



9 - 10 November | 10 AM - 3 PM | Virtual

NIUG ASIA PACIFIC DISCOVERY CONFERENCE

The iMIS User Conference



NIUG ASIA PACIFIC DISCOVERY CONFERENCE 9 - 10 NOVEMBER 2021

This year NiUG Asia Pacific turns 15 and it is cause for celebration! NiUG Asia Pacific is all about the iMIS community and in fact that is our theme for this year's conference. Community, support and collaboration are at the core of the work we do. Whether you are a member or a non-member we are committed to helping educate, engage and advocate within the iMIS community. Your success is our success and it is our goal to bring you an educational, engaging and dynamic Discovery Conference with all the iMIS knowledge and learning you could possibly desire.

Join us for two half days of over 20 hours of live, dual streaming sessions with presenters from across Asia Pacific and the globe. Sessions will include webinars, panels, breakouts, deep dives, networking and vast exploration of iMIS topics relevant to you, the user! This is the pinnacle iMIS user event of the year and not be missed. If you only attend one conference this year this is the one!

Not only have we taken the your pre-conference survey results into account in planning this year's program so it is all about you-the user, we are bringing you a fun-filled engaging live virtual conference. This year's conference includes networking round tables, question and answer panels, user and partner lead sessions, and participation prizes to win. There are three specific sessions tailored to iMIS EMS and a variety of additional topics to suit every iMIS user's needs.

We are excited to announce this year's conference will be held on a new interactive platform, vFairs. There will be opportunities to network and connect with other users and iMIS authorised partners. Collect points for the leader board to earn prizes, as you attend sessions including the Marketplace, exhibition hall and networking lounge. Get involved throughout this engaging virtual conference to earn yourself a \$100 gift voucher, free NiUG AP event tickets to our upcoming Roadshows and 2022 workshops, \$50 amazon gift cards, and so much more...

Don't forget there are special ticket offers on this year for group rates so you can make sure to share the knowledge and learning with your full team. Learn more at niugap.org/conference.

We hope you are as excited as we are for this year's 15th annual Discovery Conference. We can't wait to see you there and connect with this amazing community of iMIS Users!

Best wishes,
Ashley Baker - Executive Director
NiUG Asia Pacific



NIUGAP.ORG/CONFERENCE



NIUG ASIA PACIFIC DISCOVERY CONFERENCE

9 - 10 NOVEMBER 2021

9 NOVEMBER

10:00 AM

WELCOME

AUDITORIUM I

ASHLEY BAKER NIUG ASIA PACIFIC, JEFF SPRING ASI, & ROBERT BARNES, HIGHER LOGIC

Joint Session: Welcome, iMIS new things, and event housekeeping

10:35 AM

AUDITORIUM I



iMIS Mobile



Edward Wendling

AUDITORIUM II



Create a Resource Library Using Panel Editor



Beth Arritt

11:05 AM

BREAK

11:15 AM

AUDITORIUM I



Using RFM Analytics & Segmentation to Perfect your 'Ask'



Dr. Bob Lane & Richard Gaines

AUDITORIUM II



iMIS Inspire* - Edward Wendling



iMIS Advertising* - Raphael Badagliacca

11:50 AM

MARKET PLACE (Tuesday & Wednesday)

AUDITORIUM I

Joint Session: Learn about products to revolutionise the way you work. Vote for your favourite win prizes

12:45 PM

LUNCH

Grab your lunch and network while you eat!

12:50 - 1:10 PM



NETWORKING LOUNGE : GREAT THINGS AWARDS

VISIT ANYTIME



VISIT EXHIBIT HALL

1:30 PM

AUDITORIUM I



iMIS EMS Real-World Stories of Upgrade Success



User Panel-Facilitated by Travis Campbell and Annie Corless

AUDITORIUM II



RiSE to the next level: A non-technical guide to iMIS RiSE and the endless possibilities now available



Bilal Jeewa & Nadeem Hosenbokus

2:05 PM

AUDITORIUM I



Case Study: iMIS And Working With Children Checks



Newlin Jolme & Nick Howard

AUDITORIUM II



What's Next? EMS Expanded



Dempsey Woodley

2:40 PM

AUDITORIUM I



NiUG AP iMIS Insider Communities*



Ashley Baker & Robert Emmett

AUDITORIUM II



iMIS Form Builder*



Allison Rose

2:55 PM



Is your iMIS system really working how you want it to work?*



Jennifer Lee



iMIS Report Writer*



Allison Rose

*Indicates a 15 minutes session

3:15 PM

DAY 1 WRAP UP

Joint Session: Learn about the networking lounges, recap the day and share your feedback

3:25 -
4:15 PM

NETWORKING LOUNGE



iMIS EMS Roadmapping



Member Engagement & Your Association



Website Design



NIUG ASIA PACIFIC DISCOVERY CONFERENCE 9 - 10 NOVEMBER 2021

10 NOVEMBER

10:00 AM GREAT THINGS AWARDS **AUDITORIUM I**
NATHAN SLOVIN, ASI
Joint Session: Celebrate User Achievements

10:35 AM

AUDITORIUM I Process Automation from Zero to Hero in thirty minutes Jeremy Wilson	AUDITORIUM II Virtual Events and Turning your LMS into a Year-Round Content Hub Michelle Brien
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11:05 AM BREAK

11:15 AM

AUDITORIUM I Preparing your Accounting Move to iMIS EMS (Cloud) Doug Morris	AUDITORIUM II From Automation Rules to an Automated Workflow David Jovel & Greg Khaikin
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11:50 AM MARKET PLACE (Tuesday & Wednesday) **AUDITORIUM I**
Joint Session: Learn about products to revolutionise the way you work. Vote for your favourite win prizes

12:45 PM LUNCH Grab your lunch and network while you eat!

