

## CASE STUDY: THE INTERNATIONAL RESEARCH SOCIETY FOR PUBLIC MANAGEMENT

The International Research Society for Public Management (IRSPM) aims to develop and support research about public management and public policy among the international research community.

In 2015 IRSPM decided to transition from a well known membership system to VeryConnect.

As a result the team saves time on many mundane tasks and members benefit from a seamless online experience.



*The single biggest reason I recommend VeryConnect is the outstanding quality of their software. Our membership management software is reliable and secure, as well as intuitive and easy to use.*

Dr. Adina Dudau, New Researchers Coordinator, IRSPM

### Challenges

IRSPM's previous software did not meet their expectations for three main reasons:

**Member Communications** – Member emails were not easy to manage. Streamlining international communications was crucial to the IRSPM team.

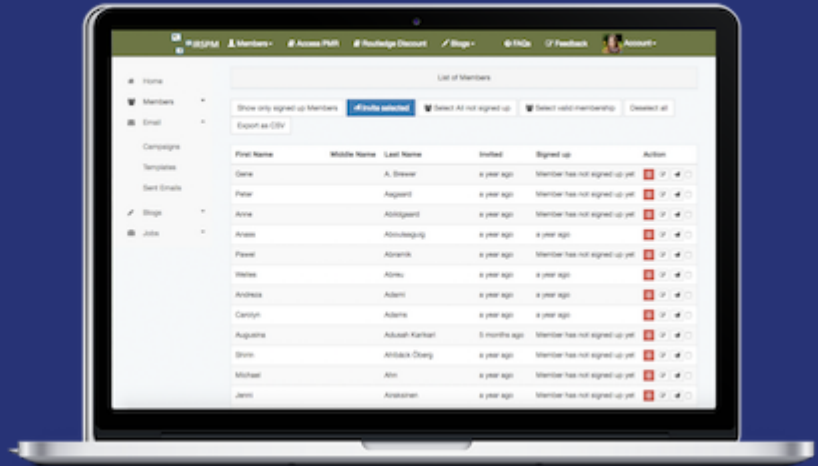
**Member Management** – Managing membership was not efficient enough. The team needed a membership solution with less manual work.

**International Payments** – New members could not easily sign up online and it was hard to pay membership fees. An internationally viable payment system was needed.

## Solution

VeryConnect worked together with IRSPM's global team to configure our membership solution based on the key challenges facing the Society.

IRSPM launched at the start of their membership year. The launch was a quick success with members praising IRSPM in the new members area.



*The platform saves us time in many ways. It integrates all we need to manage our membership community in one place, and automates mundane tasks, such as updating the member database.*

Dr. Russell S. Hassan, Former Communications Secretary, IRSPM

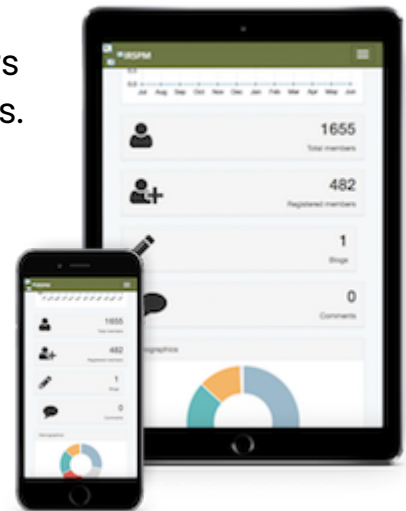
## Results

VeryConnect's software has solved IRSPM's key challenges:

**Member Communications** – Member emails are streamlined on the platform. IRSPM can send members personalised email campaigns and automated emails.

**Member Management** – The new member database saves the team time. Members can update their own membership and payment details on the platform.

**International Payments** – New members can sign up online. Membership can be paid in any currency and automatic reminders are sent before renewal.



IRSPM's new membership system helps the team save time and better engage their members. Get in touch to see how we can help you do the same.

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