THE CRM FOR PROFESSIONAL ORGANISATIONS

Serve, advise, inform and professionally represent your members

EUDONET CRM, A SOLUTION THAT IS ESSENTIAL FOR PROFESSIONAL ORGANISATIONS
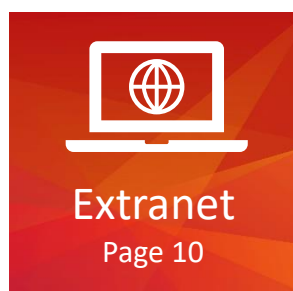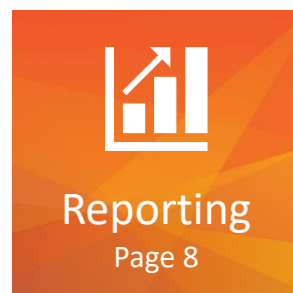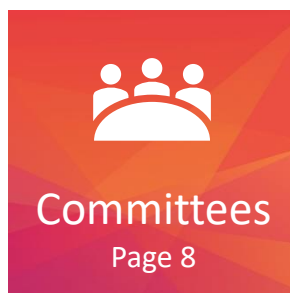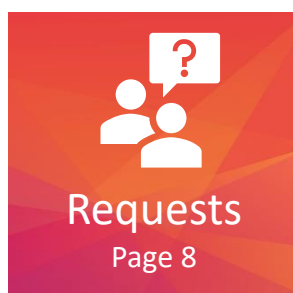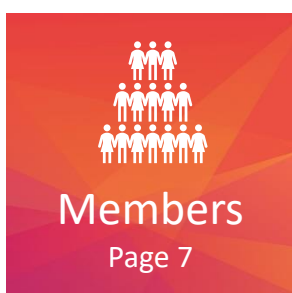
A professional association's mission is to serve and represent its members interests, to promote economic and social value to the sector, inform and communicate directly and indirectly with its customers as well as uniting its network of members and contacts.

The Eudonet CRM Professional Associations solution responds to all your challenges and simplifies your processes to allow your staff to devote more time to their objectives and fulfil your mission: recruitment and retention of members, send informative communications, organise events and training, call for contributions, involvement in the direction of the sector, etc.

The flexibility of the Eudonet CRM solution gives you exceptional agility: it evolves with you to meet your ever-changing needs and requirements.

In this brochure, discover the full range of offers dedicated to Professional Associations.

Happy Reading!

Members	Requests	Committees	Reporting
Page 7	Page 8	Page 8	Page 8

Marketing	Extranet	CRM	Connected
Page 9	Page 10	Pages 11-12	Page 13

AGNETA

**EXPERT FOR PROFESSIONAL ORGANISATIONS**

THE CRM FOR PROFESSIONAL ORGANISATIONS

MAKE EVERY INTERACTION AN OPPORTUNITY TO EXPAND YOUR MEMBERSHIP NETWORK

Offer the members and companies in your sector high value-added services and make every professional you meet a member in the making! Eudonet CRM integrates all your business processes to help strengthen the voice and representation of the association within its sector.

MANAGE YOUR MEMBERS

✔ Efficiently **recruit your members**

✔ Track **membership journey**

✔ Easily process **your subscriptions**

✔ Collect **annual data**

✔ Create **online forms**
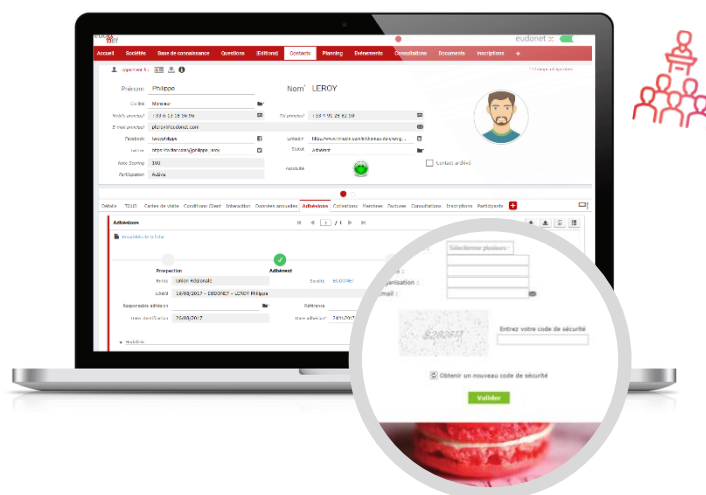
REPRESENT YOUR SECTOR

