Introducing ClubRunner Nova
Feb 15, 2024
Welcome

Sarah Asterbadi
Co-founder & CEO

Halle Asterbadi
Co-founder & COO
Agenda

• About ClubRunner
• Our Vision
• Product Goals
• Sneak Peek of ClubRunner Nova
• Our Technology
• Next Steps
• Q&A

Webinar Video

A recording of this webinar is available on our YouTube Channel.

View Recording
A great start to the Rotary Convention in Melbourne. Visit us at booth 629 for news, limited edition swag and yummy treats as we celebrate 20 years! #rotary23 #clubrunner20

The excitement continues at #Rotary23 meeting friends old and new in beautiful #Melbourne and celebrating 20 years of #ClubRunner serving Rotary.
Our Team
Worldwide Coverage

ClubRunner was designed from Day 1 to be **multi-lingual** and **multi-currency**, and is in use by Rotarians all around the world.
Past Year

**Events**
- 327K Registrations
- 58K Club Events
- 8K District Events

**Website**
- 62K Stories
- 284K Pages Published
- 6K Photo Albums
- 2M Site Visitors

**Email & Bulletin**
- 37M Emails
- 47K Bulletins

**RI Integration Updates**
- 337K

**Donations Raised**
- 9K
- $1.3M
ClubRunner Today

• Today, we serve 127 Rotary districts and 9,600 Rotary clubs worldwide
• Official Rotary International Licensee
• Highly rated and recognized by many software vendor platforms (Capterra, Gartner G2 Crowd)
Our Vision
Product Vision

1. Growth
   - Building your brand
   - Prospect Journeys
   - New member intake
   - Engagement Analytics

2. Experience
   - Member Onboarding and Integration
   - Foster Connections & Collaboration
   - Personalized Member Experience
   - Reporting & Analytics
   - Omni-Channel

3. Impact
   - Nurture your extended community
   - Build your network
   - Effortless touchpoints
   - Amplify your reach
   - Showcase your impact

Engage & Connect

Community Reach
Attract & Retain

• Building your brand
• Prospect Journeys
• New member intake
• Engagement Analytics
Engage & Connect

• Member Onboarding and Integration
• Foster Connections & Collaboration
• Personalized Member Experience
• Reporting & Analytics
• Omni-Channel
Community Reach

- Nurture your extended community
- Build your network
- Effortless touchpoints
- Amplify your reach
- Showcase your impact
Product Goals

User Experience

Streamlining Data

Flexibility & Configuration

Performance and Security

Mobile App Expansion
Introducing ClubRunner Nova
News

New Features

Take a look at some of our most exciting updates to help your club and district better engage with your members, prospects and community!

Check out some of our new features:

- Mobile Message Broadcasts
- Donations Module
- Cloud Events (Tickets)
- 2-way True Sync
- Retarget Data Integration
- Email Link Tracking
- Membership Success (Prospects Module)
- And More!

LEARN MORE ➔
Membership Success

Turbocharge your club’s growth with a recruitment and nurture toolkit to attract, engage, and convert prospective members.

Make it easy to inquire about membership. Digitize your recruitment process. Attract prospects and member referrals through your website with a built-in form that allows you to collect all the information you need to know.

Engage your prospects. Personalize your drip campaign with your own unique messaging from the first point of contact right through until they become a member. Stay top of mind and continue to build your relationship with your prospective members by keeping them engaged. Monitor interest levels and track where they are in your recruiting funnel at all times.
Membership Success

Turbocharge your club’s growth with a recruitment and nurture toolkit to attract, engage, and convert prospective members.

Available today to all clubs!
Donations

Make it easy to fundraise and process donations from your community

Collect online payments for donations
Multiple campaigns
Set custom tiers for suggested amounts
Free-form option
Track donors, statistics, and reports
Customized thank you emails
Events

Canada Day RibFest!
Jul 01, 2023 11:00 AM - Jul 02, 2023 9:00 PM

Join our club for our 10th Annual Ribfest in Echo Valley Park!