12:50 -1:10 PM NETWORKING LOUNGE : GREAT THINGS AWARDS
 VISIT ANYTIME VISIT EXHIBIT HALL

1:30 PM

AUDITORIUM I Delivering Truly Engaging Member Experiences Michelle Lelempsis	AUDITORIUM II iMIS EMS Roadmapping Your Journey: The Roadblocks Are Lifting Kati Reti
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2:05 PM

AUDITORIUM I Engagement Scoring Paul Ramsbottom	AUDITORIUM II Case Study: RSPCA Victoria - Working Smarter With iMIS Leo Papageorgiou
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2:40 PM

AUDITORIUM I Planning and Designing Digital Experiences: Your Website and Portal User panel-Facilitated by Michelle Lelempsis and Sam Newport	AUDITORIUM II Dashboard Secrets Amanda Kirk
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3:15 PM CLOSING SESSION **AUDITORIUM I**
Joint Session: Q&A panel, Marketplace and Lead board winners announced, and conference wrap up

3:45 PM - FINISH -
Joint Session: Learn about the networking lounges, recap the day and share your feedback

CONFERENCE PROGRAM

DAY 1 - 9 NOVEMBER

10 AM - 3 PM AEDT • 12 - 5 PM NZDT • 9 AM - 2 PM AEST
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10:00 AM **WELCOME**

Auditorium I

Ashley Baker, NiUG Asia Pacific Executive Director,
ASI, Founding Partner & Robert Barnes, Higher Logic,
Global Partner

Join us for welcome remarks on this year's 2021 theme of community.
Learn how together we can achieve more.

NEW THINGS IN IMIS

Presenter: Jeff Spring, ASI

Many organisations are using iMIS EMS to transform their businesses and thrive during these tumultuous times. Join ASI as we share some of the things that have helped those organizations to succeed while others are simply getting by.

10:35 AM **IMIS MOBILE**

Auditorium I

Presenter: Edward Wendling, ASI

Is mobile on your radar for 2021? With Millennials/Gen-Z now making up 50%+ of the workforce and the mobile percentage of web traffic exceeding 50%, now is the time to go mobile! See how a true year-round, multi-purpose app can provide a new line of member communication, help you recruit and engage younger members, boost your member renewal rates, replace one-time use event apps, and drive ad and sponsorship revenue.

Auditorium II

CREATE A RESOURCE LIBRARY USING PANEL EDITOR

Presenter: Beth Arritt, Higher Logic

Ever wanted a news database you could limit by IQA and output anywhere on your site? Need a way to add a mini-database inside iMIS? Panel editor provides you with all the tools you need for that and more. Join this session for a walk through of creating a news resource database you can then use to display news across your site in different ways.

11:05AM **BREAK**

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11:15 AM
Auditorium I
(30 mins)

USING RFM ANALYTICS & SEGMENTATION TO PERFECT YOUR 'ASK'

Presenter: Dr. Bob Lane, Lane Services and Richard Gaines, Salesian Missions

Asking the proper donor or prospect for the proper amount of money at the proper time is challenging. Salesian Missions has successfully managed their 31 million donor & prospect record direct mail, email and annual giving campaigns and addressed their reporting, premium fulfillment, mailing list cleansing & analysis requirements. Hear first-hand from the organisation how using RFM (recency, frequency, monetary) Analytics along with segmentation, as part of an integrated marketing plan, has been their key to success.

11:15 AM
Auditorium II
(15 mins)

IMIS INSPIRE*

Presenter: Edward Wendling, ASI

Tired of dealing with a tangled mess of emails, Excel spreadsheets, and Dropbox files when managing your awards, scholarship, grants, or accreditation programs? Join us to learn how iMIS Inspire by Open Water can relieve those burdens and help you to streamline and automate your application and review processes.

11:30 AM
Auditorium II
(15 mins)

IMIS ADVERTISING FOR IMIS CLIENTS IN 20.3*

Presenter: Raphael Badagliacca, ASI

iMIS Advertising brings into iMIS the management of Advertising, Sponsorships and Expo Sales – and any other source of non-dues revenue. Operational particulars are handled in detail. Dashboards reflect activity. Invoices are generated out of iMIS and accounting takes place in iMIS.

11:50 AM
Auditorium I

MARKET PLACE - TUESDAY & WEDNESDAY

This not to be missed session will help you navigate the world of iMIS products. Learn about the products that integrate with iMIS, solutions to help improve your workflow and workloads, while adding to your iMIS system. This sessions runs both days and includes a contest to vote for the best products. Participants gain points by attending and by visiting the exhibition hall.

