

# **Association Management Software Category**



## Association Management Software Category

Association Management Software (AMS) empowers you to save time on administrative tasks and focus on engaging your members closely. It is an all-in-one platform utilized by professional associations to efficiently handle all their membership processes online and save valuable time.

With AMS software, you can instantly process online donations, fees, and payments, set up event registration and new member pages online, enhance member communication via automated emails, invoices, reminders, and newsletters, produce member-only access to materials like educational courses and white papers, and develop a professional website complete with a blog, event calendars, member directories, and more.



# Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

## CONTENT SCORE

- ▢ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ▢ Customer reference rating score
- ▢ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ▢ Total # of profile views on FeaturedCustomers platform
- ▢ Total # of customer reference views on FeaturedCustomers platform

## MARKET PRESENCE SCORE

- ▢ Social media followers including LinkedIn, Twitter, & Facebook
- ▢ Vendor momentum based on web traffic and search trends
- ▢ Organic SEO key term rankings
- ▢ Company presence including # of press mentions

## COMPANY SCORE

- ▢ Total # of employees (based on social media and public resources)
- ▢ Year-over-year change in # of employees over past 12 months
- ▢ Glassdoor ranking
- ▢ Venture capital raised

## Award Levels



### MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



### TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



### RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.



## 2021 Customer Success Awards

Check out this list of the highest rated Association Management Software based on the FeaturedCustomers Customer Success Report.



### MARKET LEADERS

**asi** ADVANCED  
SOLUTIONS  
INTERNATIONAL

**Aptify**  
by communitybrands

**ClubExpress**  
MORE PASSION. LESS PAPERWORK.

**Fonteva** | **caliber** PARTNER  
SINCE 2010

**GrowthZone**  
smarter association software

**MemberClicks**  
A Personify Company

**Personify**

**yourmembership**  
by communitybrands



### TOP PERFORMERS

**ACGI**  
SOFTWARE

**euclid**

**GlueUp**

**MemberSuite**

**NimbleAMS**  
by communitybrands

**PROTECH**

**StarChapter**  
Association Management Made Easy



### RISING STARS

**impexium**

**MemberLeap**  
Discover Membership Solutions

**memberplanet**

**novi** **AMS**

\* Companies listed in alphabetical order





#### ABOUT ADVANCED SOLUTIONS INTERNATIONAL



Advanced Solutions International (ASI) is a recognized global, industry thought leader that focuses on helping associations and not-for-profits increase operational and financial performance through the use of best practices, proven solutions, and ongoing client advisement. Since 1991, ASI has served nearly 4,000 clients and millions of users worldwide, both directly and indirectly through a network of over 100 partners, and currently maintains corporate offices in the USA, UK, Canada, and Australia.



# 223

## Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“We chose iMIS because we wanted a one-database system where we didn't have to export and import data from the fundraising database into a membership database. iMIS seemed to encompass all of that. It gave us the fundraising capabilities we needed to track our donors, and the membership database we needed.”



DELTA DELTA DELTA

“Using iMIS process automation, NRPA has automated more than 80 tasks that previously required employee intervention, including membership on-boards, certification renewals, and emails. NRPA has developed an easy-to-use web portal where members can take advantage of powerful self-service options. And, with dynamic departmental dashboards, all the relevant, real-time data the staff needs is now right at their fingertips.”



DAVID WENNER  
NATIONAL RECREATION AND PARK ASSOCIATION

“I like creating dashboards to help me be more efficient and effective in maintaining our data's integrity. I have found iMIS relatively easy to learn, getting a lot of support from people at our solutions provider and from the National iMIS Users Group. I know I still have a lot to learn but it's great that there is such a large community of people who use iMIS and that ASI has an online knowledgebase and free support for when you get stuck.”



ELLEN TURNER  
IRRIGATION ASSOCIATION

“iMIS has significantly improved access to the information we collect about our members and this data has enhanced the activities available from our association. The open, web-based platform has allowed us to not only improve our business but also better address the needs of our members.”



TEXAS MEDICAL ASSOCIATION

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45

Total Customer References

[VIEW ALL REFERENCES](#)

#### ABOUT APTIFY



Founded in 1993, Aptify has years of experience providing powerful, flexible, and comprehensive association management software and solutions to clients all over the world. As a privately held company free of debt and outside investors, Aptify doesn't have to worry about answering to a board. This leaves us free to realize Aptify's vision of a uniquely client-centric culture. While Aptify's products are leading edge, it's the emphasis on the people Aptify serves that truly sets us apart. This client-centered approach has earned us a 97% customer retention rate.

### Featured Testimonials

“The biggest benefit from Aptify is in relation to the data analysis and the information we can pull and sort to better market and better understand our customer base. With Aptify's view feature, anyone with minimal training can view, sort, and slice data to better serve our members.”



