

# Top 10 iMIS Help Desk Requests



The iMIS consultants who staff our help desk get asked a wide variety of questions – so wide, in fact, that we require that anyone who works on the help desk be a senior iMIS consultant. We know they will be fielding highly technical questions and solving tricky problems, so we want to make sure we have true iMIS experts waiting for your calls.

Given the extensive range of topics they have to be knowledgeable about, we thought it would be fun to ask them to list the top 10 requests they receive.

This is what they reported back:

**1**

## Mass record updates

Where the client needs to have a change made to all or many database records. This might be a new field you want added and populated or some correction that needs to be made on a unique group of records.

**2**

## Data scrubbing

This is a perennial issue – despite everyone’s best efforts, sometimes data fields are not populated correctly or information isn’t entered in a recognizable format. Our consultants can partner with you to resolve such data issues. Keeping member data clean and easy-to-use delivers direct value and great ROI.

**3**

## Data mining

There is a lot of valuable information in your iMIS database, and when you can tap into it, you are able to target the members who are most likely to be interested in your offer. You can also develop new programs or events for members based on past behavior.



**4**

## Importing data

Many of our clients have member or event data sitting in a third-party database or other software applications. When that can be imported and combined with iMIS, you have a much richer database from which you can pull information about your members and their activities.

**5**

## Accounting management

Associations have accounting challenges most businesses never understand. We get a lot of requests for deferral accounting, as well as a variety of accounting-related issues. Forensic accounting is hot too, with associations needing to go back into their historical data and understand exactly what happened in specific situations.

# 6

## Report writing

We receive many, many requests to create different kinds of reports for clients. Regardless of whether they are looking to report on association activities, get current data on members, or gain insights to make forecasts, we can help. We get asked to develop IQA, Crystal Reports, SSRS, SQL and AdHoc reports. Over the years, we have written thousands of reports.



# 7

## On-demand training

When clients have a new hire who needs to come up to speed quickly or a power user who needs help with a particular feature of the software, we do screen sharing and teach whatever clients need to learn. We also develop custom solutions and use on-demand training to walk through these new features.

# 8

## Data restoration, forensic data research

When a staff person accidentally deletes, merges, or removes key data, we can help to restore it, using database backups, change logs or reconstructing information based on data artifacts.

# 9

## Reviewing data processing

We get a lot of requests from clients who want to have an expert review their processes and make suggestions for revamping processes to be more efficient. Our consultants have seen so many processes at different associations that they can make recommendations and share best practices and ideas to make your systems function at high effectiveness.

# 10

## Implement new features

ASI is always adding new capabilities to iMIS, and some of those features allow you to do really cool things. When you want to turn them on and expand your capabilities, our help desk can set everything up and train your staff in how to use the new options.

How does that compare to the top ways you use an iMIS help desk? Feel free to send us your top 10 list.