



ProTech Computer Systems Launches Pro-7 Record Management Software

Integrated suite of 24 modules enables associations and charities to manage all of their business functions through one central knowledge base.

Protech Computer Systems has launched Pro-7, the latest release of its record management software for membership-based associations and charities. Pro-7 provides organisations with a central knowledge base that records all activities, transactions and correspondence with members and supporters, helping to strengthen customer relationships through improved communication, whilst also providing substantial reductions in overall operational and management costs.

Pro-7 has been specifically designed to handle all of the diverse information management requirements of membership organisations and charities, with 24 core modules including Membership, Contacts, Fundraising, Document Management, Marketing and Events Management.

Pro-7 integrates with a broad range of supporting technologies such as EPOS, scanners, kiosks and financial management applications. A primary benefit of Pro-7 is web access for members, supporters and associated contacts, with full integration between corporate web facilities and an organisation's back office membership and fundraising database.

Pro-7 offers users improved reporting capabilities across all data fields and modules, which results in meaningful performance reports being delivered back to the management team, and provides the foundation for SORP compliance in the not-for-profit sector.

Mark Trough, Managing Director of ProTech, comments, "A lot of organisations still have lacklustre processes for managing relationships with customers. Whilst information about a member or supporter may be noted on one system, far too often that information will not be shared across the organisation, which all too frequently results in embarrassing and inappropriate communications."

He continues, "Rather than just simply recording contacts, Pro-7 provides an easy-to-use, fully integrated record management system that combines information about membership, subscriptions, events, even web-site interaction on one customer record. This enables a flexible approach - a customer can choose to receive invitations and white paper notifications, for example, but not newsletters or junk mail. This relevant information and interaction makes customers feel part of the organisation - a valued member - and helps organisations to strengthen customer relationships."

Pro-7 is targeted at two different levels of organisation. Pro-7 Enterprise is aimed at large organisations who require a system that can handle high volumes of data, manage the complex business processes of each department and be tailored and integrated into the organisation's overall IT infrastructure.

Pro-7 Professional is aimed at medium-sized organisations and gives them access to a comprehensive range of modules, mapping their business processes through a library of pre-defined templates, providing the level of functionality that previously had only been available to larger organisations.

Existing users of ProTech's record management software include the Institute of Chartered Accountants in England and Wales (ICAEW), the Institute of Physics (IoP), LTC, the Professional Footballers Association and the British Jewellery and Giftware Federation.

Pro-7 product information
The Pro-7 'Not for Profit' module suite includes an integrated Supporter and Fundraising solution that manages contact details, events, appeals, campaigns, grants, documents, all donation types, and provides an efficient marketing tool through categorisation of contacts and sophisticated data segmentation.

Included within the extensive modules available from Pro-7 'Not for Profit' are:

- " Contact/Supporter Database
- " Call Centre
- " Event management
- " Fundraising
- " Donations
- " Grant management
- " Document management
- " Sales Ledger
- " Workflow
- " Education
- " KPI Reporting
- " Website/Internet Access
- " Integration Manager (Financials)

The Pro-7 Membership module suite for Institutes, Associations, Societies, Authorities and Leisure organisations turns member data into meaningful business intelligence, managing member details, events, documents, exams, courses and enabling efficient contact profiling.

Modules for the membership suite include:

- " Contact/Membership Database
- " Call Centre Management
- " Event Management
- " Room Booking
- " Subscriptions
- " Sales Ledger
- " Document Management
- " Workflow
- " Education
- " Integral Report Writer
- " Profiling
- " Website/Internet Access
- " Integration Manager (Financials)

