



Reasons to choose **smartimpact**

We are straightforward

We are not full of sales clichés or jargon. We do what we say, when we say and we focus on building a long-term relationship with our clients.

We understand membership organisations

We specialise in developing and implementing CRM systems for membership organisations. If your customers are members we can help and we don't adopt a 'one size fits all' approach.

Quality is at the heart of all we do

Our staff are all highly experienced CRM experts who focus on making the project as hassle-free as possible for you. You have a dedicated project manager and development team, who work closely with you to understand your needs and ensure that the project is built to your brief, on time and on budget.

Great value

Our system library allows us to choose the best-matching modules for your requirements and then customise them for a rapid and lower-cost implementation. We have developed modules for membership, events, groups and committees, accreditations and awards, and more.

Systems that change as your needs change

Our systems can change and grow as you need them to. For instance, you can change screens and reports, or add in a module to manage all your events as you need.

Focused

We only use Microsoft Dynamics CRM, which means we have a lot of experience working with it and can advise the best way to achieve your goals. We know that an easy to use system is the key to user adoption; if your team like it, they'll use it.

Cost-effective support

We care about you so we won't walk away as soon as your system has gone live and we're flexible about support. Rather than charging an annual insurance policy-type support, we offer a large range of cost-effective methods to suit all needs and budgets.

Highly rated, recommended consultants

We have 100% happy customers, all of whom are happy to be referenced.

Customer testimonials

"smartimpact's support during and after the implementation has been excellent.

Their capability to understand our business processes and bring innovative solutions to sometimes complex problems has heightened users' opinion of our business systems and placed the CRM as a key component in PEI's future growth"

Private Equity International

"Of all the firms I have dealt with, smartimpact is the only firm that focuses so effectively on quality and project management"

Renewable UK

"smartimpact immediately understood what had prevented our system being a success and quickly showed us a simpler redesign that meant we could re-launch it with high user adoption and much greater flexibility"

Energy Saving Trust



smartmembership

The best membership CRM system

Built on industry-favourite Microsoft Dynamics CRM, our **smart**membership system gives you everything you need to grow, retain and better serve your members without having to customise the system extensively. This means less cost and time implementing your CRM and more time/money to focus on providing your members with what they want.

Powerful insight

smartmembership gives you a 360° view of each member from multiple sources, freeing up your time to better make effective decisions.

Full website integration

smartmembership works with a number of industry-leading CMS systems and we work with a variety of website providers, making sure that your CRM system fully integrates with your website.

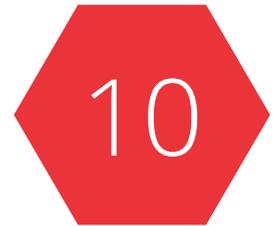
This provides a personalised website experience for your members in a self-service environment where they can find what they want, when they want, without any fuss. It also streamlines back end processes for your team, allowing them to focus on delivering outstanding member services.

Integration with other business systems

Not only can **smart**membership integrate with your website and CMS, we can integrate it with accounting & finance systems, marketing email platforms and more. All your member data is stored in one place, allowing you to see a more complete view of your members and understand their wants, needs and behaviours better.

User friendly and reliable

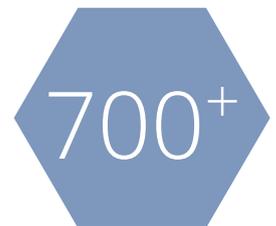
Because **smart**membership is built on Microsoft Dynamics you can be reassured of the robust functionality, reliability and build quality behind the scenes as well as the friendly and intuitive user interface that your team will use daily.



Years average CRM experience of each of our staff



Successfully completed implementations



Registered users around the world



Client retention to date

About smartimpact

We are experts in providing Microsoft Dynamics CRM solutions for organisations where members are central to their operations.

Our products are built using Microsoft Dynamics CRM to form the core solution, which we then customise to meet your full needs.

We provide a full range of services including:

- Design, configuration, implementation and support
- Failing project rescue and re-launch
- Performance tuning
- Reliable website and third party platform integration
- Quality testing and training

