

# EMS Case Study *New Community Church, Grand Rapids*



## Background

Founded in 1991, New Community Church of Grand Rapids, Michigan has a very diverse membership.

The church's Director of Information Technology says much of the congregation is what is affectionately referred to as "used-to-be'ers"...as in, "used to be a [denomination]."

That diversity in backgrounds translates into diversity in interests and a very busy church calendar. "Our facility is literally in use seven days a week."

"We have well over 100 items on our weekly calendar, adding up to anywhere from 5000 to 8000 events per year in the 43 rooms that are available for scheduling in EMS," says the IT Director.

## Finding Efficiency Online

New Community Church originally purchased EMS Lite Version 4.0. When it came time to upgrade, not only did they move to Version 6.0, they also decided to take advantage of the Virtual EMS component of the system to allow staff, church members and guests to access information on existing events or

search for available space for a meeting or event from the internet.

"Key staff members began discussing putting our EMS data on the web in order to provide a more streamlined means of scheduling our facility," says the IT Director. "We wanted better search functions as well as the ability to filter those search results for specific ministries."

## Fast Facts

- **EMS Lite** customer since 2001
- **43** rooms
- **5,000 - 8,000** events per year
- Virtual EMS Lite reduces phone calls to facility scheduler "**by at least 80%**"

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Not only did New Community members benefit from this upgrade, the church's facility scheduler did as well. Before the implementation of Virtual EMS, people would call her office many times a day to ask if there was a room available on a certain date or to find out when and where a specific event was being held. Today, the number of phone calls has been cut "by at least 80%".

*"I am very impressed with the customer support we've received."*

## The Next Level

So what's next after you've made the leap from posting printed calendars in hallways to publishing event information on the internet? New Community Church is pondering an even greater level of self-sufficiency for its membership.

"We hope in the near future to begin allowing reservations to be made through Virtual EMS. That will even further improve our reservation efficiency."



And New Community Church can count on world-class technical assistance as they make the transition to online reservations. "I am very impressed with the customer support we've received," one staffer beams. "I've only had to call twice, and in both cases I was in contact with someone within a minute. And the people I talked with (at the corporate headquarters in Denver) were polite, well-spoken and very knowledgeable in troubleshooting my problem."

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