



Computility Testimonial

Leigh Ann Cross : Finance Director, Alliance of Indiana Rural Water

Computility helps us provide better service to our members, improve member prospecting and recruiting efforts, and saves us time by enabling us to be more efficient.

Before switching to Computility we were dealing with multiple database programs to track all of our membership information - including contact info., dues and billing, education courses, etc... Our data was all over the place - some in an access database and other in various excel spreadsheets. It was frustrating having to search for things in 5 different places and never getting a complete report with the information I needed. Now all of our data and information is integrated into one system that is easy to use. This saves us time and headaches.

We are pleased with the fact that Computility was customized to meet some of our exact needs, this was never even a possibility before. We now have the ability to track legislative information, which is a huge time saver for us. It is easy to pull member reports and sort through our data and membership information. We can also pull prospecting information - I like how the notes section is tied to each prospect, allowing us to see past communications and marketing activities with non-members. I can also schedule follow up reminders in the system which aids in our recruiting and service efforts. Basically, we now have a single place to put tidbits of information that would normally be put on random sticky notes - it's valuable to have this information tracked and saved in one system and tied to our members.

Computility also helps improve member relationships by enhancing our ability to serve our members. A major benefit for us is remote access. Because the system is Web-based we have access anywhere through an Internet connection. This allows our field reps to find, share and save information while away from the office. I am on the road usually once a week and can remotely access all of the information I need. Remote access is great for out of town conferences as well. At AIRW we have a policy to contact our members at least once a year, Computility allows us to quickly pull a report showing last contact date by member, ensuring we meet this policy.

I love the fact that our Project Manager comes up with new ideas for me that help us improve processes and get the most out of our technology. These value-added services, which come at no cost, are truly a benefit to us. (Continued on next page)...

Summary

Overall, the number one benefit for us is having a single system providing a central location for all of our data and member information. Having customized features to meet our specific needs is certainly valuable and we love having remote access to all of our information.

Importing our old data into Computility was a very smooth and easy process. We are very pleased with training - our project manager, Dave Faris, has been excellent!

I definitely would recommend Computility to other organizations, especially other state Rural Water Associations!

About AIRW:

The Alliance of Indiana Rural Water, a non-profit organization of nearly 460 small/rural water and wastewater systems, is Indiana's only representative to the National Rural Water Association. The ALLIANCE provides solutions through training/continuing education, on-site technical assistance, up-to-date information, networking with colleagues & other experts and government advocacy.