

StreamLink Software's BoardMax

Connects Board Members at the

Ronald McDonald House of Cleveland



BoardMax Connects Board Members at the Ronald McDonald House of Cleveland

StreamLink Software partnered with the local Cleveland branch of the Ronald McDonald House (RMH) to centralize and streamline its board communication.

StreamLink Software develops process management tools for nonprofit and public sector institutions. Its board management portal, [Board Max](#), helps organizations like RMH Cleveland engage and communicate with board members. Improved coordination and information sharing translates into less administrative work and more [involved board members](#)

Since implementing BoardMax in April 2010, RMH Cleveland has reduced administration time, cut paper usage and printing costs, and streamlined board efficiency by centralizing its board member communication.

A Struggle to Centralize Communication, Cut Admin Time, & Engage Members

Prior to BoardMax, RMH Cleveland was frequently responding to board member requests for minutes, board packets, agendas and other reference documents. Staff time was spent serving these administrative requests, as well as sending meeting reminders. Board packets were printed and mailed individually to board members, resulting in a lot of time, expense and waste.

RMH Cleveland tried to implement mass emailing to overcome these challenges, but firewalls and spam folders made it a cumbersome and incomplete solution. The board still lacked a central repository for universal access to mission-critical information.

The BoardMax Solution

In 2010, RMH Cleveland decided that the time, materials, and costs associated with traditional board communication was too great, and it was time to test a more innovative strategy—the virtual board portal. RMH Cleveland approached StreamLink Software about BoardMax, its virtual boardroom software. The product’s ability to centralize board communications, and make documents and information universally accessible appealed to them.

In addition to managing board materials, organizational information, meetings and activities, BoardMax would help RMH Cleveland track and measure board member engagement, ensure compliance, drive good governance and mitigate risk.

Strong Customer Service Overcomes Obstacles

Once purchased, board members had to adjust their habits to turn to the virtual boardroom for information. Adoption was implemented in a phased approach. Initially, RMH Cleveland used a hybrid method where board members were recommended to register for the portal, but outside requests were still accommodated. Then a final deadline was established, after which all communications and documents were transferred through BoardMax.

Not all was perfect, though: RMH Cleveland purchased BoardMax when it was fairly new to the market, and ran into the occasional software glitch. But StreamLink Software was “always very responsive,” says Executive Director Craig Wilson. Their customer service and support has always been excellent.

“Whenever we had a problem, we didn’t have to live with it long. They got it fixed,” says Wilson.

BoardMax Continues to Add New Value to Board and Committees

Today, board members appreciate not having to keep their own files. Automated reminders are sent to board members before meetings, and RMH Cleveland rarely prints board materials. This is true even for meetings, where board members are expected to come prepared with the necessary documents. Board members are accustomed to looking to BoardMax for meeting minutes, agendas, motions, schedules and bylaws.

The board utilizes BoardMax's shared calendar and uses it to track attendance. Documentation for the organization's Form 990 is also housed here. RMH Cleveland uses BoardMax to facilitate its annual board evaluations, something that used to be done by hand by the office manager.

BoardMax has also been rolled out to the various committees at RMH Cleveland. Because a number of committees' members are not board members, RMH Cleveland can set role-based security permissions, so members can access only the documents they're allowed to view.

As more nonprofit organizations adopt BoardMax, board and committee members appreciate being able to access all their board calendars and documents from a central location.

Above all, RMH Cleveland appreciates the new features and functionality that StreamLink Software brings to BoardMax. "I like that they're constantly updating and adding new features," says Wilson. "And a lot of it is in response to customer feedback."

To learn more about how StreamLink Software can help your board centralize communication, increase efficiency and enhance compliance, schedule a demo of BoardMax today.

[Schedule a BoardMax Demo](#)

About StreamLink Software

[StreamLink Software](#) offers grant and board management platforms that connect disparate systems and processes creating dynamic ecosystems that drive performance and compliance. StreamLink Software's products, [AmpliFund](#) and [BoardMax](#) enable nonprofit and public sector institutions to systemize complex tasks, secure additional revenue, and increase efficiency to better serve their communities.

AmpliFund and BoardMax provide accurate, immediate, and accessible reporting to ensure public trust and protect the reputation of the organization to the board and other stakeholders. Founded in 2008, StreamLink Software helps solve different management challenges including board member and leadership volunteer management.

Connect with StreamLink Software on [Facebook](#) [Twitter](#) [LinkedIn](#) [YouTube](#) and on [our blog](#)