Prizes include: \$100 gift voucher, NiUG AP Roadshow tickets, and more...

*indicates 15 minute session.

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12:45 PM LUNCH & NETWORKING

Use your lunch break to network with other attendees, our partners and to gain points by visiting the exhibit hall

Join us in the Networking Lounge for a meeting and greet!

12:50 - 1:10 PM

*Networking
Lounge*

MEET & GREET

Grab your lunch and join us online for a meet and greet with conference attendees. Bring the following items to share - Your favourite thing about iMIS, the biggest challenge you face as an organisation, and a fun fact about you!

Exhibitor Hall

VISIT THE EXHIBIT HALL

Use your lunch break to explore the exhibit halls, meet with our partners and earn points for the leader board

1:30 PM

Auditorium I

IMIS EMS - USER PANEL: REAL-WORLD STORIES OF UPGRADE SUCCESS

User Panel: Jess Donati, Membership Manager, Real Estate Institute of New South Wales; Kaye Hall, IT & Digital Comms Lead, Australian Institute of Landscape Architects; Cassandra Leckie, Education and Corporate Support Coordinator, Australian Centre for Grief and Bereavement

Facilitator: Travis Campbell, CiA, CiP, Causeis, Annie Corless CiA, Causeis

iMIS EMS has been available for a few years now, hear from associations who have upgraded to EMS. You will hear first hand on their experience:

- Why did they choose to upgrade?
- What about customisations and moving to cloud-friendly solutions?
- How did they handle the change management?
- Did staff easily learn the new functionality?
- What upgrade path did you take?
- What tips would you share?

Auditorium II

RISE TO THE NEXT LEVEL: A NON-TECHNICAL GUIDE TO IMIS RISE AND THE ENDLESS POSSIBILITIES NOW AVAILABLE

Presenter: Bilal Jeewa and Nadeem Hosenbokus, Pseudo Code

iMIS EMS and RiSE are more powerful than ever before, but sometimes the technical gobbledegook makes it all sound way too hard. This session is for people who need to know WHAT iMIS and RiSE can do now, but don't necessarily need to understand HOW...

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2:05PM

Auditorium I

CASE STUDY: IMIS AND WORKING WITH CHILDREN CHECKS

Presenter: Newlin Jolme and Nick Howard, Integr8tiv

Find out how Gymnastics Australia created two way integration between their iMIS system and Australian governments Working with Children Checks, as part of their leading Child Safety Policy.

Auditorium II

WHAT NEXT? EMS EXPANDED

Presenter: Dempsey Woodley, Pseudo Code

7 great ways you can use EMS to add value, generate revenue, track sales, optimise work processes and engage members in ways you probably haven't thought of. Learn how to utilise RiSE and FormBuilder to cleverly create powerful and practical functionality that adds value for you and your members.

2:40 PM

Auditorium I

NIUG IMIS INSIDER COMMUNITY*

Presenter: Robbie Emmett, Australian College of Nursing and Ashley Baker, NiUG Asia Pacific

Learn how to connect with and learn from iMIS users all over the world in this interview panel style session. Ashley Baker of NiUG Asia Pacific asks iMIS super user Robbie Emmett of the Australian College of Nursing about the value of this user community and how he uses the iMIS Insider to improve his knowledge of iMIS, ask questions, get answers, and connect with users.

Auditorium II

IMIS FORMS*

Presenter: Allison Rose, ASI

Find out more about how iMIS Forms can provide more flexibility and options when it comes to online form management. View a short demonstration of how to create and manage forms for various purposes and display those forms on your website. Learn how to apply form rules and manage account creation options.

*indicates 15 minute session.

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2:55 PM **IS YOUR IMIS SYSTEM REALLY WORKING HOW YOU WANT IT TO WORK?***

Auditorium I

Presenter: Jennifer Lee, Zephyr

Join Jennifer Lee for a fresh perspective into how your organisation can better utilise the iMIS system to benefit your organisation. This is a session you DON'T want to miss!

Auditorium II

IMIS REPORT WRITER*

Presenter: Allison Rose, ASI

In this session you can view how the iMIS Report Writer offers an easy drag-and-drop tool to quickly pull your data into a report. Learn how easily you can create reports, templates, charts and dashboards using iMIS Report Writer.

3:15 PM **END OF DAY 1 WRAP UP**

Ashley Baker, NiUG Asia Pacific Executive Director

Join us a quick end of day recap and an introduction to the networking roundtables

3:25 - 4:15 PM **NETWORKING ROUND TABLES**

Networking Lounge

Join your fellow conference attendees, iMIS users and NiUG AP's Partners for an open networking hour on a variety of iMIS related topics. 3 different topics to choose from:

 iMIS EMS Roadmapping

 Member Engagement & Your Association

 Website Design

*indicates 15 minute session.

