

2006 DigitalNow Case Study

Name of Organization	Institute for Supply Management		
Number of Staff	75	Annual Operating Income	\$18,000,000
Number/Type of Members	44,000 individual members		
Primary Mission of Organization	<p>Mission Statement: The Mission of ISM is to lead supply management. Three main points underscore the Mission. These are:</p> <ul style="list-style-type: none"> I. Expand the sphere of influence of supply management. II. Align Institute for Supply Management's organization with its Mission. III. Enhance Institute's revenue generation to ensure the resources necessary to support the Mission. 		
Brief Description of Project	<p>ISM had a proprietary AMS including accounting and purchasing. Our old system did not tie to our web site. We purchased and implemented (1) new accounting and purchasing software, (2) a new association management system, (3) a new learning management system, and (4) a new content management system for our web site. Implementation of all systems took place over a 12-month period.</p>		
Challenges Faced	<p>Working with a variety of suppliers and integrating vastly different systems proved challenging. Sometimes promised software was not really there (think vaporware) while other "sure-thing" ties and web services proved unworkable. Major changes to the ecommerce plan at the last minute proved extremely challenging. Additionally, internal staff changing "the way we've always done things" has been interesting... Staff was used to our being able to customize almost anything to facilitate business process changes on a continuous basis.</p>		
Success/Status	<p>All systems are live (last two go live this Sunday, April 23). The adoption of the accounting system went very well. The staff has also been very good at getting used to the new AMS and being patient with the technology staff as we develop new reports and other items that used to be at their fingertips. They are getting comfortable with the new systems, and are generally very pleased with the changes. An additional benefit was helping to create the first strategic alliance between our CMS/LMS provider and our AMS provider.</p>		