

PMI

PROJECT MANAGEMENT INSTITUTE



Providing prequalified web services vendors to local PMI chapters to ensure reliability of product and efficiency in the chapter buying process.

The Project Management Institute (PMI) reached out to StarChapter as consideration for PMI's Chapter Web Services (CWS) Provider Program. Upon approval, StarChapter became an endorsed vendor, offering PMI chapters a reliable option for their association management software.

Objective:

PMI sought qualified vendors to join their CWS Provider Program and provide web services to PMI's extensive chapter network

Determining Factors:

1. StarChapter met all the criteria set out in the PMI Chapter Web Services (CWS) Provider Program
2. Ease of membership data integration between chapters and PMI national
3. Voluntary enrollment in the SSO integration to access syndicated content

Result:

Increase in membership and reduced costs for chapters utilizing StarChapter compared to performance before using the integration

Keys to Success:

1. Creation of a Syndicated Content Integration
2. Development of a Data Exchange Program
3. Single Sign-On capabilities
4. Availability of Global Search Options across the chapter's and PMI's content

Objective

PMI had the goal of expanding their Chapter Web Services (CWS) Provider Program for the delivery of ongoing web service offerings to PMI's extensive chapter network. PMI sought vendors with association expertise and a professional technical support team to help their chapters work more efficiently and improve results.

Strategy

PMI's team first established the CWS program that set the ground for a vendor evaluation process. Then, since StarChapter was already employed by some PMI chapters, PMI initiated the process with StarChapter and invited the StarChapter team to become an endorsed vendor of web technology to be used by their local chapters. StarChapter went through the extensive evaluation process and met all the criteria to become an endorsed vendor and qualify for the PMI Chapter Website Services (CWS) Provider Program. This included: full event management capabilities, public facing website with global search capabilities, easy-to-manage functionality by non-techy users, flexible page/content layouts, role-based access, payment processing, membership management, and email communication.

Favorite feature: Ease of Single Sign-On integration between chapter and PMI.

Following approval and subsequent entry into PMI's CWS Provider Program, StarChapter attended the PMI Annual Leadership conference in Vancouver, Canada to present their services to local chapters. After launching the program, PMI started promoting StarChapter on their site.



PMI St Louis was one of the very first few chapters to adopt StarChapter and integration of shared membership data with PMI. Our experience was very smooth without any interruption. Data is updated in the wee hours every day and that saves our officers a lot of time in doing the day-today tasks of the chapter.

- Vish Tripathi, President
PMI Metro St. Louis Chapter

Determining Factors

1 **PMI Chapter Web Services (CWS) Provider Program qualified**

PMI evaluated StarChapter's services with local chapter needs in mind, determining that they met all the criteria and standards to become an endorsed vendor for PMI. Requirements included offering full event management capabilities, a public facing website with global search capabilities, easy-to-manage functionality by non-techy users, flexible page/content layouts, role-based access, payment processing, membership management, and email communication.

2 **Ease of membership data integration between chapters and PMI national**

Data between PMI national, who maintains membership data, is automatically updated nightly to local chapters enrolled with StarChapter. This ensures the most current information is available to volunteers when they log into the system.



Since PMI National is the source of membership data, we wanted to be sure that membership data is synced with PMI National on a daily basis. SSO capabilities through StarChapter ensure that membership data at the local chapter level is updated and up-to-date with PMI National.

Vish Tripathi, President
PMI Metro St. Louis Chapter

3 **Voluntary enrollment in the SSO integration**

PMI national has vetted the services of StarChapter, verifying to local chapters that the SSO integration, as well as other chapter management services, are up to par for the needs of the association and chapters. This way, local chapters can make an informed decision regarding their choice to enroll or not.



We want to thank StarChapter for your help and guidance throughout this migration to the new site. Your support and response times have been very good and I truly appreciate it. You have made this transition very easy and enjoyable. I've heard nothing but positive from our members. They absolutely LOVE our new site!