✔ **Multi-channel** communication (email, SMS…)

✔ Respond to your **members' requests**

✔ Manage your **committees, groups, mandates**

✔ Organise your **training and events**

✔ Offer **added value services**

GAIN CONTROL OF YOUR BUSINESS

✔ Organise your **AGMs and meetings**

✔ Access your **dashboards and reports**

✔ Apply **marketing automations**

✔ Easily **survey your members**

THE CRM OF PROFESSIONAL ORGANISATIONS

ENCOURAGE COLLABORATION WITHIN YOUR ORGANISATION

Promote collaboration between your staff by centralising your systems that promotes the sharing of useful information. Less silos and more synergies: saving time and allowing your association to develop and grow!

- ✔ **Centralise** all your contacts
- ✔ Get a **360° information overview**
- ✔ Easily **administer** your solution
- ✔ Receive **notifications**
- ✔ **Secure** your data
- ✔ Manage **consents**
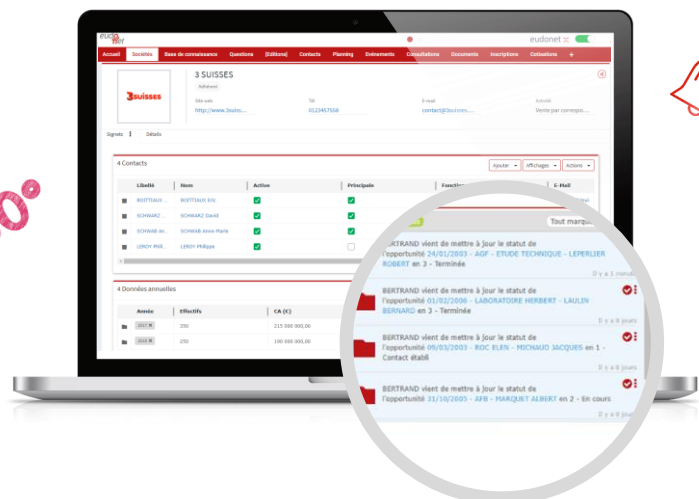
BE DIGITALLY RESPONSIVE TO YOUR MEMBERS

Give yourself a web-friendly, customisable and mobile solution that's compatible with all your existing devices and at the heart of your internal processes. With a 360-degree view of your data, maximize your ability to best achieve your Associations strategic goals.
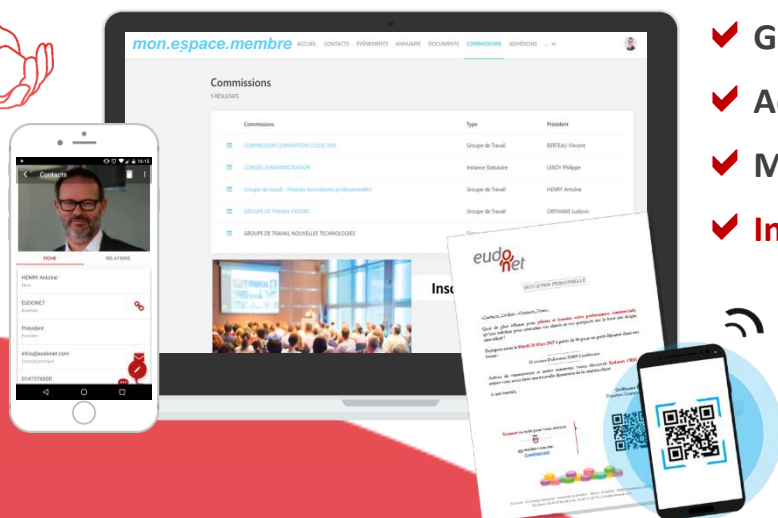
- ✔ Get an **online area for** your members
- ✔ Access your CRM via **Eudo Touch** mobile app
- ✔ Make event registration easier with **QR codes**
- ✔ **Interface** Eudonet with multiple devices

DISCOVER THE <u>EUDOSTORE</u> AND FIND ALL

THE EXTENSIONS THAT HELP ADD TO

EUDONET'S POWER!