CRAIG ELLIOTT  
CHIEF FINANCIAL OFFICER, PARENTERAL DRUG ASSOCIATION

“One of the reasons ARA decided to go with Aptify as an AMS partner back in 2006 was because of the configurability of the system. We liked that virtually everything could be customized to fit our needs and found that staff were very responsive and beyond helpful.”



ADAM STEMPER  
.NET DEVELOPER, AMERICAN RENTAL ASSOCIATION

“I would highly recommend Aptify to other unions or organizations, the flexibility of the platform to effectively perform the features and functions a union needs, that are not your standard AMS features, that's just wonderful.”



LEE NORSTERN  
IT MANAGER DEVELOPMENT AND SUPPORT, AIR LINE PILOTS ASSOCIATION

“Just as the Society began a strategic initiative to boost member engagement, Aptify AMS offered a powerful platform that uses real-time data to help us better manage our relationships with members and create an improved member experience.”



CAROLYN HOOK  
MEMBERSHIP/OPERATIONS DIRECTOR, NEW JERSEY SOCIETY OF CERTIFIED PUBLIC ACCOUNTANTS

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# 162

## Total Customer References

[VIEW ALL REFERENCES](#)

### ABOUT CLUBEXPRESS



ClubExpress provides clubs and associations with an Internet platform to manage both front-office and back-office operations. ClubExpress combines the association web site with the membership and non-member databases, secure online member signup, renewals and expirations, credit-card processing, membership directory, discussion forums, event calendar and online registration, E-commerce storefront, committees, documents, interests, surveys, and other modules based on what clubs and associations do. The platform includes a full suite of administration tools to run the organization. There is no programming or HTML experience required; everything is controlled by menus and dialog boxes, and all changes are immediately live. They use state-of-the-art security, there's no advertising and associations own their data at all times.

### Featured Testimonials

“(Ten clubs in the association) are customers of ClubExpress. Those clubs who want to manage their websites with volunteers - this is it! With ease of multi-user management, membership tools to create current demographics, all club emailings, the ability to open an online store, social event reservations - you can do it all easily with ClubExpress. The price is right - after an initial setup (which provides support for the learning process), it is cents per member per month. It fits our yacht club budgets.”



CANDACE PORTER  
CONVENTION CHAIRPERSON, INLAND LAKE YACHTING ASSOCIATION

“ClubExpress has made it easy for web site content administrators to add and review information...from anywhere in the US! ClubExpress also allows members to upload images of their cars and participate using our message boards. ClubExpress has decreased the amount of time I spend managing content while increasing the amount of new and updated content. I work less yet have a more user-friendly and interactive web site because of ClubExpress.”



BOB PETERS  
PRESIDENT, SX455 CLUB

“I use a range of CMS platforms in my diverse communications roles and, by far, ClubExpress is the most logical and human-friendly system I have encountered. The system is lean and clean while providing a depth of features that never disappoints. It does the simple things well without having to tinker with a ton of HTML code. I applaud the developers at ClubExpress for giving the world a CMS that makes sense, saves time, and looks great.”



LYLE BIRKEY  
COMMUNICATIONS OFFICER, ASSOCIATION FOR ENVIRONMENTAL STUDIES AND SCIENCES

“CT Votes for Animals researched a number of club management software providers. ClubExpress does everything we need to do in order to easily update our web site, manage our memberships, reach out to our members with emails and plan events. What really sold us on ClubExpress was the responsiveness of the ClubExpress Team. They patiently answered our questions, got us off to a great start, and continue to provide excellent customer support!”



KERRY BARTOLETTI  
SECRETARY, CT VOTES FOR ANIMALS

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92

Total Customer References

[VIEW ALL REFERENCES](#)

#### ABOUT FONTEVA



Fonteva, a Salesforce Premier Partner, is the leading provider of membership, events, and eCommerce solutions built on the Salesforce platform. At the heart of everything Fonteva does is its quest to equip and empower its customers to meet the unique needs of their communities. By harnessing the power of the Salesforce platform for membership and event management, Fonteva delivers highly configurable solutions that grow and strengthen the relationships that organizations are built on.

#### Featured Testimonials

“The Fonteva staff are incredible - smart, friendly, and very customer focused. They took the time to get to know our business processes and came up with solutions to not only accommodate, but improve, our existing processes. Moving to MemberNation is one of the best decisions we've made.”



MICHELE LISTON  
ACCOUNT EXECUTIVE, NATIONAL INVESTMENT COMPANY SERVICE ASSOCIATION

“Finally, the association management tool we were looking for! Fonteva Membership was the perfect solution by allowing us to layer membership management functionality on top of our already existing Salesforce platform.”



