

yourmembership®

Alpha Omega International Dental Society

Enhanced AMS Functionality offers a small staff more time to support their mission



Founded in 1907, the Alpha Omega International Dental Society (AOIDS) is a leading international organization with more than 100 dental alumni and student chapters in ten countries. Their mission is to offer dentists, oral health professionals, and students a welcoming fraternal community that focuses on professional excellence and promoting access to oral health care for all.

The organization is deeply involved in philanthropic engagement, working to raise awareness and advocate for better access to oral health care internationally. AOIDS chose YourMembership because it allowed their organization's small staff to be independent, streamlined, and effective in their work.



**User-friendly reporting
boosts staff efficiency**



**Easy integrations create
cost-saving opportunities**



**All-in-one solution drives
staff and member value**



Challenges

Heidi Weber, Executive Director of AOIDS, and staff support many chapters and members. Their former software solution was not keeping up with organizational needs, and because of limited bandwidth and challenging software requirements, there was not time to configure the necessary queries or reports in their system. Quickly, data was amassed, records duplicated, and employees didn't have the resources for data hygiene efforts.

Using a legacy system without R&D investment led to staff and member frustrations due to manual processes, outdated technology, and data hygiene issues. Since they did not have an all-in-one system, they had multiple technology solutions, ultimately increasing their technology costs. When their technology partner stopped serving their system, AOIDS had a choice: Continue investing in outdated software or take a leap and try something new.



Process

Weber, who understands the importance of technology investment, knew AOIDS needed a new system and quick implementation to improve their staff and member experience. Compared to the organization's previous system, YourMembership also features queries and reporting resources that are more organized and easily accessible. Weber said that as a person who "love[s] technology," and the primary person who engages with the software, even early in the implementation, she was pleased. The user experience has empowered Weber to learn the system's robust capabilities, in hopes of reducing the need for support.

Still, to reap the benefits of their new system sooner, Weber enlisted outsourced support, which she said has been instrumental throughout implementation and beyond. On her ongoing support from the YourMembership team, Weber said, "There is communication -- it's a partnership -- and that's a wonderful process." Another benefit, she said, is any resource or training on the software is readily available.

During the YourMembership migration process, the implementation staff worked with AOIDS in their data hygiene efforts, helping them refine their records as they switched systems.

"YM works for complicated chapter-driven organizations like mine, and maybe a simple State organization with, for example, one trade membership level and one dues level. I think it offers a wide range of experiences for organizations."

Heidi Weber

Executive director
AOIDS



Results

With YourMembership, the AOIDS staff found peace of mind. Their small staff has limited resources and utilizing YourMembership levels up the organization in its technology usage. Weber said, "I can easily hop into this product and pull reports. It's made me very independent, and it's given me a lot of confidence in this technology solution."

YourMembership offers various integrations, like QuickBooks, which present multiple cost-saving opportunities for AOIDS and make staff more efficient. "The payments landscape has opened up in YM," said Weber. "It's a huge time saver for me and the [external] vendors who work with me. I think there will be a cost saving, too."

The small staff now finds all reporting resources to be user-friendly, which is crucial for staff efficiency. The ease of YourMembership queries and reports has also given Weber and her staff the much-needed ability to quickly access necessary reports for their board members and chapters. Even better, said Weber, the all-in-one solution makes it easier for staff and members to access the data and information they need. The investment value, specifically for her organization, Weber said, is apparent: "I can feel that Community Brands is putting time, money, and effort into this product, making sure it's successful. And that makes me, as an Executive Director, successful in my work."

With the significant improvement in access to data analytics since implementing YourMembership, AOIDS has increased bandwidth for its mission, and Weber reported excitement to explore even more of the YourMembership offerings.

"Letting go of some of the monthly subscription products will potentially save the organization financially."

Heidi Weber

Executive director
AOIDS

About Alpha Omega International Dental Society

As an international dental organization with a 115-year history, AOIDS has built an inclusive community that welcomes dental professionals who align with their vision that all communities should have access to oral health care. AOIDS partners with like-minded organizations within the dental industry and realizes this important vision through high-quality continuing education opportunities, a vibrant alumni and mentorship program, and members donating time and talent to care for Holocaust Survivors and support dental education in Israel. AOIDS works to improve dental health care in local and global communities through compassion and inclusion initiatives.

Learn more about how YourMembership can help your organization work smarter, engage members and increase member retention.



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