4

> The tool allows us to spend less time on management and administration and more on direct contact with our members.
>
> The support from the Eudonet team was excellent during the different phases of the project. We are convinced that with Eudonet we have chosen the right partner.

Veerle GEERAERTS – Project & International Affairs Manager

CHOOSE THE OPTION THAT SUITS YOU

ACCESS
START WITH YOUR CONTACTS

40 €
per month / user *

Bring together all your contacts to allow you to easily connect to your network of professionals

• • •

The ideal solution to start your collaborative CRM journey

ESSENTIAL
DEVELOP YOUR MEMBERSHIP RELATIONSHIP

70 €
per month / user *

ALL OF ACCESS, **PLUS**

Easily recruit members and strengthen collaboration between your staff. Plan your actions, and resources and make your organisations processes more efficient and streamlined

• • •

Managing your members has never been easier and so quick

PRO
PUTTING YOUR BUSINESS AT THE HEART OF THE CRM

100 €
per month / user *

ALL OF ESSENTIAL, **PLUS**

Go even further by integrating business management into your CRM and take advantage of advanced, automated marketing features for even better digital campaigns.

• • •

A CRM to help you effectively serve and represent your industry

PREMIER
YOUR ENTIRE ORGANISATION CONNECTED TO THE CRM

130 €
per month / user *

ALL OF PRO, **PLUS**

Make your CRM the heart of your entire organisation: Make it even more powerful by developing custom-built features with third-party tools utilising the many options available in the Eudostore

• • •

A central, ultra-connected CRM

* User subscriptions are billed annually, with a minimum of 350€ per month

AT THE HEART OF YOUR BUSINESS

	ACCESS	ESSENTIAL	PRO	PREMIER
RECRUIT, CONNECT AND RETAIN MORE AND MORE MEMBERS				
MANUAL COLLECTION OF MEMBERSHIP REQUESTS Via website, emails, social networks, webinars, etc.	✔	✔	✔	✔
AUTOMATED DATA IMPORTING AND MANAGING APPLICATIONS	✘	✔	✔	✔
MANAGING OPPORTUNITIES AND MONITORING MEMBERSHIP STATUS	✘	✔	✔	✔
ASSIGNING TO TERRITORIES AND LOCAL BRANCHES	✘	€	✔	✔
MEMBERSHIP MANAGEMENT Rates: calculation formulas, thresholds etc. Taking into account the annual data collected Issuing and sending out periodic calls for membership fees Simplified renewal campaigns Invoicing and monitoring of payments	✘	€	✔	✔
ANNUAL DATA COLLECTION Personalised data collection Data collection campaigns	✘	€	✔	✔
ONLINE MEMBERSHIP FORM	✘	€	€	€

	ACCESS	ESSENTIAL	PRO	PREMIER
TRAIN YOUR MEMBERS AND OFFER THEM HIGH VALUE-ADDED SERVICES				
COMMERCIAL MANAGEMENT PACKAGE Catalogue of products and services: books, subscriptions management of multiple quotes orders, invoices and assets Follow-up of payments	✘	€	✔	✔
TRAINING PACK Training courses Registration management Contract management Link with the Commercial management package	✘	€	€	€
ACCOUNTING PACK Export accounting for sales and payments *By Ciel, Cegid, Sage, Navision, EBP …*	✘	€	€	✔
DIRECT DEBITS (SEPA)	✘	€	€	€
ONLINE PAYMENTS *by Worldline*	✘	€	€	€

✔ included ✘ not included € optional additional subscription

Implementing certain features may result in chargeable services to implement, customise, train, and optional, additional subscription charges.