MARIA CALDWELL  
CHIEF LEGAL OFFICER & DIRECTOR OF COMPLIANCE SERVICES, NATIONAL ASSOCIATION OF STATE BOARD OF ACCOUNTANCY

“Fonteva is very powerful. The reporting is wonderful. Events are attractive and easy. The relational piece is great; if individuals are members but also belong to a larger member organization, for example, I can see that and tackle that 360-degree outreach. And I can do it all by myself.”



BONNIE FESTKO  
DIRECTOR OF MEMBERSHIP SERVICES, ASSOCIATION OF PROFESSORS OF GYNECOLOGY AND OBSTETRICS

“Finally! A robust association management solution combined with the sales and CRM functionality we need.”



CLAIRE MOORE  
INTERNATIONAL CARWASH ASSOCIATION

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## Total Customer References

[VIEW ALL REFERENCES](#)

### ABOUT GROWTHZONE



GrowthZone Association Management Software and ChamberMaster Member Management Software help member based organizations grow and retain membership, generate revenue, engage and communicate with members and prospects, and streamline their day to day operations.

### Featured Testimonials

“ChamberMaster is the best product on the market. Its web interface and webpage design enables our members to have a webpage. It increases member retention when we can show them how many web hits they get and how many customers find them through our website. The event software is easy to use and allows us to track our events and member participation. ChamberMaster enables us to help our members achieve results. ChamberMaster has continually improved their product and listens to their customers.”



KELLIE JORDAN  
DIRECTOR OF EVENTS, RENTON CHAMBER OF COMMERCE

“ChamberMaster has allowed the Sierra Vista Area Chamber to run a far more efficient operation in terms of our membership database, billing and information gathering. The ability to have our members sign up for events online is invaluable and being able to integrate ChamberMaster and QuickBooks has proved to be an extremely useful tool. Any issues have been few and far between, and always dealt with in a prompt and satisfactory manner.”



AMANDA BAILLIE  
EXECUTIVE DIRECTOR, SIERRA VISTA AREA CHAMBER OF COMMERCE

“ChamberMaster has taken our chamber to the next level of professionalism. Our members can register for events online and get a reminder email about those events. We're able to track and change member information, and then that info goes directly to our website, thus simplifying the process. We can even send emails to a given category of members. We LOVE ChamberMaster!”



DIANE POOLE  
EXECUTIVE DIRECTOR, TRUSSVILLE AREA CHAMBER OF COMMERCE

“MemberZone really helped the Conway Center for Family Business streamline our operations by capturing information for billing, membership, and business development in one multi-functional database. The system is user-friendly and helps us communicate effectively with current members, track program participation, and coordinate our prospecting process.”



DEANA GORDON  
ASSOCIATE DIRECTOR, CONWAY CENTER FOR FAMILY BUSINESS

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95

Total Customer References

[VIEW ALL REFERENCES](#)

#### ABOUT MEMBERCLICKS



MemberClicks is the leading provider of membership management software for small to mid-sized associations and chambers. From a stress-free onboarding process to flexible products with unrivaled support, you won't find a company more devoted to making every facet of your experience refreshing.

### Featured Testimonials

“MemberClicks is a fantastic service for the association I work for. Their team is very responsive and communicative, and there's quite a bit of flexibility in terms of website and database integration. Would certainly refer to other associations our size!”



KATHRYN ROSENBAUM  
ASSOCIATION OF INTERNATIONAL EDUCATION ADMINISTRATORS

“Using MemberClicks has enabled our AMC to effectively and efficiently manage our clients. The constant updates to the platform honestly let me know that MemberClicks actually listens to the suggestions of its users. The support staff is one of the most diligent and responsive group of individuals that we've had the pleasure of working with.”



KALU AZU  
FINANCIAL COORDINATOR, CLEMONS & ASSOCIATES, INC.

“MemberClicks is a very interactive tool that allows me to contact all of our members efficiently and in an organized fashion. It's easy to learn, easy to use, and on the rare occasion I've had an issue, the MemberClicks Help Team has come to my rescue, answering my questions and helping me get back on my way. Jay Fitzmaurice is my hero!”



MAGGI SLAYTON  
WOMEN BUSINESS OWNERS OF NORTH FLORIDA

“MemberClicks has changed our association for the better! Prior to using MemberClicks, we had to contract out any updates to our website and were unable to make changes to our database structure. Now that we have MemberClicks, we are able to make changes to our website and database at anytime. MemberClicks is very easy to use and can be customized to each association's needs.”



KATY KRANZE  
NORTH CAROLINA PSYCHIATRIC ASSOCIATION

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#### ABOUT PERSONIFY CORP



Personify is the leading solution provider that empowers the best constituent-focused organizations to succeed. Personify's suite of products and services enable organizations to better understand, engage, manage, and monetize the relationships with their constituents in a manner that benefits everyone involved. As an organization's technology foundation, Personify captures and provides insight across all constituent interactions, allowing them to maximize engagement and drive revenue.