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CONFERENCE PROGRAM

DAY 2 - 10 NOVEMBER

10 AM - 3 PM AEDT • 12 - 5 PM NZDT • 9 AM - 2 PM AEST
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10:00 AM GREAT THINGS AWARDS

Auditorium I

Presenter: Nathan Slovin, ASI

This Great Things Awards are traditionally presented each year at the NiUG Discovery Conferences. This award celebrates and recognizes clients and their solution provider partners who are using iMIS more, using it better and getting greater value from the system; the award is not about being perfect, but it is about committing to and striving for digital transformation and continuous performance improvement using iMIS to advance their mission by serving their members, donors and community at the highest levels. Join us in the networking lounge at lunch for a Q&A session and a chance to connect with the winners.

Presenter: Nathan Slovin, ASI

10:35 AM PROCESS AUTOMATION FROM ZERO TO HERO IN THIRTY MINUTES

Auditorium I

Presenter: Jeremy Wilson, Connect Systems Global

Are you new to process Automation? Are you a seasoned process automation user? or are you still using Task Centre not wanting to take the plunge and make the switch? Whichever camp you belong to, this session will have something for you.

For those new to process automation, come along and get an overview of the key features in process automation and pick up some tips and tricks to build your skills.

If you're a seasoned process automation user come along and get a refresher on some of those features you use less regularly.

If you're still on Task Centre then pick up some ideas on how to get started with process automation and understand the differences between the two tools.

This quick moving and information packed session will help you no matter your experience level.

Auditorium II VIRTUAL EVENTS AND TURNING YOUR LMS INTO A YEAR-ROUND CONTENT HUB

Presenter: Michelle Brien, WBT Systems

Join us to learn how the Australian Restructuring Insolvency and Turnaround Association successfully deliver virtual learning events for their members and why virtual conferences should be an integral part of your education programming. When attendees are truly engaged in the learning experience, they get more value from your conference, and by using your LMS as a content hub, you can offer more opportunities for your members to engage with you, year-round.

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11 AM **BREAK**

- 11:15 AM** **PREPARING YOUR ACCOUNTING MOVE TO IMIS EMS (CLOUD)**
Auditorium I
Presenter: Doug Morris, Computer System Innovations
This fast-paced session will dive into the differences between iMIS 2017 and iMIS EMS Enterprise from an accounting standpoint. We will cover batch options, adjustments, the general ledger interface and more! Come get excited about what's coming in the latest release of iMIS!
- 11:15 AM** **FROM AUTOMATION RULES TO AN AUTOMATED WORKFLOW**
Auditorium II
Presenter: David Jovel and Greg Khakin, Higher Logic
Learn how to use Higher Logic online community and marketing automation together to create powerful automated processes that increase engagement.
- 11:50 AM** **MARKET PLACE - TUESDAY & WEDNESDAY**
Auditorium I
This not to be missed session will help you navigate the world of iMIS products. Learn about the products that integrate with iMIS, solutions to help improve your workflow and workloads, while adding to your iMIS system. This sessions runs both days and includes a contest to vote for the best products. Participants gain points by attending and by visiting the exhibition hall.
Prizes include: \$100 gift voucher, NiUG AP Roadshow tickets, and more...

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CONFERENCE PROGRAM

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12:45 PM LUNCH & NETWORKING

Otherwise, use your lunch break to network with other attendees, our partners and to gain points by visiting the exhibit hall. Join use in the Networking Lounge for a meeting and greet!

*12:50 - 1:10 PM
Networking Lounge*

GREAT THINGS AWARDS

Join the winners of the Great Things Awards for a Q&A on their successes. This is your chance to learn from other users and their achievement. Connect and learn from others to gain great ideas, insights and take aways you can implement.

Exhibitor Hall

VISIT THE EXHIBIT HALL

Use your lunch break to explore the exhibit halls, meet with our partners and earn points for the leader board

*1:30 PM
Auditorium I*

DELIVERING TRULY ENGAGING MEMBER EXPERIENCES

Presenter: Michelle Lelempsis, CiP, CiSE Causeis

Understand CX/MX to deliver an engaging member experience
iMIS has the tools to allow for personalised MX with:

- Process Automation Plus (Alerts and Tasks)
- Promotion Codes
- Dynamic Pricing Groups

In this session, we will explore how to plan, develop and deploy Member Experiences that make a lasting impact on your growth and retention.

Auditorium II

IMIS EMS ROADMAPPING YOUR JOURNEY: THE ROADBLOCKS ARE LIFTING

Presenter: Kati Reti, Integr8tiv

Walking you through the iMIS EMS upgrade journey and teaching you how to overcome many of the roadblocks on the way.

CONFERENCE PROGRAM

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2:05 PM **ENGAGEMENT SCORING**

Auditorium I

Presenter: Paul Ramsbottom, ASI

Learn why engagement scoring matters and how you can use it to help you succeed within your organisation

Auditorium II **CASE STUDY: RSPCA VICTORIA - WORKING SMARTER WITH IMIS**

Presenter: Leo Papageorgiou, Pseudo Code

Take iMIS to the next level by replacing outdated disconnected tools and processes with modern out of the box solutions.

In this session we will discuss RSPCA Victoria's iMIS digital transformation. We will cover the various aspects of their journey as well as the process improvements that were achieved with these changes, and challenges you need to consider.

