Alpha Gamma Rho Transition to *ChapterSpot*

Over the past two years we have found working with *OmegaFi* has continued to be more challenging. Our membership has continued to be unhappy with the confusing and overwhelming interface *OmegaFi* has offered in Vault. The customer service limitations of *OmegaFi* have hindered both our member experience and Home Office staff productivity.

Why are Fraternities and Sororities moving away from *OmegaFi*?

Fraternities and sororities are moving away from *OmegaFi* due to the need for more modern, adaptable, and user-friendly technology solutions that better meet the needs of today's chapters. Many organizations are seeking platforms that offer better integration, enhanced communication tools, and more robust data management capabilities.

Limitations of *OmegaFi*

OmegaFi, while once a leader in chapter management software, has been seen as outdated by Alpha Gamma Rho, as well as a number of other Greek organizations. Common limitations cited include a less intuitive user interface, limited customization options, and less effective communication and data analysis tools compared to newer platforms. Chapters have reported not wanting to use the billing services offered by *OmegaFi* because the system is simply too complex to understand to get chapter finances organized. Home Office staff are not able to pull reports needed from the database without requesting a customized report from *OmegaFi*, not only costing us more money, but often taking weeks or months to receive.

Benefits of switching to *ChapterSpot*

ChapterSpot offers enhanced features that help chapters run more efficiently and improve the overall member experience. This platform offers a range of benefits, including better user experiences, improved financial management tools, and enhanced communication features that better align with the needs of modern Greek organizations. *ChapterSpot* offers integrated solutions by using Salesforce as the cutting-edge productivity tool for our members and is widely used by companies of all sizes due to its scalability, extensive integration options, and ability to cater to a wide range of audiences.

Currently, Alpha Gamma Rho utilizes several platforms to conduct business – *OmegaFi* (database, member management, chapter billing), AGRconnect (learning modules and member resources), and Raisers Edge (Foundation gifts and lifetime giving). Transitioning to *ChapterSpot* will give all members a single sign-on experience under the AGRconnect branding.

Key benefits of transitioning to *ChapterSpot:*
- *Enhanced member experiences* including an intuitive, modern interface that is easier for members, officers, and alumni to navigate
- *Improved communication tools* that include integrated and email features allowing for more effective and streamlined communication within chapter and with the Home Office.
- *Advanced data management* capabilities, making it simpler to track membership information, event participation, and finances.
- *Creation of customizable reports that meet the specific needs of our chapters, giving officers and Home Office better insights into chapter performance.*
- *Seamless integration* with widely used platforms (GreekBill and LMS), enhancing productivity and connectivity.