

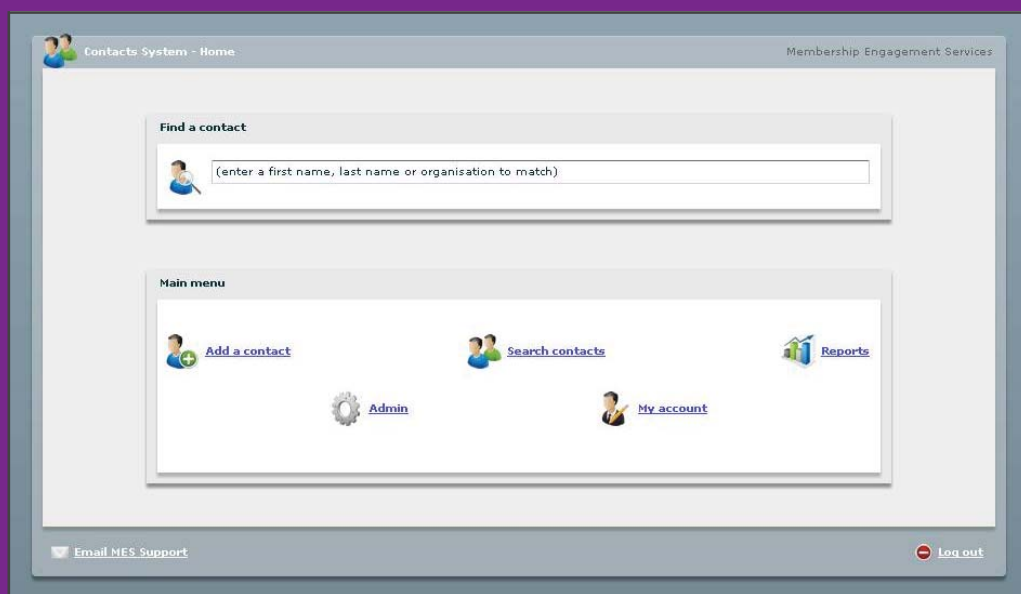
# Contacts Management System

In November 2009, Membership Engagement Services (MES) launched our Contacts Management System. We wanted to create a user-friendly, secure and cost-effective CRM database that could be tailored to each and every client's needs.

*"MES built us a fantastic system - very logical and easy to use but with loads of functionality. The service is great too - they have a very helpful, friendly and accessible team! This is a fabulous asset which gives us hassle-free and flexible access to our contact data whenever we need it..."*  
East London NHS Foundation Trust

The system features:

- Secure and accurate storage of contacts' data
- Flexible searches and exports
- Communications storage and reporting
- Segmentation of data and user permissions
- Accessible to any number of users, at any time



## Integrity

We think that ensuring data accuracy is a top priority. To achieve this, the system validates all addresses using Postal Address File (PAF) software. If you plan to hold any personal data on your contacts database (e.g. volunteers' data), we can even check your data on a quarterly basis for deceased contacts and changed addresses.

MES' Contacts Management System is a web-based application which is hosted on secure servers. Access to the system is through your web browser. The system is securely encrypted (to internet banking standards) and backed up hourly. Users can access the system 24/7.

## Making the most of your data

Once you have all your data on the system we want to help you make the most of it. It is quick and easy to search for specific groups of contacts, and export in Microsoft Excel or mail merges and e-broadcasts. For regular analysis and communications you can save search criteria for quick access.

## Our approach

Our philosophy is to help and encourage you to use the system as much as possible. Administrators can create as many other users as they wish, all with unique access rights.

Providing a high level of service is very important to us. All clients have a dedicated project manager who will assist if you get stuck, have any questions or just need a little extra help. Full training is provided along with a 9-5 support line.

## Contact us

For further information or for an informal discussion about how we may be able to help you please contact us:

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