

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.”

James Abbot
Enterprise Architect, HammondCare.

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