Ticket Prices
- Ribfest Ticket: $45.00
- Ribfest Family Pack: $20.00
- VIP Ribfest Ticket: $25.00
- VIP Ribfest Family Pack: $110.00
- Parking Pass: $10.00

Where
Echo Valley Park
1244 Hopping Avenue
Toronto, ON
Canada

Organizers
Natalia Tirkin
Natalia.Tirkin@rik.sandgrid.net

Dashboard | Orders | Attendees | Email | Documents

Event Revenue: $2,490.44
Tickets Sales: $1,305.00
Product Sales: $210.00
Donations: $975.44

Event Sales

Ticket Sales
- Ribfest Ticket: 41 tickets sold, $205.00
- Ribfest VIP Ticket: 18 tickets sold, $440.00

Event Sales by Ticket Type
- Ribfest Ticket: $205.00
- Ribfest VIP Ticket: $440.00
- Ribfest Family Pack: $120.00
- Ribfest VIP Family Pack: $540.00

2023-08-17
Tickets: 46

Copy | Save | Close Registrations | View | Setup
Financial Reports

- **Dues**: $300.00
- **Events**: $4,550.00
- **Products**: $0.00
- **Donations**: $52.00

**Membership Type Orders**
- Individual 5 year Rotarian: $200.00
- Individual 1 Year Rotarian: $100.00

**Event Orders**
- Eliminating Poverty by Empowering People: $4,550.00

**Product Orders**
- No Data To Display

**Donation Orders**
- General Donations: $52.00

**Amount Owing**
- Membership Dues: $1,175.00

Quick Links
- Invoice List
- Orders List
- Payments List
- Sales Report
- Dues Report
- Event Sales Report
- Product Sales Report
- Promo Codes Report
- Donations
Engagement Reports

Active Member Volunteer Preferences
- Willing to Volunteer: 174
- Not Willing to Volunteer: 62

Active Member Travel Preferences
- Africa: 13
- Asia: 10
- Europe: 14
- India: 13
- North America: 12
- Oceania: 9
- South America: 13

Active Member Travel Finance Preferences
- Willing to Finance Their Own Travel: 226
- Not Willing to Finance Their Own Travel: 10

Active Member Email Preferences
- Emails verified: 228
- Emails not verified: 8

Non-Members Email Preferences
- Non-Members opted-in: 998
- Non-Members opted-out: 70

Active Member Public Directory Preferences
- Opted-In: 233
- Opted-Out: 3

Community
- Groups
- Members in groups
- Events
- Members registered for events

Email Reports
- Email Traffic
- Email Usage
- Blocked Emails
Projects
Rotary Action Groups & Fellowships

Streamline member joins, renewals, fundraising, and project directories - so you can focus on what matters.
Revamped Email

- Friendly Interface
- More robust recipient lists using segments, suppression lists, and ad hoc (cc: )
- Enhanced Templates
- Link Tracking
Editor

Upgraded editor to make creating content easier

Cropping images
Flip and rotate
Resize
Adjustments
Mobile App

An even more simplified user experience for club and district members

Member lookup, club information, club officers, district officers, events and more

Learn more

What’s New

Now with Push Notifications - a free way to send an instant message to all club members right on their mobile device

Edit Profile, Donate, Link to Register and Volunteer

FREE for all club and district subscribers

25K INSTALLED

Available on the App Store

Available on Google Play

Members

Sue Baker

123 LaPlace Road
Green Town, WI
12345 United States

Phone

Home (Primary)
202-555-1234

Email

Primary
sbaker1@example.com
Our Technology
Our Tech Stack

• Entirely cloud based infrastructure on Microsoft Azure
• Latest technology framework (.NET 8, Blazor, serverless with unlimited scalability)
• SendGrid for email deliverability with full stats (including bounces, opens, and link tracking)
• Traffic monitoring, filtering, and DDOS protection with CloudFlare
• Stringent data and application security practices

Cosmos DB
Security

- Leveraging industry grade security on Microsoft Azure
- Traffic monitoring and DDoS protection with CloudFlare
- Security protection (eg. URL Manipulation)
- Compliance with cybersecurity best practices
- Third-party Cybersecurity certification (by KPMG) in 2022
- Multi-factor authentication coming soon
An Open System For All

