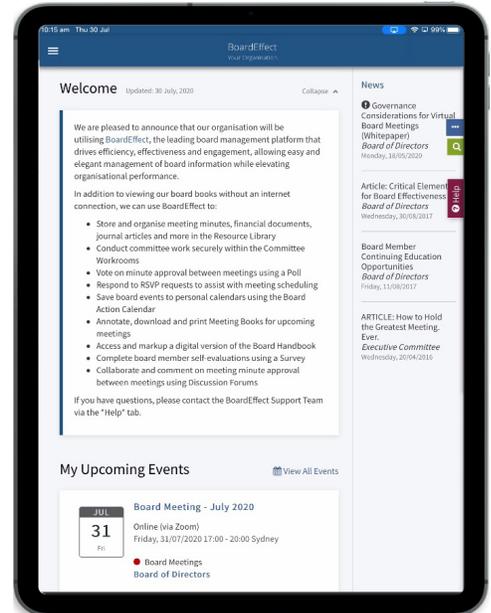
The Solution

After trying other solutions, LRA switched to BoardEffect and they have never looked back. Some board members serving on the National Restaurant Association and its Educational Foundation were already familiar with BoardEffect and found it beneficial. This positive experience played a significant role in persuading the rest of the board to adopt it for LRA.

As well as helping to facilitate and prepare for board meetings throughout the year, BoardEffect provides a secure platform to protect proprietary information and to distribute large documents efficiently and securely to numerous stakeholders. The key security features that BoardEffect offers, including robust controls, granular permissions, secure file sharing and protection of sensitive documents, have also impressed LRA.

LRA has found BoardEffect to be highly flexible, as it can be accessed on various devices, including tablets, desktops, and smartphones, or via the online app, depending on where executive staff and board directors need to connect from.

The Workrooms feature in BoardEffect has also helped LRA to manage many different individual committees, to control access to confidential documents, and to ensure members of the committee have access to the correct, relevant documents.



“Being able to build an archival database is very important to us. [Having it] in a logically aligned platform is essential to meeting all transparency goals and obligations as an association.”

Stan Harris

President and CEO,
Louisiana Restaurant Association

The Results

With BoardEffect, LRA has built a comprehensive and extensive archive of meeting minutes, agendas, annual reports, audits and general action items. The BoardEffect Document Library allows for easy organization and access to historical materials. If there's a question in a current or future meeting, LRA can easily find and access the original material for reference.

The strong security features of BoardEffect also allows LRA full control over the distribution of board materials, with granular permission for access to important information — providing peace of mind and helping with cybersecurity.

When asked about security, Stan said, "A great deal of our board content is proprietary and thus should be protected as confidential. The ability to establish by document set whether this information can be copied or forwarded or only accessed through the Board Portal makes BoardEffect a much better option."

He also pointed out the comfort of being able to share documents through BoardEffect rather than via email, so LRA knows they are not passing on any cyber threats to board members, as information and documents are entirely encrypted.

LRA are also able to easily change access to different working documents for different committees that people serve on as they change role or committee membership year on year. LRA can expand or reduce access, depending on requirements, in a timely manner. And as board members come to the end of their term or resign, their access to documents can also be easily controlled.

- ✓ Extensive archive of board documents built using Document Library
- ✓ Full control over permissions for access
- ✓ Encrypted, secure communications to board members
- ✓ Managing multiple committees efficiently

"We're going through a massive governance update. It is necessary to maintain three things: best practices, compliance to protect our tax-exempt status and to keep our members informed as to their rights and obligations. BoardEffect is a part of that for us."

Stan Harris
President and CEO,
Louisiana Restaurant Association

About BoardEffect

We're passionate about the work of boards, which drives how we develop the BoardEffect solution.

Boards operate in a series of overlapping cycles: a regularly scheduled meeting cycle, an annual operating cycle, and the cycle of longer-term board development and engagement. BoardEffect's solution supports a modern approach to governance, powering boards' interdependent responsibilities across these ongoing cycles.

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