Brian Gregory, PMP
PMI Rochester

Results

Local chapters employing the SSO integration have experienced an increase in membership, lower costs associated with their website, and a reduction of time spent for chapter leadership and board members allowing a refocus of energy on strategizing for chapter growth.



Other than a saving of almost \$18,000 in the last 4-5 years on credit card charges, PMI Metro St. Louis Chapter was able to automate some of the processes which has resulted in 11% membership growth and saving of volunteers' time. Volunteers are now able to focus on strategic goals instead of redundant tasks. For us as a chapter, StarChapter was able to provide most of the functionalities at a very competitive rate. We were able to become more efficient and productive by using these services from the StarChapter.

– Vish Tripathi, President
PMI Metro St. Louis Chapter



StarChapter is a very economical solution that provides lightning-fast service and technical support. Their ticket system raises the bar as far as quality and promptness of service.

– Matt Jaeger
PMI Central Illinois Chapter



We have just switched to the StarChapter product and after group training, one-on-one training, reviewing the training videos and articles, and spending time configuring our new website, I can safely say that it's a great product to use. The main areas I work on are newsletters, web pages and the email manager and the software makes it easy for me to quickly update and create new content. Overall, it's been a great start to my new life with StarChapter.

– Ivan Thomas, VP of Communications
PMI Columbia River Basin Chapter

Keys to Success

- 1 Creation of a Syndicated Content Integration**

StarChapter developed a Syndicated Content Integration to where PMI provides content that seamlessly integrates with local chapters' websites, like PMI Lexicon, Benefits of Membership, Certification, Pulse of the Profession, Standards Library, and PM Network.
- 2 Development of a Data Exchange Program**

By making enrollment an option rather than a requirement, ASHRAE national left the autonomy in the hands of chapter leaders. Knowing they have a choice in the matter empowers the local leaders and builds trust between national and chapters. As the time is right for them, chapters can enroll in the service.
- 3 Single Sign-On capabilities**

When members sign in to the admin area of their chapter's website they have access to the data on the national level, including member-only areas of the StarChapter service and PMI member-only apps (myPMI, VRMS, and CCRS). Members no longer need to maintain multiple login credentials for local chapter and PMI national.
- 4 Availability of Global Search Options**

Chapters joining the SSO integration also benefit from the Global Search option that allows a single search to return results for both within the local chapter website and PMI services.

The Bottom Line

Through approval as a qualified endorsed vendor within PMI's Chapter Web Services (CWS) Provider Program, StarChapter afforded the local chapters a reliable SSO integration platform that saves both time and money through efficient onboarding and implementation processes, ease for board transitions, and continues technical support. This allows for greater focus on membership building strategies rather than redundant chapter operations.



About PMI

Project Management Institute is the world's leading not-for-profit professional membership association for the project, program and portfolio management profession. Founded in 1969, PMI delivers value for more than 2.9 million professionals working in nearly every country in the world through global advocacy, collaboration, education and research. PMI advances careers, improves organizational success and further matures the profession of project management through its globally recognized standards, certifications, resources, tools, academic research, publications, professional development courses, and networking opportunities. As part of the PMI family, Human Systems International (HSI) provides organizational assessment and benchmarking services to leading businesses and government, while ProjectManagement.com and ProjectsAtWork.com create online global communities that deliver more resources, better tools, larger networks and broader perspectives.

Source: <http://www.pmi.org/About-Us.aspx>

About StarChapter



StarChapter is a member-friendly association software company serving local chapters across the United States and Canada. StarChapter's mission is to help local leaders of national associations grow their chapter's attendance, membership, and revenue and achieve lasting board productivity even when the board changes. Our software provides event registration, membership, communication, website management, web services, and eCommerce features as well as responsive website layouts, dedicated StarChapter specialists, 24/7 online support, phone support, and ongoing board training webinars.

Source: www.starchapter.com

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