62

Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“Wild Apricot has been a lifesaver for our association. It saves us at least 15-30 hours of work every time we have an event. It's simple to send email blasts, track payments and keep in touch with former members who may have drifted away.”



DIANE HERRICK  
CONFERENCE CHAIR, KENTUCKY ASSOCIATION FOR PSYCHOLOGY IN THE SCHOOLS

“We grew our membership by 30% the first year we moved to Wild Apricot. It pays for itself in having a professional look and easy to manage system of events registration, and dues payment. It was chaos before we found WA.”



CAROL EMMETT  
DIRECTOR OF COMMUNICATIONS, GREATER ORLANDO ORGANIZATION DEVELOPMENT NETWORK

“With Personify360 we have one-stop shopping for all of our accounting needs, membership needs, sales needs, and meeting needs.”



RUSTY DUCKWORTH  
SVP AND CONTROLLER, AMERICAN TRUCKING ASSOCIATIONS

“Personify is the version of truth for our association. It's the core of our constituent database, allowing us to have a complete 360-degree view of our stakeholders.”



DENNIS SADDLER  
DEPUTY EXECUTIVE DIRECTOR OF OPERATIONS, NATIONAL ASSOCIATION OF SECONDARY SCHOOL PRINCIPALS

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45

Total Customer References

[VIEW ALL REFERENCES](#)

#### ABOUT YOURMEMBERSHIP

**yourmembership**  
by communitybrands

YourMembership is now part of the Community Brands family, and is the leading technology and revenue solutions company serving associations and member-based organizations. YM's portfolio of connected products include Association, Community and Learning Management Software, and Career Centers + Job Boards all designed to take member engagement to levels never before imagined. Leveraging the power of a best-in-class outsourced sales force and dynamic data model, revenue and member experience is maximized through a highly-personalized presentation of association store products, content, and recruitment and media advertising.

### Featured Testimonials

“YourMembership does everything our team needs it to do as our membership program evolves and expands. We're continuously impressed with how flexible it is to meet our needs.”



WILLIAM WEBBER  
ASSOCIATE DIRECTOR OF MEMBERSHIP, PARTNERS OF THE AMERICAS

“I think the range of functionality is probably the biggest benefit for us. The ability to manage our member info and communications all in one place is fantastic.”



MATT SMYTHE  
MEMBERSHIP DIRECTOR, AFFTA

“We like YourMembership's all-in-one platform, so we have the website on the front-end, our data base management on the back-end and our online community. Everything is right there and so much easier for staff to manage. I can do anything from anywhere. You get set-up and everything rock and rolls.”



RENEE STAGER  
SENIOR MANAGING DIRECTOR, INDEPENDENT INSURANCE AGENTS OF HOUSTON

“There are several things that are really great about this software – it makes managing an association easy. Having the option for auto-pay is huge and the system is flexible so that we can really make exactly what we need. We are really striving to do everything in one system versus many so YM has really streamlined all of our processes.”



AMANDA HORVATH  
EXECUTIVE DIRECTOR, MMBBA

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#### ABOUT ACGI SOFTWARE



ACGI Software develops and delivers cloud-based software for associations, credentialing organizations and association management companies. The company's Association Anywhere® association management system (AMS) and Certelligence™ credentialing management system are built on a secure, enterprise-class database platform. Highly configurable and extensible through integrations with web, mobile, and back-office applications, ACGI has significant industry expertise gained from 20+ years of working with some of the nation's best-known associations, credentialing organizations and AMCs.

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## Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“As a result of switching to Association Anywhere, HI-USA has seen gains in efficiency, reductions in cost, and improvements in customer service.”



ANNETTE HINKLE  
DIRECTOR OF OPERATIONS AND MEMBERSHIP, HOSTELLING INTERNATIONAL

“What separates ACGI from other software firms however, is their drive and dedication to the association industry – they have what it takes to help their customers achieve greater success.”



TIM SHANK  
MANAGING DIRECTOR FINANCE AND INFORMATION SYSTEMS, THE PGA OF AMERICA

“The Association Anywhere Submissions Management module has helped CAMA transform several business-critical membership processes, resulting in significant improvements in staff efficiency, data quality, cost savings and above all, ease of use for our members.”



TIM MCGRAW  
DIRECTOR OF INFORMATION SYSTEMS, COMMON APPLICATION MEMBERSHIP ASSOCIATION

“With ACGI's software-as-a-service deployment, our staff can focus on providing core value-producing lines of business, instead of maintaining costly infrastructure. We were also impressed with ACGI's track record for managing large-scale implementations and its culture of maintaining great partnerships with its customers.”