- ClubRunner shares Rotary International's philosophy of open choice: Each club and district has the right to choose whatever software solution they would like.
- ClubRunner fosters an open and mixed ecosystem of software.
- RI integration True Sync now allows for secondary integration.
- Open API and Single Sign-On means you will be able to expand functionality to other software platforms.
Roadmap
# What’s Next

<table>
<thead>
<tr>
<th>NOW</th>
<th>May – Jun 2024</th>
<th>Sep - Oct 2024</th>
<th>Nov - Dec 2024</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Development</strong></td>
<td><strong>Integration &amp; Testing</strong></td>
<td><strong>Beta Preview</strong></td>
<td><strong>General Release</strong></td>
</tr>
<tr>
<td>Continue the development work currently underway</td>
<td>Webinar showing a more detailed look at Nova (stay tuned)</td>
<td>Early access will be enabled for Champions, with feedback discussions in the Community.</td>
<td>Roll-out to all subscribers in stages starting at the end of the year.</td>
</tr>
<tr>
<td>Feedback Survey</td>
<td>Focus Groups</td>
<td>Rotaract Version Release</td>
<td>More info will be shared on that closer to release date.</td>
</tr>
<tr>
<td>This is the time to share your input</td>
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<tr>
<td>RAG / Fellowships available now!</td>
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</tbody>
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All dates subject to change
Next Steps
Upcoming Webinars

**February 21st, 2024**

*Membership Management & Rotary International Integration*

Learn how this exciting database integration feature will automate member updates between your ClubRunner database and RI’s MyRotary Portal, while maintaining full control and privacy to Rotary Clubs and Districts.

- Plus, an overview on how to:
  - Edit and maintain the member directory
  - Report membership changes to districts and Rotary International
  - Edit executives and directors
  - Set up tasks for new member orientations

*Duration: 60 Minutes*

**February 28th, 2024**

*Events & Volunteer Management*

Learn how to post, promote and manage events and volunteers! In this webinar we’ll cover how to:

- Set up online registrations
- Set up volunteer sign up and task lists
- Track volunteer signups and event registrations
- Create email notifications and invitations
- ...and the difference between the Basic Volunteers vs. Enhanced Volunteers features

*Duration: 30 Minutes*

**March 6th, 2024**

*Dues and Billing*

In this 30 minute session geared towards club treasurers, this overview will cover how to:

- Manage and track member dues
- Manage funds and create invoices
- Collect online payments with the Online Payment and eCommerce module
- Track various payments and apply credits and debits to member accounts

*Duration: 30 Minutes*

**March 13th, 2024**

*ClubRunner 101*

Learn about all the features of ClubRunner and how you can:

- Manage a website without any technical expertise
- Secure and personalize email communications
- Create and manage club events and fund-raising activities
- Post and access valuable club information and documents
- Generate various club reports
- Track bills and create invoices

*Duration: 30 Minutes*
We’d love your feedback and thoughts

- We will be emailing a link to a survey after this webinar and would appreciate your feedback and thoughts
- Email us at support@clubrunner.ca anytime
Join our Champions & Beta Group

Be part of the journey... If you are interested in staying updated on all developments happening at ClubRunner and the new release, and want to see the product before general release, we invite you to join our Champions group and be involved with the rollout of the new version.

- Frequent updates
- Early access to modules before general release
- Sneak preview of new features
- Focus groups

Sign Up
We invite you to visit our User Community to learn what’s new and discuss with our team and other users.

www.clubrunnercommunity.com
Contact Us

Sales

Interested in learning more about ClubRunner? Connect with our sales team!

Toll-free  +1 (877) 469-2582
International  +1 (647) 490-5878

Contact Sales

Customer Support

Have a support related inquiry? Contact our support team!

Toll-free  +1 (855) 621-2582
International  +1 (647) 490-5878

Contact Support

Learn & Discuss

Visit our support site for helpful guides, help articles, news, webinars, and more to help you get the most out of ClubRunner

Support Site

User Community
Our Promise

We remain as committed as ever to delivering world class software to Rotary clubs and districts, backed by excellent customer service.
Q&A
Thank You