Some of the topics covered include:

- upgrade of iMIS
- switching from EFT to AutoPay for regular giving and the benefits that come with this
- launching of a totally integrated RiSE donation page and member portal
- automating processes
- migrating staff from the iMIS desktop to the staff site

CONFERENCE PROGRAM

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2:40 PM
Auditorium I

PANEL: PLANNING AND DESIGNING DIGITAL EXPERIENCES: YOUR WEBSITE AND PORTAL

User Panel: Tanya Pampuch, National Marketing and Events Manager, Christian Schools Australia Robin Shepard, Head of Operations & Member Services, The RCSA Ines Borovic, Marketing and Sales Manager, Centre for Veterinary Education
Facilitator: Michelle Lelempsis, CiP, CiSE, Causeis, Sam Newport, Causeis

Your association's website is more important today than ever before – have you considered how you should plan and design your member's digital experience? Hear from award-winning associations about their digital journey to creating incredible online experiences for their members and industry. You will hear first hand on their website experience:

- How did they consider their target audience?
- Why did they choose iMIS RiSE as their CMS?
- Did you use an iMIS template or design?
- How did you plan for the portal and self-service?
- What lesson learned would you share?

Auditorium II

DASHBOARD SECRETS

Presenter: Amanda Kirk, Kiss Consulting
Dashboards are such a vital part of your system. They can show you at a glance how you're performing, what tasks need to be actioned and even replace some reporting! Join me as I share a few of the secrets to making your dashboard work for you. Whether you want to enter data directly into a dashboard, grab a quick visual using graphs or drill down to the nuts and bolts – this is the session for you!

3:15 - 3:45 PM
Auditorium I

END OF CONFERENCE Q&A PANEL

Use this session to get your questions answered live on the spot. Follow up on something you learned over the past two days or ask about something upcoming. NiUG AP along with our presenters and partners are teaming up to get you the iMIS information you need. Come ready to ask away!

Presenters: NiUG Asia Pacific and Partners

MARKETPLACE & LEADERBOARD DISCOVERY CONFERENCE

Get involved throughout conference to earn a chance to win prizes for your participation and engagement.

Join the Marketplace session is on day 1&2. Earn 200 points for the leader board each time you attend and vote for your favorite video to win a \$100 gift card.

Participate in different sessions, activities and explore all the vFairs platform has to offer to gain points on the Leader board. The top five leaders will win prizes!

MARKETPLACE - DAY 1 & 2

11:50 AM MARKET PLACE - TUESDAY & WEDNESDAY *Auditorium I*

This not to be missed session will help you navigate the world of iMIS products. Learn about the products that integrate with iMIS, solutions to help improve your workflow and workloads, while adding to your iMIS system. This sessions runs both days and includes a contest to vote for the best products. Participants gain points by attending and by visiting the exhibition hall.

Prizes include: \$100 gift voucher

LEADER BOARD

GET INVOLVED AND WIN PRIZES

Welcome to the 15th Discovery Conference - the iMIS User Conference!

We want you to get the most out of the event and give you the opportunity to win some great prizes. You can earn points by visiting and interacting with booths, watching presentations, networking, and overall engagement in vFairs. At the conclusion of the event, total points will be calculated and the winners will be announced. The top 5 point leaders will win one of the great prizes below.

Prizes:

- 1st place \$250 gift voucher
- 2nd place \$100 gift voucher
- 3rd place \$50 amazon gift voucher
- 4th place NiUG AP Roadshows Ticket
- 5th place NiUG AP Roadshows Ticket

Earn points when you...

- View Marketplace Session(s) 200 pt
- Visiting a Booth: 100 pt
- Attending Booth chat: 100pt
- Viewing a Document: 75 pt
- View a video: 75 pt
- Attending networking lounge: 80 pt
- Attending a session: 50pt
- Attending Great Things Awards: 60 pt
- Attending Welcome: 60pt

Leader board concludes at 3:30 PM on Wednesday 10 November to be announced at 3:15 PM Closing Q&A Session

NETWORKING LOUNGES

DISCOVERY CONFERENCE

Join us in the networking lounge throughout conference to connect and learn from other iMIS users and partners. Scheduled live networking sessions will take place at lunchtime on both Day 1 & 2 and at the end of Day 1.

Come ready to chat, make connections and share with other users!

DAY 1

12:50-1:10 PM

MEET & GREET

Grab your lunch and join us online for a meet and greet with conference attendees. Bring the following items to share - Your favorite thing about of iMIS, the biggest challenge you face as an organisation, and a fun fact about you!

3:25-4:15 PM

MEMBER ENGAGEMENT

Join other iMIS users in a discussion about member engagement and the impact it has on your organisation. Connect and learn from others to gain great ideas, insights and take aways you can implement.

WEBSITE DESIGN

Join other iMIS users in a discussion about website designs and how they can improve your marketing, give continuity to your branding, and increase your outreach. Connect and learn from others to gain great ideas, insights and take aways you can implement.

IMIS EMS ROADMAPPING

Join other iMIS users in a discussion about your journey to iMIS EMS and the road ahead. Connect and learn from others to gain great ideas, insights and take aways you can implement.