JEANNE SHEEHY  
CHIEF MARKETING OFFICER, BOSTROM

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21

Total Customer References

[VIEW ALL REFERENCES](#)

#### ABOUT EUCLID TECHNOLOGY



Euclid Technology is a rapidly growing software and services company located in Bethesda, Maryland that provides industry-leading Association Management Software (AMS) to trade associations, professional associations and nonprofit organizations throughout North America. Euclid's cutting-edge products help member-based organizations streamline operations, grow revenue and increase member satisfaction. Euclid's enterprise AMS, ClearVantage, provides comprehensive AMS functionality along with Web Content Management, Social Networking, and integrated Business Intelligence. ClearVantage has a comprehensive API for integration with other applications and is accessible by almost any device, including smart phones, tablets and PCS. ClearVantage is available as an on-premise or SaaS solution.

### Featured Testimonials

“We initially chose Euclid based on its well regarded software and reputation within our industry. From a technological perspective, we can now offer more to our members, particularly with our online features. Our website and AMS provide self-service capabilities to our members, including online registration. Euclid implemented a newly designed website in both English and French, and a web-based system, Euclid's CLAS, manages many of our chapter functions. We also increased our capacity for marketing and communications. It's been a great partnership to date, and I expect that it will only get better for both Euclid and CSAE in the future.”



MICHAEL ANDERSON  
CANADIAN SOCIETY OF ASSOCIATION EXECUTIVES

“Managing our extensive library of educational resources is one of the most important functions of our organization. Both ClearVantage and ClearVantage Connect have made that process considerably easier to manage for our staff and more personalized – and therefore more effective – for our members.”



EVAN BROWN  
MANAGER OF MEDIA & WEB DEVELOPMENT, COLORADO BAR ASSOCIATION CLE

“As an organization, we required our association management software to come as SaaS [software-as-a-service], but we didn't want to sacrifice functionality. Euclid was able to quickly deliver us a 'best of both worlds' solution with ClearVantage Sapphire. We are impressed by all that CV Sapphire has to offer in addition to its smooth, quick and painless on-boarding process.”



HORACIO GAVILAN  
CULTURE MARKETING COUNCIL

“ClearVantage Connect has drastically improved our web processes. The system offers a wide array of tools to intuitively manage the content of our website. We can now easily manage site permissions and site content without the need for external applications and extensive programming knowledge. CV Connect also allows us to instantly post announcements and discussions with just a few clicks of a mouse. This functionality allows our members easy access to breaking news and to immediately post feedback.”



DENNIS SLAUGHTER  
ORANGE COUNTY BAR ASSOCIATION

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56

Total Customer References

VIEW ALL REFERENCES

#### ABOUT GLUE UP



Glue Up, formerly EventBank, is a leading cloud-based engagement management technology company that provides chambers of commerce, associations, event organizers, marketers, and businesses with solutions designed to streamline operations, modernize processes, and eliminate engagement challenges. Glue Up's innovative products combine the best event management, membership management, community engagement, email marketing, CRM, and mobile apps into one all-inclusive cloud platform. Glue Up's all-in-one management software solutions include: Membership Management Software: <https://www.glueup.com/membership-management-software> Community Management Software: <https://www.glueup.com/community-management-software> Association Management Software: ...

### Featured Testimonials

“I would definitely recommend Glue Up to other chambers. The platform is user-friendly, mobile-friendly, and it's quite simple to build strong campaigns with ready-made templates. Furthermore, Glue Up's support is fantastic.”



HAJNI HAYLER  
EXECUTIVE DIRECTOR, BRITISH CHAMBER OF COMMERCE SINGAPORE

“Our member management has become easier. The administrative processes behind any member-based firm can be very time-consuming due to repetitive tasks and using multiple programs. Through Glue Up's cloud-based platform, our staff can access our member data anytime, anywhere. Additionally, we can easily track our members, which was not the case initially. We are looking forward to exploring the community feature to serve our members better! I would recommend Glue Up to all associations looking for the best software to help improve their membership management.”



GEOFFREY LIDONGA  
BUSINESS DEVELOPMENT MANAGER, MARKETING SOCIETY OF KENYA (MSK)

“You really have got nothing to lose by moving to Glue Up. We have gained so much as an organisation, especially through the support and expertise of Glue Up and its ecosystem of interconnected membership management modules. From a user perspective, it's an extremely intuitive, easy-to-learn platform that does what it needs to without confusing you. It has made all the difference for our organisation.”