AT THE HEART OF YOUR OPERATIONS

	ACCESS	ESSENTIAL	PRO	PREMIER
MOTIVATE COLLABORATION BETWEEN YOUR EXPERTS AND RESPOND EFFICIENTLY TO ALL REQUESTS				
CENTRALISED KNOWLEDGE BASE Monitoring legal, social, technical, commercial, sectors requests Management of themes and keywords	✕	✔	✔	✔
COLLECTION AND PROCESSING OF REQUESTS Management of profiles of authorised applicants Allocation, monitoring and valuation of requests Creation of a FAQ section with the use of standard answers Statisical analysis of applications	✕	✔	✔	✔

	ACCESS	ESSENTIAL	PRO	PREMIER
PROACTIVELY SERVE YOUR INDUSTRY WHILE STRENGTHENING YOUR ORGANISATIONS STRATEGY				
MANAGEMENT OF PROFESSIONAL BODIES, COMMITTEES AND WORKING GROUPS Convening meetings and monitoring attendances Management of agendas and discussions Communication of reports	✕	✔	✔	✔
MONITORING OF COMMITTEES AND BOARDS Call for applications Management of roles and expiry data	✕	€	✔	✔
ELECTRONIC SIGNATURE OF MINUTES *BY DOCUSIGN*	✕	€	€	€

	ACCESS	ESSENTIAL	PRO	PREMIER
EASILY BUILD DYNAMIC DASHBOARDS AND CONTROL THE PERFORMANCE OF EACH ACTIVITY				
GRAPHICAL ANALYSIS AND STATISTICS	✔	✔	✔	✔
EXPORTS ON DEMAND WITH EXPORT MODELS	✔	✔	✔	✔
PILOT PACK Customisable interactive decision-making dashboards Immersive analysis of data sources Graphic widgets and indicators in processes	✕	✔	✔	✔
GENERAL DELEGATE PACK Pilot pack Parameters per activity and per period Business intelligence plug-in for *MICROSOFT POWER BI*	✕	€	✔	✔

✔ included ✕ not included € optional additional subscription

Implementing certain features may result in chargeable services to implement, customise, train, and optional, additional subscription charges.

8

RECRUIT AND COMMUNICATE THROUGH YOUR CAMPAIGNS

	ACCESS	ESSENTIAL	PRO	PREMIER
TARGET, PLAN AND CARRY OUT YOUR COMMUNICATION CAMPAIGNS **CENTRALISE AND DRIVE ALL YOUR MARKETING ACTIONS**				
MULTI-CHANNEL CAMPAIGNS MULTI-CRITERIA SELECTIONS OF RECIPIENTS AND ADDITION OF TEMPORARY TARGETS	✔	✔	✔	✔
DESIGN STUDIO EMAIL TEMPLATES IN RESPONSIVE DESIGN WITH BEHAVIORAL TRACKERS	✔	✔	✔	✔
CAMPAIGN PERFORMANCE MONITORING	✔	✔	✔	✔
MARKETING ACTION PLAN WITH BUDGET MANAGEMENT	✖	✔	✔	✔
EMAILING NUMBER OF EMAILS INCLUDED PER YEAR ADDITIONAL EMAIL PACKS HIGH VOLUME EMAILS *BY MAPP DIGITAL*	10 000 € €	100 000 € €	100 000 € €	100 000 € €
SMS SENDING MASS SMS *BY LINK MOBILITY* ADDITIONAL SMS PACKS	✖	€ €	✔ €	✔ €
MARKETING AUTOMATION AUTOMATED AND RECURRING ADDITION OF RECIPIENTS SCRIPTED EMAIL AND SMS MAILINGS PLANNING	✖	€	✔	✔
ONLINE FORMS FORM DESIGN STUDIO WITH RESPONSIVE DESIGN PUBLICATION TO SOCIAL NETWORKS	✖	€	✔	✔
DELIVERABILITY PACK GDPR MULTI-CATEGORY CONSENT MANAGEMENT PROCESSING BLOCKING AND TEMPORARY RETURNS AUTHENTICATION SETTINGS AND DKIM SIGNATURE	✖	✔	✔	✔
DELIVERABILITY PACK+ DEDICATED POOL IP VALIDITY OF RECIPIENTS' EMAIL ADDRESSES *BY ZEROBOUNCE* EMAIL QUALITY CHECK *BY MAILTESTER* PERSONALISATION OF THE SENDING SERVER	✖	€	€	€
QR CODE SIMPLIFIED MANAGEMENT OF INVITATIONS, MASS MAIL-OUTS AND DIRECT MAILING	✖	€	€	✔

