

Case Study

Cornwall Chamber of Commerce

Redruth, United Kingdom

Paul Holmes, Business Relationship and Account Manager

www.CornwallChamber.co.uk

The CHALLENGE

When Paul Holmes joined the Cornwall Chamber, he discovered they were using three databases, none of which talked to each other. There were also numerous spreadsheets to manage and a lot of time wasted on basic, repetitive administrative tasks. Once he brought the problem to the attention of Kim Conchie, the Chamber's Chief Executive, it only took a few seconds for them to agree that something needed to change.

The SOLUTION

As the person responsible for growing the Chamber and ensuring all members take full advantage of the opportunities and benefits available through membership, Holmes did a lot of research before selecting ChamberMaster.

"ChamberMaster is rather fabulous! It's a powerful tool for member recruitment and retention, and it provides a host of value-added benefits for all our members," said Holmes. "It has a fully integrated website, back office, billing, processing, CRM, events management, social connectivity, directory, and reporting machine."

The RESULTS

According to Holmes and others at the Cornwall Chamber, ChamberMaster is making a huge difference in their operations and they find the support to be helpful. "They provide service to over 2500 chambers in the States, and they do it well," said Holmes. "They know the product inside and out and provide excellent support and guidance. We've had no problems at all. There are no contracts. And we have a 100% money back and data return guarantee."

According to Holmes

"I did a lot of research and I can honestly say there's nothing like ChamberMaster. We were the first Chamber in the UK to have it, and now others are using it, too."

~ Paul Holmes, Cornwall Chamber of Commerce