DAVE ZIMMERMAN  
MEMBERSHIP MANAGER, CAPE CHAMBER OF COMMERCE AND INDUSTRY

“We are getting amazing feedback from our members, especially when it comes to communication and visibility of the organization. We were struggling with that before we started using Glue Up. Members now feel they have more ownership over their membership. The word has spread and we are getting some of our sister organizations inquiring on what system we are using. The platform has given us ABASA great return on investment in a short space of time.”



LINDA MAQOMA  
NATIONAL HEAD OF TRANSFORMATION, ABASA

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44

Total Customer References

[VIEW ALL REFERENCES](#)

#### ABOUT MEMBERSUITE

### MemberSuite

MemberSuite is the premier software and services provider of association management solutions. MemberSuite harnesses the power of the cloud to deliver enterprise-class Association Management Software that enables member-based organizations of all sizes to accomplish every activity they need to serve their constituents. They combine enterprise functionality with the convenience of SaaS to deliver a modern solution that works.

### Featured Testimonials

“We liked the appearance of the MemberSuite portal and its functionality. We wanted something web-based that our members could access from anywhere to interact with our association online.”



SUSAN MILAZZO  
CHIEF EXECUTIVE OFFICER, CALIFORNIA MORTGAGE BANKERS ASSOCIATION

“MemberSuite’s user-friendly, intelligent platform provided us with the advanced insights into our membership we needed to elevate engagement and improve the member experience.”



LAKISHA MILLER-BARCLAY  
EA DIRECTOR OF FINANCE & ADMINISTRATION, RUBBER DIVISION, ACS

“We’re using data for targeting on the sales side, which helps us achieve business goals from a revenue standpoint. We also use MemberSuite data to analyze places for growth or opportunity, track our revenue goals, and benchmark performance year to year.”



MICHAEL AMATO  
CHIEF FINANCIAL OFFICER, COSMETOLOGISTS CHICAGO

“Switching to MemberSuite alleviated quite a few pain points for us. One of the biggest was to have our members have access to their own information without the staff having to log in and do updates to their accounts or provide them with invoices and other account information that they needed to have access to. It also gave us the opportunity to be more efficient and connect with more members in a single day.”



TAMMY PETERSON  
DIRECTOR OF CUSTOMER SERVICE, LERN

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#### ABOUT NIMBLE AMS



Nimble AMS you get all of the critical AMS features needed to manage your professional or trade association. In addition, your organization also gets the CRM features of Salesforce, the worlds leading CRM. NimbleUser is now part of the Community Brands family and focuses on empowering professional and trade associations, whose members and staff strengthen the collective voice, leadership, and educational programs that drive change and improve their society. NimbleUser has been helping associations and nonprofits become nimble through technology since 1992.

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## Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“With Nimble AMS, we now have easier and more reliable access to our member data. We can configure the system to meet our needs. And since it's cloud-based, with easy product upgrades, we don't have to worry about maintaining and updating it.”



J. REX BROWN  
DIRECTOR OF INFORMATION SERVICES, PETROLEUM EQUIPMENT INSTITUTE

“We chose Nimble AMS because of their great service and because we wanted our AMS to be on the Salesforce CRM platform. We wanted a flexible system that could evolve with us, and we didn't want to worry about it being managed or updated.”



DAVID GRINDLE  
EXECUTIVE DIRECTOR, USITT

“Earlier this year, we transitioned to a new association management system, Nimble AMS. It's a robust resource that comes with an app that allows me to access various dashboards at any time, any place. No matter where I'm at, I can track membership numbers, see how many people registered for our annual conference, or view the number of products sold. I'm getting real-time data and no longer need to ping a staff member for these updates.”



STEPHANIE MERCADO  
CERTIFIED ASSOCIATION EXECUTIVE, CHIEF EXECUTIVE OFFICER AND EXECUTIVE DIRECTOR,  
NATIONAL ASSOCIATION FOR HEALTHCARE QUALITY

“With Nimble AMS we are buying into a massive ecosystem and community. We recognized that other AMS solutions were limited by what they could invest into the product. With Nimble AMS, we get product and innovation investments from both Salesforce and Nimble AMS.”



SEAN STICKLE  
CHIEF COMMUNICATIONS & DIVERSITY OFFICER, PHYSICIAN ASSISTANT EDUCATION  
ASSOCIATION

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#### ABOUT PROTECH ASSOCIATES

## PROTECH

Protech Associates is devoted to helping professional and trade association clients with their fully-loaded platform supported by an industry-leading customer care team. Protech's success is best measured by the success of its client associations, who have maximized efficiency on an easy-to-use platform built to engage members and increase staff productivity.

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### Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“The Microsoft platform has made the system more accessible to our users because of its familiar interface, while Protech's association-specific tools make it possible to solve more business problems.”



TOM DAY  
CONNECTICUT BUSINESS & INDUSTRY ASSOCIATION

“We were looking for a solution that was packed with functionality right out of the box. Protech offers an extensive list of association-specific tools seamlessly integrated with best-in-breed technology tools.”