	ACCESS	ESSENTIAL	PRO	PREMIER
ORGANISE YOUR EVENTS AND TRACK PARTICIPATION				
PLANNING OF SESSIONS, RESOURCES AND SPEAKERS	✖	✔	✔	✔
MULTI-CRITERIA TARGETING AND DIRECT EMAIL INVITATIONS	✖	✔	✔	✔
FOLLOW-UP OF GUESTS, REGISTERED AND ATTENDEES	✖	✔	✔	✔
ADVANCED INVITATION MANAGER REGISTRATION FORMS FOR GUESTS, REPRESENTATIVES AND ACCOMPANYING PERSONS QUOTA AND WAITING LIST MANAGEMENT	✖	€	✔	✔
ONLINE EVENTS *BY TEAMS*	✖	✖	✔	✔

✔ included ✖ not included € optional additional subscription

Implementing certain features may result in chargeable services to implement, customise, train, and optional, additional subscription charges.

CONNECT TO YOUR MEMBERS

	ACCESS	ESSENTIAL	PRO	PREMIER
CONTINUE TO WORK WITH YOUR MEMBERS, GIVE THEM A VOICE AND MAKE IT EASIER FOR THEM TO DO USE IT				
WEB SURVEY GENERATOR IN RESPONSIVE DESIGN QUESTION MANAGEMENT MULTIPLE AND CONDITIONAL UPLOADING OF FILES, PHOTOS DIGITAL SIGNATURES	✘	€	€	✔
EXTRANET X - ONLINE MEMBER PORTAL CONSULTATION : MEMBERSHIP DIRECTORY, DOCUMENT RESOURCES, PROFILE INTERACTION : MEMBERSHIP FEES, REGISTRATION FOR EVENTS, MEETINGS, Q-R	✘	€ €	€ €	€ €
COLLABORATIVE SPACE CORPORATE SOCIAL NETWORK *BY JAMESPOT, JALIOS, …*	✘	€	€	€

✔ included ✘ not included € optional additional subscription

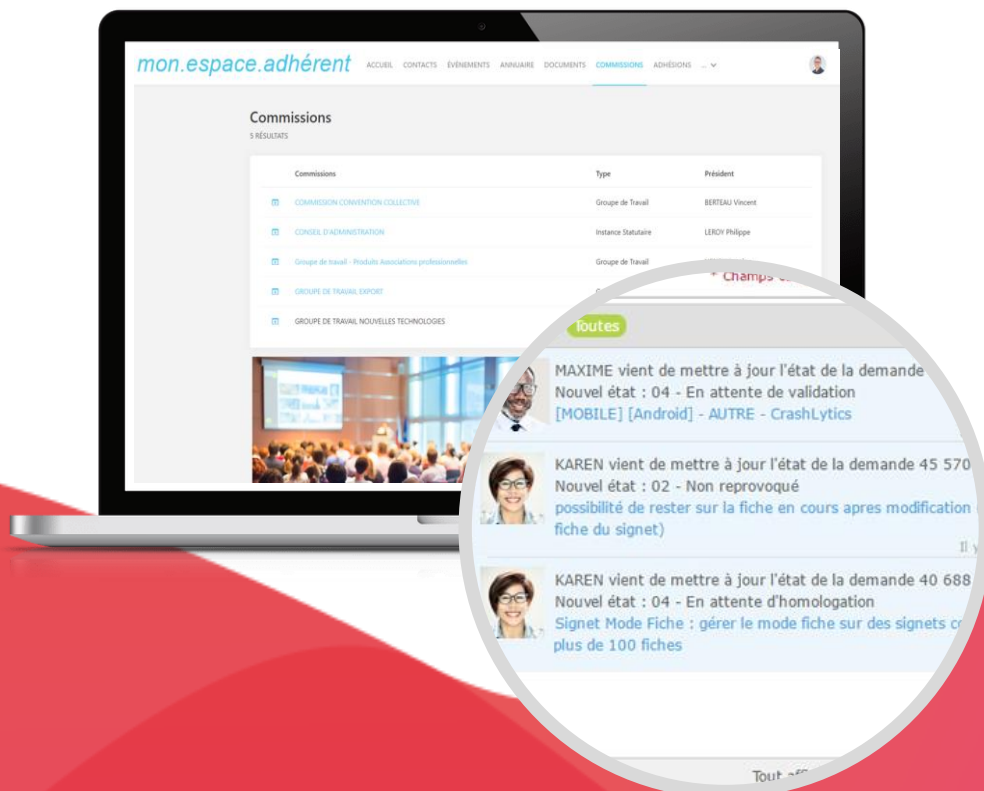*Implementing certain features may result in chargeable services to implement, customise, train, and optional, additional subscription charges.*

