

Empowering Member Ownership

EOA's 93% Invoicing Time Reduction with iMIS

OVERVIEW

The Employee Ownership Association (EOA) advocates for and supports businesses in the UK that are employee-owned. This unique ownership model allows employees to share in profits and governance, contributing to higher engagement and productivity.

EOA offers resources, events, training, and a vibrant membership community to encourage and assist businesses in transitioning to and thriving as employee-owned.

PROBLEM

EOA faced challenges with outdated systems that lacked integration. Their previous CRM and CMS platforms were disjointed and clunky, making it difficult for staff to access real-time data and manage membership.

Manual processes, such as invoicing and event management, consumed significant staff time and created inefficiencies. Managing membership renewals, event bookings, and other member interactions required navigating endless spreadsheets and siloed systems.

AT A GLANCE



employee
ownership
association

INDUSTRY

Employee-Owned Business
Advocacy Association

SOLUTIONS

iMIS

MEMBER SIZE

750+

4,500 individual stakeholders

WEBSITE

employeeownership.co.uk

PARTNER



“ *iMIS has completely transformed how we operate. Tasks that used to take days are now handled in minutes. It's not just about saving time; it's about enabling us to focus on delivering real value to our members and growing our impact.* ”

- Head of Digital & Operational Transformation at EOA

THE IMPACT



93%

**Decreased Time
Spent on Invoicing**



**Improved Cash
Flow with Online
Payments**



**Enhanced Member
Satisfaction**



**Increased
Operational
Efficiency**

SOLUTION

EOA implemented iMIS, transforming how the organization operates. iMIS provided an integrated platform to handle their membership management, website, and automated invoicing. It also enabled online payments, self-service member data updates, and streamlined processes for membership management and event bookings.

Key Features:

- ✓ **Integrated CRM and CMS:** Centralized data access for efficient member management.
- ✓ **Enhanced Member Experience:** Online payment capabilities and self-service data updates.
- ✓ **Scalability:** A flexible platform supporting future growth initiatives, including integration with a national employee-owned business database.
- ✓ **Automated Processes:** Invoicing and debt chasing are now automated, saving substantial time.
- ✓ **Community Integration:** Easy to integrate Higher Logic's Thrive for a seamless digital community experience.

“We’ve gotten a ton of great feedback on the new website’s look and feel, but also the simplicity of use. Being able to book event tickets online and pay by card are things our members find most useful.”

- Head of Digital & Operational Transformation at EOA