DAY 2

12:50-1:10 PM

GREAT THINGS AWARDS

Join the winners of the Great Things Awards for a Q&A on their successes. This is your chance to learn from other users and their achievement. Connect and learn from others to gain great ideas, insights and take aways you can implement.

S P E A K E R B I O

D I S C O V E R Y C O N F E R E N C E

BETH ARRITT, HIGHER LOGIC



Beth Arritt is the Association Strategist for Higher Logic. Her marketing experience encompasses more than twenty-five years of marketing strategy and member/customer engagement in various industries, including puzzles and games, training, education and aviation. In addition to marketing, Beth has worked in event management and web development, wearing a variety of hats in different positions. She has also been an adjunct professor of marketing at Marymount University in Arlington, Virginia.

Beth received a Bachelor of Science degree in Merchandising from James Madison University, a Certificate in Event Management from The George Washington University, and a Masters of Business Administration/Marketing from the University of Phoenix. She has earned numerous awards for her marketing, including two Top Digital Marketer of the Year awards.

RAPHAEL BADAGLIACCA, ASI



Raphael Badagliacca, ASI Company Ambassador, is a media specialist and source for the thinking behind iMIS Advertising, which brings advertising, sponsorships, and booth sales into iMIS in a single module. His media credentials are deep. He worked at large NYC agencies, ran an in-house agency at a software company, and owned two advertising agencies. The SpaceMaster product on which iMIS Advertising design is based emerged from the second of these agencies in the third company he founded. He is Co-chair of the Technology Committee at NYSAE where he has conducted many webinars just as he has for ASI.

ASHLEY BAKER, NIUG ASIA PACIFIC



Ashley is the Executive Director of NiUG Asia Pacific. Having spent her career working in the not for profit and association sector, she brings her years of expertise and experience in events, fundraising, member engagement, association management and iMIS to her oversight of NiUG Asia Pacific. Ashley has been using iMIS for nearly five years and is currently working to complete her iMIS CIA. She is passionate about connecting iMIS users with each other and facilitating an iMIS community in which users, NiUG AP's partners and ASI can work together to facilitate learning, growth and support for one another as we all use iMIS to succeed.

ROBERT BARNES, HIGHER LOGIC



My first association job at 19 years old kicked off a career in association management spanning 20+ years, three countries and multiple associations including Surf Life Saving Australia and Fitness Australia. A husband to Nicole and father to Lockyer and Keeley I live in the southern beaches area of Sydney, Australia. Surfing, dirt bikes, snowboarding and wake-boarding dominate any spare time I get outside of work. I published my first book - a children's picture book titled Benjamin Allsorts Likes All Sorts of Sports. In 2020 I received my Certified Association Executive (CAE) designation from the American Society of Association Executives being one of only two Australians to gain this credential. Under my leadership as country manager Higher Logic has grown 30% YoY over the last three years welcoming 15 full-time employees servicing 150 customers across Australia, New Zealand, Asia and UAE.

S P E A K E R B I O

D I S C O V E R Y C O N F E R E N C E



MICHELLE BRIEN, TOPCLASS LMS BY WBT SYSTEMS

Michelle Brien is Vice President of Marketing and Product Strategy at TopClass LMS by WBT Systems. Michelle has a strong international background in education and technology. Her experience includes business development, partner management, and marketing for global digital educational publishers, universities, and cloud technology firms. Michelle's focus at WBT Systems is to develop resources and content to educate and support associations in their use of technology to help drive growth, increase revenues, and enhance the learning experience for their education and certification programs.



TRAVIS CAMPBELL, CIA, CIP, CAUSEIS

Travis Campbell is the Director of Consulting Services and leads the Digital, Service Delivery and Technical Teams at Causeis. Travis has over 20 years IT experience, holding a Master of Technology in Business Systems Design and Management.

With over 6 years' experience across iMIS and associations, Travis brings an expert level of association and IT experience that will ensure all aspects of your CRM, and website are best in class.

Travis is a Certified iMIS Administrator (CiA) and Certified iMIS Professional (CiP).

Causeis was proudly named as the Global iMIS Partner of the Year and Client Satisfaction Leader of the Year by ASI.



ANNIE CORLESS, CIA, CAUSEIS

Annie Corless is the Implementation Consultant at Causeis. Annie leads the solution delivery for iMIS EMS implementations and upgrades to iMIS EMS. With over 8 years of hands-on iMIS and association experience, Annie brings expertise and skills to ensure client success with their iMIS EMS projects. Annie is a Certified iMIS Administrator (CiA). Causeis was proudly named as the Global iMIS Partner of the Year and Client Satisfaction Leader of the Year by ASI.

ROBERT EMMETT, CIA, AUSTRALIAN COLLEGE OF NURSING

Robbie started working for the Australian College of Nursing in 2017 as a Data Engineer and has been working heavily with iMIS since then, managing their iMIS database. This has included being a part of several iMIS updates and integrations, as well as more regular development. He became a Certified iMIS Administrator in 2019 at the 2019 NiUG AP Discovery Conference and joined the NiUG AP Programs Committee in March 2020. He now serves on the NiUG Asia Pacific Board as the Program Committee Chair.

