

Marana, AZ
Lizzie Kelley, Office Manager
www.MaranaChamber.com

The CHALLENGE

With a five-person staff serving over 570 members, the Marana Chamber of Commerce didn't have a lot of free time on its hands. The last thing it needed was time-consuming redundancies, which is what it faced by storing its data in Access, then exporting it to Excel before transferring it again to its accounting software for monthly billing.

The SOLUTION

In an effort to save staff time, Office Manager Lizzie Kelley, along with Chamber staff and board members, began the process of searching for alternatives. After extensive online research and numerous phone calls with several solution providers, ChamberMaster was selected because of its streamlined data entry, flexibility, attention to detail, and ease of implementation.

The RESULTS

Since partnering with ChamberMaster in August of 2013, the Marana Chamber staff saves time every month, which allows them to provide better service in order to grow the Chamber. They are also able to provide more value by tracking member activity so they can encourage less active members to engage in Chamber activity.

According to Kelley

"Our ChamberMaster Account Manager is very knowledgeable and asks good questions. This helps them adapt their solution to our specific needs."

"I like the way ChamberMaster always makes us feel like we're their #1 priority. We can ask them anything and they're always willing to help."

"Everything is easier with ChamberMaster. We like the reports we receive and appreciate the reminder system they have built in for billing."

"Our members really like the dashboard feature where everything is at their fingertips. They can sign up for events and network with other members quickly and easily."

"Implementation was very easy. Everything was scheduled ahead of time and we were able to review materials in order to customize the implementation specifically to our needs."

"The nice thing about ChamberMaster is that you can tell them where you see your organization heading and they'll customize their solution just for you."

"We see ChamberMaster as an investment, not an expense."