KEN HOFFMAN  
CONSUMER HEALTHCARE PRODUCTS ASSOCIATION(CHPA)

“Protech's association management software has definitely made our event management process more cohesive. It's more convenient to quickly gain information and we can better understand what our members need from us. That has been a huge benefit.”



LIZ ARMSTRONG  
MANAGER, TECHNOLOGY AND SUPPORT, MEETINGS & CONVENTIONS, WINE & SPIRITS  
WHOLESALE OF AMERICA

“The dues calculation requirement was ridiculously complex. But allowing members to be able to update their own data and interact in the system was essential. Now, members have a one-stop shop where they can create their own account, update and validate their profile, access committee pages and interact with other members. And for our staff, the reduction in manual tasks is amazing. It's night and day.”



MELANIE RICHARDSON  
VP, FINANCE AND OPERATIONS, NATIONAL ASPHALT PAVEMENT ASSOCIATION

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# 143

## Total Customer References

[VIEW ALL REFERENCES](#)

### ABOUT STARCHAPTER



StarChapter is a member-friendly association management software company serving local association chapters across the United States and Canada. StarChapter works directly with local chapter leaders, national associations, association management companies (AMCs), and other membership-based organizations.

### Featured Testimonials

“We've had excellent results with the StarChapter software. It is flexible, easy to use, and fast. Customer service is phenomenal, always responding quickly to unique problems and taking into consideration our ideas for future updates. Their customer service representatives are polite and take the time to carefully consider your business needs. They also provide a number of tutorials and articles to help you learn the software.”



ALEXANDER TAYLOR  
ABA MILWAUKEE

“This software management system has saved our association TONS of time! I like that members are responsible for updating and renewing their own membership, it makes contact management and dues renewal a much easier and more efficient process.”



NADIA GROOME  
ACI - GEORGIA

“StarChapter is user friendly and the more we use it, the better we get at accomplishing our goals for its use. It has saved a HUGE amount of time for our annual Business Matching and Tradeshow event and the online registration is helpful for our treasurer to track funds. We are looking at selling our branded items to our members through the site this month. Customer Service is great - I always get a timely response and if they don't have a solution, they do offer to ask for one in upcoming enhancements. Well worth the money we spend.”



PENNY OWENS  
WEBMASTER, EAST TENNESSEE PURCHASING ASSOCIATION

“Great association management system! This checks all the boxes for us. We needed a platform that let us send comms to our members, manage our membership list (including sending invoices for renewals and new members), manage event registrations, post news articles, allow our members (and non-members for a fee) to post job openings, and more...and this fit the bill! It was affordable, easy to use, the initial set-up was simple (StarChapter is a HUGE help and does a great deal of the work), and we've found their support team to be very responsive and helpful. We're very happy with our switch, and now all our data is managed in one place.”



BETSY LARSON  
AMERICAN ADVERTISING FEDERATION OF KANSAS CITY

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#### ABOUT IMPEXIMUM

## impexium

Impexium's 100% web-based Association Management Solution (AMS) supports the full range of association business and administrative activities. They combine enterprise-level functionality with the benefits of a software-as-a-service model to deliver a mobile-first, fully responsive, analytics driven platform to associations of all sizes.

17

### Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“So we really liked the idea that the new AMS system was planning on doing quarterly releases of new features and functionality, and that they would be putting out this roadmap so we'd be able to take a look at what was coming and give them feedback on what was most critical to us.”



MICHIGAN CHAMBER OF COMMERCE

“I found Impexium to be more modern, more sophisticated, more user friendly, more intuitive.”



JEFF SVEN TEK  
EXECUTIVE DIRECTOR, AEROSPACE MEDICAL ASSOCIATION

“Impexium has allowed us to significantly improve our processes and procedures. We've automated quite a lot with Impexium and removed a number of manual processes that we had before. And staff are very happy about that.”



WENDY SAHLI  
DIRECTOR TECHNOLOGY, THE REGULATORY AFFAIRS PROFESSIONALS SOCIETY

“What impresses me the most about Impexium is the ease of use. Everything I need in Impexium is one-click away.”



JAMES BRANNIGAN  
KELLEN

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#### ABOUT MEMBERLEAP



MemberLeap is an easy-to-use association management system. It is an all-inclusive and flexible membership management solution for small, medium, and large organizations. This all-in-one association management system is built around a core database and has been helping member-based organizations discover membership solutions since 2000. The company also offers mobile-friendly, custom-built websites that are specifically designed for member-based organizations, associations, and commercial businesses.