EFFORTLESS MANAGEMENT

	ACCESS	ESSENTIAL	PRO	PREMIER
MANAGE INFORMATION ON YOUR CONTACTS AND ORGANIZATIONS GET A 360° OVERVIEW OF YOUR INTERACTION WITH THEM				
NUMBER OF ORGANISATIONS	1,000	UNLIMITED	UNLIMITED	UNLIMITED
NUMBER OF CONTACTS	3,000	UNLIMITED	UNLIMITED	UNLIMITED
MULTIPLE FUNCTIONS AND ADDRESSES MAIN AND SECONDARY CONTACT DETAILS PERSONAL AND ORGANIZATION ADDRESSES	✔	✔	✔	✔
RGPD CONSENT MANAGEMENT	✔	✔	✔	✔
COLLABORATIVE AND TIME-STAMPED NOTES	✔	✔	✔	✔
UNLIMITED QUALIFICATION CRITERIA	✔	✔	✔	✔
PROFILE PACK + SCORE (AUTOMATIC SEGMENTATION, CUSTOMISABLE CRITERIA: ATTENDANCE, NUMBER OF INTERATIONS ...) RELATIONAL NETWORK	✘	€	✔	✔
MEMBERSHIP RELATIONSHIP PACK APPOINTMENTS AND TASKS DIRECT COMMUNICATION EMAILS SENT AND RECEIVED	✔	✔	✔	✔
360° OVERVIEW OF BUSINESS PROCESSES	✔	✔	✔	✔
CHRONOLOGICAL RELATIONSHIP TIMELINE (2022)	✘	€	✔	✔
DOCUMENT PACK MANAGEMENT OF ATTACHMENTS DIRECT MAIL IN WORD, PDF AND HTML	✔	✔	✔	✔
ELASTIC RESEARCH	✘	€	✔	✔

	ACCESS	ESSENTIAL	PRO	PREMIER
ORGANISE ALL THE ACTIVITY OF YOUR STAFF AROUND YOUR MEMBERSHIP RELATIONSHIP				
SHARED CALENDAR AT THE HEART OF BUSINESS PROCESSES	✔	✔	✔	✔
KANBAN FLOW MANAGEMENT (JUST-IN-TIME)	✘	✔	✔	✔
OFFICE SUITE PACK WORD AND PDF MAILING EXCEL REPORTS (WINDOWS & MAC)	✔	✔	✔	✔
OFFICE SUITE PACK + ADDIN OUTLOOK MAILS SYNCHRO EXCHANGE BIDIRECTIONNAL AGENDA SYNCHRO EXCHANGE BIDIRECTIONNAL CONTACTS	✘	€	€	✔

✔ included ✘ not included € optional additional subscription

Implementing certain features may result in chargeable services to implement, customise, train, and optional, additional subscription charges.

ALWAYS SIMPLER

	ACCESS	ESSENTIAL	PRO	PREMIER
ACCESS YOUR DATA EASILY **ENSURE DATABASE QUALITY**				
USER EXPERIENCE PACK CUSTOMIZED USER VIEW SMART NAVIGATION VIEW PREFERENCES	✔	✔	✔	✔
INTUITIVE AND PHONETIC RESEARCH	✔	✔	✔	✔
FAST FILTERS AND UNIVERSAL MULTI-CRITERIA QUERIES	✔	✔	✔	✔
MAPP PACK ADDRESS GEO-CODING *BY BING MAPS* MAP SELECTION WIDGET	✘	€	€	✔
QUALITY PACK MASS TREATMENTS WITH DUPLICATION OF FILE MANUAL, PREVENTATIVE AND CORRECTIVE DE-DUPING	✘	✔	✔	✔
QUALITY PACK + PLANNED DATA REPROCESSING AUTOMATIC AND CORRECTIVE FILE MERGING	✘	€	€	✔
DATA ARCHIVING	✘	✔	✔	✔
GDPR DATA PROCESSING JOURNAL	✘	✔	✔	✔

