

FALL 2020 Customer Success Report

Association Management Category



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Association Management Category

Association Management Software (AMS) empowers you to save time on administrative tasks and focus on engaging your members closely. It is an all-in-one platform utilized by professional associations to efficiently handle all their membership processes online and save valuable time.

With AMS software, you can instantly process online donations, fees, and payments, set up event registration and new member pages online, enhance member communication via automated emails, invoices, reminders, and newsletters, produce member-only access to materials like educational courses and white papers, and develop a professional website complete with a blog, event calendars, member directories, and more.



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Award Levels



Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

CONTENT SCORE

- ^I Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ^D Customer reference rating score
- Year-over-year change in amount of customer references on FeaturedCustomers platform
- ¹ Total # of profile views on FeaturedCustomers platform
- Total # of customer reference views on FeaturedCustomers platform

MARKET PRESENCE SCORE

- ^D Social media followers including LinkedIn, Twitter, & Facebook
- ^{II} Vendor momentum based on web traffic and search trends
- ^D Organic SEO key term rankings
- ^D Company presence including # of press mentions

COMPANY SCORE

- Total # of employees (based on social media and public resources)
- ¹ Year-over-year change in # of employees over past 12 months
- Glassdoor ranking
- ^D Venture capital raised



MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.





ABOUT GROWTHZONE



GrowthZone Association Management Software and ChamberMaster Member Management Software help member based organizations grow and retain membership, generate revenue, engage and communicate with members and prospects, and streamline their day to day operations.

•••• 61 Total Customer References

VIEW ALL REFERENCES

Featured Testimonials

GrowthZone seemed very intuitive to navigate, so having a powerful tool that could automate or speed up functions and easy to use was very attractive to us," said Matt Levine, ASA Project Manager. "We are a small staff, and the GrowthZone platform allows us to do more in less time, so now we can exceed the expectations of our chapters and individual members. "



MATT LEVINE MANAGEMENT CONSULTANT, AMERICAN SUBCONTRACTORS ASSOCIATION

66 GrowthZone is a true partner to us, so we feel kind of like a family with them. We feel like they are truly and honestly invested in our success which means that they are invested in the success of our businesses and that is something that's going to keep us with GrowthZone for a very long time. **99**



DANAH ABARR EXECUTIVE DIRECTOR, SOUTH LAKE UNION CHAMBER OF COMMERCE

66 I'm one of GrowthZone's biggest cheerleaders. To be successful, you need partnerships like we have with GrowthZone teams working together to provide reliable resources to the customer. ??



TERRY STEVENS CHIEF EXECUTIVE OFFICER, ROCKY MOUNT AREA ASSOCIATION OF REALTORS

66 We've seen great results with GrowthZone, and we've hardly scratched the surface of what this platform can do. I look forward to a long relationship with GrowthZone. They make it so easy. ??



MEIGHAN HARRIS CHIEF EXECUTIVE OFFICER, BONITA SPRINGS-ESTERO REALTORS

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