57

## Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“I did lots of research when switching from MemberClicks (really bad experience with them) and landed upon MemberLeap - love them! Huge value for your money and the best customer support. The admin side is confusing to use at first, but it does get easier to use by the day. From a member standpoint, things are simple and easy to find. Our website looks 100,000 times better after working with MemberLeap. Highly recommended.”



EMILY THOMAS  
ASSISTANT DIRECTOR AND MEMBERSHIP MANAGER, ASSOCIATION OF OUTDOOR RECREATION AND EDUCATION

“Great product & service! The back end is very user friendly and I love that I am able to customize areas that best fit our demographics. Billing for non-dues activities is not as intuitive as I would like for it to be. Excellent! Great support team and extremely responsive on support requests - usually same day response!”



AMY ABLES  
EXECUTIVE DIRECTOR, AUSTIN ASSOCIATION OF FACILITY & MAINTENANCE ENGINEERS

“MemberLeap is [a] customized software that has the ability to meet specific needs of my organization. Being an accredited CEU provider we needed our system to be able to meet the requirements of IACET. The MemberLeap team has been wonderful working with us to ensure this is being met. The system is user friendly and it streamlined our operations.”



AMANDA YANCEY  
OPERATIONS DIRECTOR, OHIO HEAD START ASSOCIATION

“This system works very well and is easy to use and has the ability to handle the details of all our members, including their payments. It is easy and intuitive to use. It has all the functionality I need and more. The support is excellent. They are quick to understand my questions and needs. Anything I have wanted has been speedily resolved. Some of the search features could be improved. Sometimes I think I have searched for all the members of a certain type, but the search has not been initiated.”



CLIVE WOODLEY  
PRESIDENT, INTERNATIONAL BALLISTICS SOCIETY

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#### ABOUT NOVI AMS



Novi AMS is the only AMS that was created by associations, for associations. That's what makes Novi AMS different, you! Novi AMS is software designed to manage trade organizations who are looking to simplify their day to day operations and accounting procedures. Part of what makes Novi different is the fact that they have had a group of association executives collaborating with them on developing the software since day one. They found that they have been able to save their association partners 20-40 hours per week of staff time with some pretty unique features.

51

Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

*“That's the difference that Novi AMS is providing AAGO. It's easy to navigate, clean, and I can find things.”*



LEE ROGERS

MEMBERSHIP COMMITTEE CHAIR, APARTMENT ASSOCIATION OF GREATER ORLANDO (AAGO)

*“The Novi support team is responsive and listens to what we have to say. With Novi AMS you're not just another account, as they work hard to understand what we do and how best to make the system work. If I was giving out grades, Novi AMS gets an A+!!!”*



RUSS WEBB

ATLANTA APARTMENT ASSOCIATION

*“I've implemented five different AMS's in my career, and have never really had a good experience – until Novi. Everything about the onboarding experience was incredible, but my favorite thing was that my Customer Success Manager took the time to get to know me and my association. She was willing to listen to the needs we had and offer advice about the best solutions for us. I wasn't left to fend for myself, she was there every step of the way guiding and supporting me.”*



KATHRYN STEMPLER

EXECUTIVE DIRECTOR, NARI ATLANTA

*“Novi is the first AMS to be designed by actual Association people. So they know the challenges we face with other retail software that is on the market and have taken it to the next level. So convenient!”*



LYNNE WILLIAMS

ACCOUNTING MANAGER, AUSTIN APARTMENT ASSOCIATION

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#### ABOUT MEMBERPLANET

memberplanet

memberplanet's membership features empower you to drive engagement, making it simple to nurture and grow your member, donor, and volunteer base. Increase efficiency with easy-to-use tools. Collect dues, automate membership renewals, manage events, and send instant communication via text and email. memberplanet is trusted by over 25,000 organizations and over 7 Million members who benefit from having a single hub to stay connected with their groups via mobile or desktop.

15

Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“Not only does memberplanet offer online tools that make my life as the head of this chapter easier, the company's customer service and support continually goes above and beyond.”



DAVID  
ATLANTA ALUMNI CHAPTER OF SIGMA CHI FRATERNITY

“We have increased our dues paying membership by more than 50% because of memberplanet and are reaching our group with more effective communications with the newsletter functions! Thank you for the services you provide!”



RACHELLE HINKLE  
DELTA GAMMA

“We now have a good grasp on the number of real members. With memberplanet our data is kept accurate – and timely.”



IAN PARKER  
SECRETARY, NORTHERN CALIFORNIA CONTEST CLUB

“Using memberplanet, we were able to register members and event attendees so easily. It took virtually no time for us to set up, and we received great feedback letting us know how easy it was for a group to register together instead of individually, and pay on a single invoice. Members really appreciated the convenience.”



MAX MAXWELL  
TREASURER, PENNSYLVANIA SOCIETY OF RADIOLOGIC TECHNOLOGISTS

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