RICHARD GAINES, SALESIAN MISSIONS

Richard Gaines is an independent consultant implementing innovative solutions for non-profits. He has worked with Salesian Missions to migrate their fundraising to iMIS from a mainframe system and improve their fundraising systems. Previously Richard worked at IBM for over 25 years where he was a consultant and senior project manager using his experience and expertise to address clients' business issues through a combination of process improvements and advanced technology.



NICK HOWARD, INTEGR8TIV

Nick Howard is the senior developer at Integr8tiv, he's a technology executive that's been integrating to iMIS for over 10 years. Nick has worked as a CTO with both startups and large organisations and is an academic at Melbourne University. He has a focus on digital and online innovation and has built integrations with iMIS for a broad range of complimentary systems.

N I U G A P . O R G / C O N F E R E N C E

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D I S C O V E R Y C O N F E R E N C E



BILAL JEEWA, PSEUDO CODE

Director and product development lead at Pseudo Code, with over 15 years' experience in the non-profits sector. Once voted No. 1 laugh in the world of iMIS. He is not allowed power tools. Can only count in French, and works in a railway carriage.



NEWLIN JOLME, INTEGR8TIV

Newlin Jolme is the Director at Integr8tiv. He's been dedicated to working with iMIS clients since 2003 with customers in Australia, New Zealand, Malaysia, Singapore, USA & Canada.

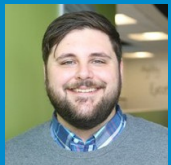
Newlin is a Certified iMIS Extension Developer & Integr8tiv is an Authorised iMIS Solution Provider & Fundraising Partner.

As a true all-round technology partner Newlin and the Integr8tiv team bridge the gap between business & IT, and help their customers achieve more with their iMIS and related business systems.



DAVID JOVEL, HIGHER LOGIC

I have more than 20 years of experience in designing, building, and maintaining websites. I'm a specialist in optimising user experience, information architecture, and responsive design that looks great on all devices. For the last ten years I've been working with iMIS RiSE. I love my work because I get to improve people's lives by building web tools and processes that give them better outcomes and relief their stress.



GREG KHAIKIN, HIGHER LOGIC

Product Manager



AMANDA KIRK, KISS CONSULTING

Amanda comes to you with a great deal of practical experience, and a firm goal - to make what you have work for you!

Her team provides a range of expert service and advice, and work alongside you to identify and achieve your own goals.

Originally a DBA, and then moving into the world of Software Consulting Amanda began working with ASI "a lot of" years ago. Many wonderful clients and great stories later, she began KiSS Consulting, and has continued the journey that is iMIS!



DR. ROBERT LANE, LANE SERVICES

Dr. Bob is CEO of Lane Services, a software consulting firm serving the not-for-profit community. He has over 22 years of not-for-profit management expertise as well as 20+ years of hands-on consulting experience. He holds an MBA and a Ph.D. in information systems with a specialty in fundraising software and online help systems. He has also served as Senior Manager of Grant Thornton, LLP's Not-for-profit Consulting Group, Executive Director of the COMMON Education Foundation & CIO of the Boy Scouts of America – GNYC. He holds the Certified iMIS Professional designation.

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JENNIFER LEE, ZEPHYR CONSULTING



Jennifer Lee is Zephyr Consulting's iMIS and Development Team Manager. Jen has worked in many different industries throughout her career, from the education sector to volunteering her time to local charities. This experience has given her the knowledge to understand the ins and outs of not-for-profit and membership organisations. One of Jen's passions is finding new ways to help clients improve their membership experience. She also enjoys discovering new strategies to ensure clients are using the iMIS system in the most efficient way to gain maximum benefit to the organisation and their members. Zephyr Consulting is the largest iMIS Solution Provider in New Zealand. Jen's team is comprised of 3 Certified iMIS Professionals and 3 Certified iMIS Administrators. Zephyr was honoured with an invite into ASI's Chairman's Circle early this year.

MICHELLE LELEMP SIS, CIP, CISE, CAUSEIS



Michelle has consulted and presented in Australia and globally to 100s of associations to help them enable their digital transformation and growth strategies. Whether Michelle is presenting on engagement scoring, data analytics, member experience or how to align iMIS to meet your internal or external expectations you'll find her passion and enthusiasm for the industry contagious. Michelle has used iMIS since 2004 and is a Certified iMIS Professional (CiP) and Certified iMIS Sales Engineer (CiSE). Causeis was proudly named as the Global iMIS Partner of the Year and Client Satisfaction Leader of the Year by ASI.

DOUG MORRIS, COMPUTER SYSTEM INNOVATIONS



Doug Morris is the Founder and Chief Product Officer of Computer System Innovations, Inc. (CSI) located in the Wheaton Illinois (near Chicago). CSI is focused on the not-for-profit space and has been active in that space since 1992.

While Doug leads CSI, he still gets his hands dirty on a daily basis. From working directly with clients, to developing applications and integrations, he is always active with both customers and prospects.

Doug is also involved with the International iMIS User's Group (NiUG). He currently serves on the NiUG Asia Pacific Board as Vice Chair and is the Chapter Liaison for NiUG International.

