

Cloud9 Insight

CRM for Membership

Powered by Microsoft Dynamics 365



01

Introduction

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Cloud9 Insight is an award-winning Microsoft Gold Partner, specialising in Dynamics 365 Customer Engagement (CRM) software. Our purpose? To level the playing field between SMEs and Corporates using vision and technology.

Established in 2010, Cloud9 has provided over 700 businesses with tailor-made Dynamics 365 systems, delivered by an experienced team of Microsoft-certified consultants.

We support membership associations throughout all stages of the technology-adoption journey:

- Design and implementation of tailor-made systems
- In-depth training for all users
- Ongoing client care

02

Our Solution

Microsoft Dynamics 365

Dynamics 365 is a cloud-based customer relationship management (CRM) and enterprise resource management (ERP) platform.

The platform includes more than a dozen smart apps and add-ons to address different business needs and, is designed to provide maximum flexibility and ability to grow and adapt alongside a business. Because of this flexibility and rapid innovation, Dynamics365 can adapt to fit the needs of almost any organisation.

Cloud9 Insight specialises in the Customer Engagement aspect of Dynamics. For finance and operations requirements, we work with our trusted partners.

Made for Membership

Our tailored Dynamics 365 solution for membership enables you to:

- Improve retention rates
- Get real insight into who your members are and analyse their behaviour
- Effectively manage payments and direct debits
- Save time and money by automating your reminders and renewals
- Event management

The UK's no1 CRM system for membership bodies:

- Easy integration with your existing software platforms, including your finance system
- Automated renewals
- Single view of member data
- Marketing automation
- Data insights & reporting
- Easily manage your membership renewals, prices and upgrades
- Customise & improve your member journey
- Grow your membership
- Maximise your team's productivity
- Enjoy the peace of mind that comes with a Microsoft product

03

Case Study

Gatwick Diamond

This business membership network went from systems that didn't fully support the operation which employees complained about daily, to a fit-for-purpose system that was a lifeline during lockdown.



Case study with Jeff Alexander, CEO

Enjoy Education

After their growth was constrained by several disconnected solutions, this global association for educational tutors finally found a CRM that Cloud9 Insight support them integrate across the business and felt that their project success was a result of being better understood.



Case study with Kate Shand and Chris Tiernan

03

Resources

Membership Resources

The Go-Digital Guide for Membership [DOWNLOAD](#)

Top tips for acquiring new members [READ](#)

Is your database losing you members? [READ](#)

Is your membership retention strategy working? [READ](#)

Avoiding the 7 deadly membership sins [READ](#)

Dynamics 365 for Membership demo [WATCH](#)



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