

Road to a successful AMS implementation

An association management system (AMS) is a large investment. Having a thorough implementation plan is vital to maximizing the value and performance of a new system. Here are key steps to guide your implementation journey:

SELECT YOUR IMPLEMENTATION PROVIDER

Choosing the right provider to implement your AMS platform is just as important as selecting the right system. In addition to reviewing objective criteria, such as years of experience and breadth of services, you will also want to consider compatibility. Does the provider communicate well, offer a thorough methodology and bring a strong reputation for quality?

IDENTIFY AND ALLOCATE RESOURCES

Identifying an internal point person and overall implementation team with representation from each functional area is critical to success. Ensure this team can focus on and allocate time toward discovery, testing and feedback, and training.

CONSIDER A PHASED APPROACH

Determine if a phased approach is appropriate. Waiting to roll out nonessential requirements can increase agility, resulting in a faster and more manageable implementation.

UPDATE PROCESSES

A successful implementation is more than installing software and hoping for the best. You may need to update processes to take advantage of platform features, ensure smooth workflows and achieve the desired outputs. An experienced AMS implementation provider can advise on best practices and provide recommendations on how to leverage the AMS platform effectively.

EMBRACE THE CHANGE

Change management is crucial to helping an organization embrace a new technology. A communication strategy, role-specific training and dedicated resources to answer questions and provide guidance are important elements in helping staff adapt.

PLAN FOR ONGOING SUPPORT AND IMPROVEMENTS

Once your AMS goes live, your implementation provider should remain a part of your organization's extended team, helping you to review your processes for ongoing support, identify areas for additional improvements and collaborate with your staff to make sure you are getting the most out of your new system.