



THE CUSTOMER

The YWCA Lethbridge & District is an organization committed to women and the enhancement of their lives through programs and services that empower them, support their equality, and promote their wellness in mind, body, and spirit.

The YWCA Lethbridge & District came about in 1945 when a committee of representatives from local organizations formed in Southern Alberta. Its purpose was to investigate the need for a student and working women residence in the area. By 1949 a permanent Board of Directors was organized, resulting in the YWCA Lethbridge and District registering as a society in 1951.

Current programs include Health & Fitness, Women's Residence, Youth Programs, Child Care, Women's Emergency Shelter, Outreach, and a variety of other services.

There are 80 staff members and hundreds of volunteers to deliver these services to the community.

Website:
www.ywcalethbridge.org

Systems Profile:
Sage 300
Sage CRM

Here at ASYMA, we are in it for the long term and will be there whenever our customers need us.

CHALLENGE

The YWCA required a system that would eliminate the double entry of membership information and assist with fundraising activities. The system needed to effectively generate donation receipts, control membership lists, and handle the detailed reporting requirements in a nonprofit environment.

A TURNING POINT

With the continued growth of the YWCA and the addition of new programs, their old manual system no longer met their needs. It was inadequate in regards to tracking fundraising and donations, as it was unable to process donation receipts and monitor donations made in previous years. Furthermore, the system had difficulty tracking memberships upon the addition of the Health & Fitness Centre.

The organization, searching for a better solution, found Asyma Solutions. Asyma Solutions presented YWCA Lethbridge & District a system that would fully integrate their current Sage 300 (Sage Accpac) system with a donation control system in Sage CRM. This solution would be able to handle membership control for the Health & Fitness Centre as well as for all their other program components. As stated by Sheldon Solomon, Finance & Administration Manager, "Asyma Solutions ensures their customer receives the most suitable product for their needs and their budget."

SOLUTION

Asyma Solutions' custom configuration combined with the flexibility of Sage & Sage CRM system streamlined entry of all information into an integrated central donation database that is easily audited. The processes also saved countless hours of data re-entry and the preparation of donation receipts.

YWCA AND ASYMA COMMIT TO SUCCESS

Asyma Solutions, in conjunction with the YWCA, began a detailed, configured design of the required systems using the Sage 300 and Sage CRM systems. According to Prabha Sammy, Senior Consultant at Asyma, "Although there were many complex requirements, Sage CRM and Sage 300 were easily flexible enough to handle these."



ABOUT ASYMA

GUIDING GREAT BUSINESSES

Asyma Solutions LTD believes customers deserve systems that work.

We believe in using technology and management best practices as effectively as possible to help your organization succeed.

This is done by providing innovative and sound proactive professional advice, products and services to enhance the financial well-being of your organization.

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SOLUTION (CONT.)

Donations and membership lists were handled by Sage CRM with the full audit and donation receipts handled by Sage 300 accounting.

During the phased implementation of the system, it was the combined work ethic and commitment of both the YWCA and Asyma Solutions that resulted in the substantial savings to the organization.

RESULT

The new system allows the YWCA Lethbridge & District to effectively use volunteer resources and continue to grow.

ENHANCED SERVICES AND PROCESSES

Sheldon Solomon, Finance & Administration Manager for the YWCA, stated: "Asyma Solutions' commitment to supporting and enhancing the YWCA is very commendable."

The Sage 300 and Sage CRM solution has given them the ability to produce donation receipts individually or in batches and maintains complete control over all membership lists and recurring charges while providing full tracking of all communications for all members, donors, potential donors, and vendors. The new system has saved countless hours in maintaining and controlling the data pertaining to their various events.

"We look forward to our continued relationship with Asyma Solutions and truly believe that the consumer should make them their first and only choice for products. "

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