	ACCESS	ESSENTIAL	PRO	PREMIER
ENRICH YOUR DATA AND GET REAL-TIME **INFORMATION**				
SUGGESTED EMAIL ADDRESSES	✔	✔	✔	✔
ADDRESSES GEO-CODED *BY BING MAPS*	✘	€	€	✔
DRAG AND DROP DATA IMPORT	✘	✔	✔	✔
LINKEDIN CONNECT *BY GOOGLE CHROME*	✘	✔	✔	✔
BCE NO. CHECK	✘	€	€	€
POSTAL ADDRESSES VERIFIED *BY BPOST*	✘	€	€	€
DATA PACKAGE GB INCLUDED PER USER	1	1	3	5

✔ included ✘ not included € optional additional subscription

Implementing certain features may result in chargeable services to implement, customise, train, and optional, additional subscription charges.

STAY CONNECTED AND MOBILE

	ACCESS	ESSENTIAL	PRO	PREMIER
CONNECT FROM ANYWHERE WITH MAXIMUM SECURITY				
SECURE ACCESS VIA A SIMPLE WEB BROWSER	✔	✔	✔	✔
MOBILITY PACK EUDO TOUCH, THE WHOLE OF EUDONET FROM YOUR IPHONE OR ANDROID DEVICE VCARD CONTACT SHARING	✔	✔	✔	✔
TRACEABILITY PACK TRACK USER MODIFICATIONS HISTORICAL RECORD OF DELETIONS	✖	✔	✔	✔
SECURITY PACK CENTRALISED SUPERVISION OF USER PROFILES AND RIGHTS ADJUSTMENT OF SESSION DURATIONS AND AUTHORISED IP ADDRESSES PASSWORD POLICY	✖	✖	✔	✔
SECURITY PACK + REMOTE AUTHENTICATION (CAS/ADFS/LDAP/SAML2) SINGLE SIGN ON ADFS	✖	€	€	€

	ACCESS	ESSENTIAL	PRO	PREMIER
PERSONALIZE YOUR CRM AND AUTOMATE YOUR BUSINESS PROCESSES CONNECT TO ANY APP				
ADMINISTRATION CONSOLE LOGO CUSTOMISATION, ACCESS TO EUDOSTORE, USAGE TRACKING USER MANAGEMENT, BUSINESS PROFILE HOMEPAGE MANAGEMENT	✔	✔	✔	✔
FUNCTIONAL BLOCKS AND CUSTOM HEADINGS TAILOR MADE BUSINESS PROCESSES CONDITIONAL OR MANDATORY MANAGEMENT BY USER	✖	✔	✔	✔
MULTI-CRITERIA NOTIFICATIONS, BUILT-IN ALERTS AND MESSAGES	✖	✔	✔	✔
INTERNATIONAL PACK MULTILINGUAL SUBJECTS, HEADERS AND CRITERIA INTERNATIONAL CHARACTERS REGIONAL PARAMETERS	✖	✔	✔	✔
ADMIN PACK + WYSIWYG SCREEN DESIGN, OBJECT AND HEADER CREATION PROCESS DASHBOARD CREATION (GRID AND KANBAN) USER PROFILE MANAGEMENT AND ROLL-OUT OF NAVIGATION PREFERENCES	✖	✔	✔	✔
DEVELOPER PACK AUTOMATION OF INCOMING TASKS *BY ZAPIER* EUDO API EUDO API BOOST	✖	€ € €	€ € €	✔ ✔ €

✔ included ✖ not included € optional additional subscription

Implementing certain features may result in chargeable services to implement, customise, train, and optional, additional subscription charges.

Eudonet is much more than just software. Above all, it is 200 highly effective, resourceful team members eager to respond to the needs of our clients.

Key to our success is the rich, diverse team we have created out of our shared common values: Humility, Collaboration, Agility, Performance, and the reason we do what we do:

We help organisations focus on their strategy and aim to build a unique relationship together

EXPERTS WITH YOU ALONG THE WAY

For more than 20 years, our teams have deployed more than 1,500 CRM projects, especially in your sector. Specialists in the NFP sector, they capitalise on past experiences to efficiently carry out your projects whilst ensuring and understanding your need to keep control of your budgets.

