TIMEMARK   # Member Studio

New membership system for organisations with a large membership base

The system helps the organisation manage its members, process fee payments, offer members help desk support and engage in marketing. Member Studio is intuitive and easy to use. Users like its familiar Office look and feel. It runs as an internal web site and user interface via the browser.

The system has been built as a number of interrelated modules with each module providing the tools for managing its own specific area. When put together, the resulting system is powerful, sleek, able to be highly customised and adjustable to each client's needs. The system covers several key areas required to manage the membership base:

Member Management stores all details about its members. It allows profiling of the members and collecting details that can later be used in company marketing. It allows to enter multiple person and address records per member.

Contact Management helps record all contacts with the members. Each contact is recorded as a new Note linked to the member. E-mails and faxes can be sent directly from Contact Management.

Task Management provides Help Desk service to members. It manages task and workflow processing. It supports task allocation, follow-ups etc.

Accounting manages payment of membership subscriptions. It handles various types of payments such as: payroll deduction, direct debit, cash, credit card, and cheque payments. The user can see the member's status at a glance at any time.

Document Management stores and manages various electronic documents and links them to the members, tasks etc. The documents are internally stored in a file system.

Marketing enables creating mailing lists of the members. Using these, e-mails and letters can be sent to members. It supports mail merge.

User Dashboard *is user's h*ome page. It displays all user relevant information: tasks, workflows, recently updated members etc. The user can also see all of the activities displayed in calendar mode.

Role-based Security *is t*he internal role-based security that controls overall user's access. It defines what menu items the user will see and what the user can do with the data: view, update, delete, add etc.

Member Studio is based on Timemark CRM Platform. The platform is developed with latest Microsoft web technology. It gives Timemark a huge head start in developing new industry solutions as it starts from the existing system that has all key services and features already working.

The system aims at organisations that manage large membership bases. It helps them jump on the technology band wagon and present themselves as one of today's modern and trendy companies.

Currently, the system is successfully running in a large association with tens of thousands of members.

For more information go to our web site www.timemark.com.au and check details on Member Studio and Timemark Platform. To learn in depth about the Member Studio system go to our web based help system http://www.timemark.com.au/FactFinder. Contact us on info@timemark.com.au or phone *(02) 9894 6462* to discuss how your company can benefit from the new Member Studio system.