

AMS FEST

10 Awkward Questions to ask your AMS Vendor

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Our Goal for Today

Give you an understanding of why associations
LEAVE their AMS:

- Member Experience
- Authentication
- Duplicates
- E-Commerce
- Training
- Customer Support
- Reporting
- Data Conversion
- Upgrades
- Cost



1. Member Experience

- What can I change on the screens that members see? (Join, Create/Update Profile, Pay)
- What is the process and cost for changing instructional text? Field names? The sequence of fields?
- Is any branching logic supported?

2. Authentication

- How often do you have to help members with resetting passwords?
- Can we use external authentication services?

3. Duplicates

- When someone is creating a new profile, how will it check for duplicates?
- Can a person be linked to multiple organizations with the same role?

4. E-Commerce

- Can I add different types of transactions to the same cart?
- Is there a way to make a payment without logging in?

5. Training

- How will training be done? Is this a separate class or part of the configuration process?
- Who does the training? And if it's a dedicated trainer, how will they know your configuration?
- How do you support a client that has staff turnover?

6. Customer Support

- What are the most open tickets in your system for? How long are they open?
- If the client has an issue with an integration, who do they contact for support? You or the other company?

7. Reporting

- Can I run a single query that pulls from every module at once?
- Can we create, save and share our own reports and queries?

8. Data Conversion

- Who does data conversion?
- How many iterations of data do you convert?
- How does historical data look after its converted?

9. Upgrades

- What is the upgrade process for new versions of your software?
- What do clients pay for your time?

10. Cost

- What are the cost drivers in this project?
- When is the cost estimate guaranteed?
- How much do clients typically pay in the first year for enhancements?
- Will we need a dedicated staff person?

Thank you

Enjoy AMS Fest!