We strive to constantly evolve therefore are always learning new ways to work as well as understand and utilise advances in technology. This allows us to continuously improve and offer you the best possible support.

Each team takes responsibility for the overall implementation of projects which can include: detailed specifications, training, specific developments, as well as integrations with your organisations IT systems.
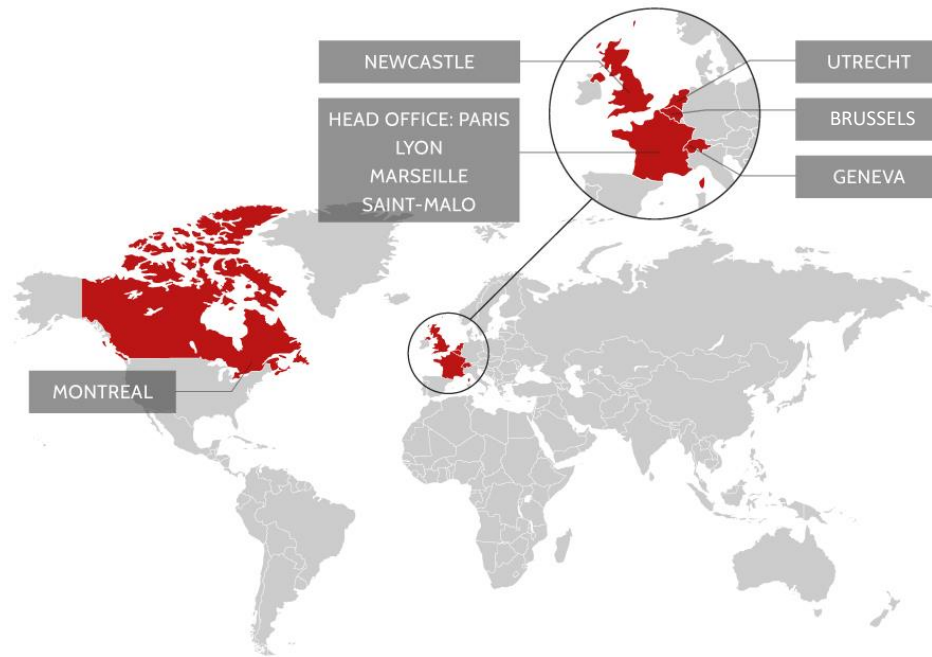
The interface with third party applications and initial data transfer also take place during the implementation phase.

Are you looking for a new solution?
Let's meet and talk about it!

THE EUDONET GROUP

OUR LOCATIONS

NEWCASTLE

HEAD OFFICE: PARIS
LYON
MARSEILLE
SAINT-MALO

UTRECHT

BRUSSELS

GENEVA

MONTREAL

WE PRODUCE AND INTEGRATE CRM SOLUTIONS

1, 400
CLIENTS

200
TEAM MEMBERS

53, 000
USERS

43
COUNTRIES

Eudonet

Head Office

11 avenue Dubonnet
Smart Parc Bâtiment Est
CS 60101
92407 Courbevoie Cedex

Tél : +(33) (0)1 47 37 60 30

fr.eudonet.com

Canada

EUDONET CANADA INC
7236 Rue Waverly
Bureau 222
Montréal, QC H2R 0C2

Tél : +1 (0)514 935 0440
ca.eudonet.com

United Kingdom

EUDONET UK
8a Brock Way, Newcastle-under-Lyme, Staffordshire ST5 6AZ
United Kingdom

Tel: +44 (0)1782 710450
uk.eudonet.com

The Netherlands

EUDONET Stb
Bezoekadres
de Molen 100
3995 AX Houten

Tel: +31 30 63 43 000
nl.eudonet.com

Switzerland

EUDONET SWITZERLAND
Route de Chêne 5 Case postale 6298
CH – 1211 Geneva 6

Tel: +41 (0) 31 528 01 59
ch.eudonet.com

Belgium

EUDONET BELGIUM
Rue de la loi,23
B -1040 Brussels

Tel: +32 (0) 2 808 54 21
be.eudonet.com