

CASE STUDY

Professional Liability Underwriting Society

6-8

Only 6-8 weeks of leveraging NetForum to enhance the member experience and optimize staff efficiencies vs. 20 years in a legacy AMS with countless customizations

4+

Over 4 hours of staff time saved a day when staff is working on certifications



NetForum automations allow staff extra time to advance their mission and not be bogged down in administrative tasks

PLUS found its Goldilocks of Association Management Systems in NetForum

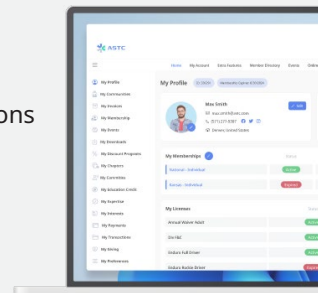
The Professional Liability Underwriting Society (PLUS) is the only association created for the professional liability insurance industry. PLUS seeks to be a global community for the professional liability insurance industry by providing essential knowledge, thought leadership, and career development opportunities for its members.

Recently PLUS membership increased from 6000 to almost 45,000. To accommodate the massive growth in PLUS membership and to facilitate more complex accounting needs, PLUS staff knew they needed a robust AMS that could help them amplify their organization and meet their goals.

PLUS chose NetForum because the system was the perfect fit for the organization's needs. With NetForum, PLUS staff knew they could save time and money by not needing many configurations. Ultimately, NetForum is robust and scalable for fast growing membership, working for the association rather than against.

NetForum solutions

- Accounting
- Member Portal
- Process Automations
- Certifications
- Reporting
- A-Score



"With so much of what we needed included in baseline we didn't have to do many configurations, which saved us a lot of time and money. NetForum is our Goldilocks AMS, it fits just right."



Erin Stephens,

Deputy Chief
Operating Officer
PLUS

Challenges

When using its previous AMS, PLUS staff complained that many of their tasks were manual and cumbersome. PLUS's old system lacked the necessary capabilities, like automation, to run its day-to-day processes in an efficient manner. PLUS had to rely on manual operations with limited staff to complete processes.

On PLUS' old AMS, staff experienced a continued rise in licensing costs, which eventually made access difficult, sometimes resulting in VPN logins.

PLUS knew it needed to improve the user experience for both staff and members. For its next AMS, PLUS prioritized an AMS that would deliver a superior staff and member experience. PLUS chose NetForum to deliver on these technological priorities.

Results

PLUS had an extremely positive implementation experience with NetForum. PLUS staff described the NetForum implementation team as the "most impressive team the association worked with." NetForum took time to understand PLUS' business needs so NetForum would work for both PLUS staff and members. PLUS staff anticipated having to do many configurations with NetForum, like with their old AMS. However, with NetForum, configurations have been limited. Within just 6-8 weeks PLUS staff have been fully utilizing NetForum capabilities, freeing up PLUS staff to drive engagement, add e-commerce products, segment membership, and advance the PLUS mission.

Post-implementation, PLUS has immediately gained efficiencies in accounting through batches and automations, cutting considerable time off staff workdays. PLUS is also driving more members to its member portal, boosting member engagement, and ensuring staff can embrace more mission-empowering tasks. Finally, due to NetForum's intuitive, user-friendly interface, both staff and members are experiencing a huge improvement in the user-experience.



“ We needed a seamless way for staff to do their own work instead of relying on a handoff to do one task in the system. With NetForum, our staff owns the system and can now perform tasks like running transactions, changing records, and updating people on their own because NetForum has an intuitive user experience and process flows that just make sense.

Scott Billey

Chief Operating Officer, PLUS

About Professional Liability Underwriting Society (PLUS)

The Professional Liability Underwriting Society is the only association created exclusively by and for the entire professional liability insurance industry. PLUS' mission is to be the global community for the professional liability insurance industry by providing essential knowledge, thought leadership, and career development opportunities.

44k+

MEMBERS/AFFILIATES

2

BUSINESS UNITS:

501c3

501c6

15

CHAPTERS

