

CASE STUDY

Canadian Association of Emergency Physicians

1

1 hour of daily staff time saved due to streamlined processes and increased efficiencies

60

Less than 60 days post implementation for CAEP to see a rise in donations

0

0 time now spent on manually updating prorated memberships

CAEP's top three wishes granted by NetForum

The Canadian Association of Emergency Physicians (CAEP) advocates for emergency physicians and their patients, advancing the development of clinical guidelines and national standards. With over 2,000 members, CAEP provides continuing education and fosters research in emergency medicine.

To support its members and amplify its mission, CAEP needed full association management software (AMS) capabilities. CAEP chose NetForum for its ease of use, superior support, and transparent pricing.

NetForum solutions

- ✔ Membership Management
- ✔ Fundraising & Donations
- ✔ Committee Management

"I love NetForum's automated processes that are simple and easy time savers. NetForum's expert staff, from implementation to support responses, are always efficient and timely. We no longer pay for patches or updates or receive surprise invoices. Now, we get regular updates and keep our AMS current, all at one transparent cost."

Christina Bova

Director, Member Engagement and Advocacy

CAEP

Summary

To best support emergency physicians and advance emergency medicine guidelines, CAEP searched for a comprehensive AMS. With no IT staff, CAEP needed an AMS without all the bells and whistles that accompany complex tech solutions. CAEP wanted an AMS that offered best-in-class software support, without any hidden fees. The organization chose NetForum for its intuitive and user-friendly experience and is thrilled with the software's fixed costs and stable infrastructure.

Challenges

CAEP's previous AMS initially seemed robust; however, it was missing key functionality that led to costly fees for patches and platform updates. CAEP's previous system experienced significant lag time and had slow, unresponsive support. These challenges caused staff and member frustrations and led to a loss in revenue. Facing an impending software renewal, CAEP needed a quick solution to avoid re-signing an unwanted contract.

Results

Since choosing NetForum, CAEP has experienced great success. The implementation of NetForum was completed on time, resulting in a smooth software adoption. With NetForum, CAEP staff have responsive tech support and reduced lag time saving the organization money and time. Best of all, CAEP can now leverage an easy-to-use system with key functionality that was missing in their previous system.



"With our previous AMS, we had performance issues and a lot of lag time going from screen to screen. Our association members are emergency room physicians. They don't have time to sit around and wait for our system. We want to be respectful of their time because of how much they give of themselves. If they get fed up and walk away, then it is a loss of revenue for us. With NetForum, we are no longer facing this challenge. Our staff alone saves about an hour a day on an efficient, reliable, easy-to-use system."

CHRISTINA BOVA, DIRECTOR, MEMBER ENGAGEMENT AND ADVOCACY
CANADIAN ASSOCIATION OF EMERGENCY PHYSICIANS

Canadian Association of Emergency Physicians

As the national voice of emergency medicine (EM), the Canadian Association of Emergency Physicians (CAEP) provides continuing medical education, advocates on behalf of emergency physicians and their patients, supports research, and strengthens the EM community. In cooperation with other specialties and committees, CAEP also plays a vital role in the development of national standards and clinical guidelines, leading excellence in EM across Canada.

2300
MEMBERS

28
COMMITTEES

