Hammond Care
Industry: Healthcare, Non-profit
Legacy Solution: Multiple/Fragmented PDFs, Spreadsheets & Databases
Mylo Solution: Event Management, Training Administration

HammondCare is an independent charity, specializing in dementia, aged care, palliative care, and older persons mental health. Regarded nationally and internationally as one of Australia's most innovative health and aged care providers, this organization is the major sponsor and organizer of the "Risky Business: Facing Up To Dementia" conference.

BUSINESS CHALLENGES

"The Risky Business: Facing Up To Dementia" conference began in 2006 with a hundred attendees. The conference required multiple attendee types: speakers, students, exhibitors, and attendees. There were multiple sessions: and awards ceremony, workshops, and food breaks (navigating allergies and special care) with mini activity sessions that were managed by various people.Not only was the process laborious, but the risk of leaking personal and financial data became a concern. HammondCare looked for a solution that offered comprehensive functionality and automate the day-to-day tasks and activities involved in registration and payments processing. They also needed to be able to accept payments in local currencies and organize the data in real time, while protecting registrant's confidential information.

SOLUTIONS & RESULTS

MyloTEAM reduced event registration and management by 70%. Hammond Care's event is now over 1,000 attendees and growing. MyloTEAM event management solution offered different ticket pricing options for multiple attendee types. The platform was a perfect fit for their urgent needs, but was also scalable to fit the organization's future needs. It was already equipped to handle multiple mini events within the main conference, and MyloTEAM synced with Salesforce.com, allowing HammondCare to easily manage their registrant data securely. With multiple attendee types, built-in promotions, and student discounts, the conference team was able to drive earlier registration, giving them more time to managing their attendees. The credit card payment information was collected and processed in a real time with a secure and PCI-compliant solution and using PayPal PayFlow Pro. Payment receipts and registration confirmations were emailed instantly through MyloTEAM's email marketing engine. HammondCare received immediate access to the collected funds.

> " *A variety of built in features perfectly mapped to our needs. To help us with some very specific HammondCare requirements, MyloTEAM Implementation and Support Team did some additional customization.* "
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> James Abbot
> Enterprise Architect, HammondCare.

- **MyloTEAM reduced event registration & management by 70%**
- **Implemented Flexible payment options**
- **Credit Card payments processede in real time while protecting the attendees privacy**

mylo
solutions

PTC

**Principal's Training Center
Industry: Training, Continuing Education
Legacy Solution :Multiple/Fragmented
PDFs, Spreadsheets & Databases
Mylo Solution: Event Management,
Training**

The Principal's Training Center for International School Leadership (PTC) was founded in 1989 to meet the professional development needs of International school leaders, administrators, teachers, counselors and others involved in in international schools. Over 2500 international educators have participated in PTC training programs including a four week long course, leadership certificates, one and two day seminars and onsite training.

BUSINESS CHALLENGES

PTC needed to reduce costly administrative and sought a registration management system to readily track student data, simplify payment and collections, and create management reports for better management for programs across the globe.protecting registrant's confidential information.

SOLUTIONS & RESULTS

Mylo streamlined and automated processes to support event management planning, training administration and certification processes by 56% overall. PTC was able to eliminate manual process and use MyloTEAM training platform to manage their programs from anywhere in the world. Increased revenues resulted when programs by easily implementing a new collaboration site that PTC Instructors use extensively to supplement their classes. Manual administrative time was reduced by automating many of the customizable reporting made access to attendee and financial data easier to access and use. Further reduced administrative overhead by using Mylo to create and distribute Certificates to course participants based upon their attendance and course status.
collected funds.

> " *Our complex training programs required Mylo to customize the standard process, which required extensive review and testing to make sure we got it just rightMylo's collaboration and responsiveness to create our unique solution was the key to our success in adopting their Cloud-based system. Though the platform was implemented in one big bang, there have been substantial modifications and improvements made along the way* "
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> Bambi Betts
> President, PTC

• **Eliminate manual process and use MyloTEAM training platform to manage their programs from anywhere in the world.**
• **Manual administrative time was reduced by automatiON**
• **Reduced administrative overhead by using Mylo to create and distribute Certificates**

ICDL
Industry: Healthcare
Legacy Solution :Multiple/Fragmented PDFs, Spreadsheets & Databases
Mylo Solution: Training with Moodle & Salesforce

ICDL was founded by Dr. Stanley Greenspan in 1997. ICDL's mission is to engage in, develop, conduct, support, and disseminate programs, research, seminars, and publications to helps clinicians, parents and educators on the unique challenges and strengths of children with Autism Spectrum Disorders (ASD) and other developmental challenges.

BUSINESS CHALLENGES

ICDL needed to replace their manual process using disconnected spreadsheets with an affordable, easy-to-use registration management system that would allow it to readily track student status within their program and that provided integration with learning platforms such
as Moodle and Blackboard. ICDL also needed a platform that provided an efficient way to manage and reconcile programs' income.

SOLUTIONS & RESULTS

In order to ensure successful implementation, Merrill and her team collaborated closely with the Client Services team at Mylo. The system also delivered an incredible improvement over past procedures and results for the Finance department, though more fine tuning is needed to manage the increased expectations!
ICDL is now planning to use Salesforce CRM to create a database of records where all the contacts and information will be accessible in one location. This plan, of course, includes integrating Mylo with Salesforce using the MyloRSVP real-time connector. "Given the ease of integration with Moodle, implementing MyloRSVP should be a walk in the park and will result in dramatic time savings and greater productivity.

> " *Mylo has gone above and beyond has allowed our small organization to be much more efficient and responsive to our customers as well; resulting in time savings and greater customer satisfaction. They enabled our small organization to be much more. efficient and responsive to our customers as well; resulting in time savings and greater customer satisfaction.* "
>
> Jef Guenzel
> Chief Executive Officer, ICDL

- **Moodle integration**
- **Addition of Google Translate button**
- **Customizable reporting**
- **System generated emails**
- **Ability to connect Certificates to course participants based upon their attendance and course status**