SAM NEWPORT, CAUSEIS



Sam Newport is the Digital Consulting Manager at Causeis, heading up the digital & UX team. With over 6 years of hands-on iMIS and association experience, combined with qualifications in Graphic Design including an Advanced Diploma in Graphic Design. Sam is responsible for your website design and creative style guides to meet associations digital goals. Causeis was proudly named as the Global iMIS Partner of the Year and Client Satisfaction Leader of the Year by ASI.

S P E A K E R B I O

D I S C O V E R Y C O N F E R E N C E

LEO PAPAGEORGIOU, PSEUDO CODE



Prior to co-founding Pseudo Code, Leo completed his double degree in Computer Science and Communications Engineering and then joined ASI where he was a valued member of the Consulting team for 9 years. In that time Leo worked with a large number of associations, charities and regulatory bodies, using his deep knowledge in process and technology to help deliver successful business solutions.

Leo is a business analyst with a technical focus. This role includes helping clients analyse how they are using their system and make recommendations on improving their processes and getting the most out of iMIS. Some of his other skills include: gathering technical requirements, website development using RiSE, database and iPart development, user training, business automation using process automation and iMIS upgrades among other things.

Most recently Leo has been working on Cloud migrations, which involves analysing client customisations and converting them to cloud friendly solutions to assist with migrating customers to iMIS Cloud.

PAUL RAMSBOTTOM, ASI



Paul is Managing Director at ASI (Asia-Pacific), the company behind iMIS not-for-profit and association software. With a career exclusively in the sector, he's passionate about helping not-for-profits reach their goals and improve performance, through adopting new and innovative solutions.

ALLISON ROSE, ASI



Allison has worked with ASI for 4.5 years as a Senior Trainer and Client Success Consultant. She manages the learning programs in the ASI Learning Hub for all iMIS versions and users, delivers iMIS Coaching courses and one-on-one training. She has a Certificate IV in Training and Education, Diploma of Business Coaching and a Degree in Foreign Languages. She has worked in the Association and Not-for-Profit industry for 7 years. Allison also coordinates the iMIS Certification programs and learning pathways from new users to advanced users of iMIS.

KATI RETI, INTEGR8TIV



Kati Reti is a senior consultant at iMIS who works with customers to manage and deliver best of breed iMIS solutions. She's a Certified iMIS Professional and has been working with iMIS for more than 18 years. Everyday Kati designs and delivers innovative solutions using iMIS and related software to help Integr8tiv customers get more from their software.

NADEEM HOSENBOKUS, PSEUDO CODE

Born in London with a BSc in Psychology, Nadeem is a Digital Consultant at Pseudo Code with over 6 years building award winning RiSE websites. EVER so slightly OCD about spelling, Punctuation - sp a c in g and styling; This will drive him BoNkErS!!

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D I S C O V E R Y C O N F E R E N C E

NATHAN SLOVIN, ASI

Trained as an attorney, Nathan's 35+ year career has evolved from a property manager & legal counsel in the rental apartment industry to Association Executive and consultant in the nonprofit sector to his current position leading the executive level engagement programs at Advanced Solutions International including the Performance Improvement Advisory Service and the iMIS Business Excellence Forum.



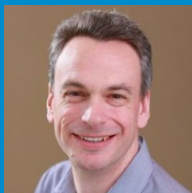
JEFF SPRING, ASI

Jeff has worked in the iMIS Community for over 20 years, first as an Authorized Solution Provider in Seattle then relocating to Austin, TX as Sr. Product Manager with ASI. Working with clients, partners, consultants and ASI teams, he continues to work to create the iMIS that clients need to transform their businesses and thrive during these uncertain times.



EDWARD WENDLING, ASI

Edward Wendling is the Global VP of Marketing for Advanced Solutions International (ASI) - the developer of iMIS, the only engagement management system (EMS) purpose-built for associations and non-profits. With more than 25 years of non-profit/association management and technology experience, Edward possesses in-depth knowledge of non-profit/association management trends, issues, and challenges. He was recently named the Association Trends Partner of the Year and has authored numerous ebooks and guides including the annual Membership Performance Benchmark Report by ASI.



JEREMY WILSON, CONNECT SYSTEMS GLOBAL

Jeremy Wilson is the CEO of Connect Systems Global. With over 28 years' experience in the IT industry Jeremy has specialised in membership and not for profit organisations since 2008. Following the de-merger from C Systems in September 2021, he now leads the team at Connect Systems Global, ASI's newest AiSP. Connect Systems Global supports a number of iMIS clients in their day-to-day operations as well as selling their range of award winning iMIS integrations which Jeremy was instrumental in designing. Jeremy loves helping iMIS users realise the full potential of their iMIS system and unlock features and capabilities that they never realised were there.



DEMPSEY WOODLEY, PSEUDO CODE

Dempsey has more than 20 years of experience in designing, building, and maintaining websites. He's a specialist in optimising user experience, information architecture, and responsive design that looks great on all devices. In the last ten years he's gained considerable expertise iMIS RiSE. Dempsey is based in the sunny Hawkes Bay region in New Zealand and spends his weekends driving a sporty son around to football, swimming or surf. Dempsey says he loves his work because he gets to improve people's lives by building web tools and processes that give them better outcomes and relieve their stress.

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