



TigernixClub

Club Membership System

SOLUTION OVERVIEW



SOLUTION OVERVIEW

TigernixClub- the premier online and web-based membership management system for Singapore's member-focused organisations- allows its users to maintain and cultivate a strong membership base that's essential for the journey towards success. TigernixClub simplifies and improves the membership management process aligned to meet the requirements of any member-centric organisations (including sports clubs (swimming, tennis, cricket, golf etc.), fitness clubs, health clubs, associations, nonprofits, gyms, unions, societies etc.).

This platform is customised to match your specific membership management needs, thus facilitating teams to effectively manage all facets of member engagement, communication, and administration by utilising cutting-edge technology. Employing it will put a permanent end to time-consuming spreadsheets, dispersed communication channels, heavy paperwork and manual administrative activities, even using retro-fitting software that is not seamless.

Starting from membership registration and renewals, event management, payment processing, and targeted communication, TigernixClub acts as an all-inclusive management system for all member information tacklers in your organisation.

ADVANTAGES

Explore TigernixClub to learn the invaluable advantages that you can earn by trusting Tigernix to be your solution enabler.

All Organisations and Industry Verticals

TigernixClub is admired by membership information management teams for its versatility. TigernixClub facilitates many member-centric establishments in different industries, including healthcare, fitness, education, consultation, community service, government, charity etc. Also, this solution can be easily augmented to boost sports clubs (swimming, tennis, cricket, golf etc.), fitness clubs, health clubs, associations, nonprofits, gyms, unions, societies and other member-oriented establishments.

Cutting-Edge Collaboration

TigernixClub promotes collaboration between all your departments; may it be advertising, promotional, finance, front office or administration, your member-centric organisation would have the power of tracking and tracing all operations, including member information, financial transactions, event statuses and more. As a centralised system, TigernixClub allows users to take up different user roles and personalise their user experiences based on the tools, information updates and task completion requirements.

Healthy Membership Lifecycles

TigernixClub allows your CRM and other member service centre staff to use a myriad of tools to ensure that your members' feedback, their reactions to your services and their satisfaction are needfully analysed to understand member trends. Such insights will help your organisation to make value-adding decisions to expand the member pool and advertise your organisation's unique member-friendly efforts across your target community.

End-to-end Operational Streamlining

With the ease-of-use, accessibility through the web, cloud, in-house applications, advanced analytics tools, payment portals, self-service ends and other tools, TigernixClub is the all-in-one solution for all member-oriented organisations. This solution has the propensity to bolster the end-to-end membership management efficiency of your organisation by giving all your membership management functions a digital solution to computerise, automate and execute in an error-free, fast and success-guaranteed manner.

Host Multiple Events

Allow diverse engagement opportunities and enable community building and networking windows for your members. TigernixClub allows your event management teams to use user-friendly interactive dashboards, models, tools and APIs to plan, manage, host events and streamline post-event commitments easily. This will enrich the membership lifecycles and experience and contribute to the widespread growth of the internal and external ecosystem of your organisation.

Promote Member Engagement

Organisations can develop a healthy and active membership community by enticing members to interact with one another, share ideas, and contribute their knowledge. This may pave the way for future community-building networks, knowledge-sharing and learning capacities, member opinion-sharing, volunteerism, leadership opportunities and more. TigernixClub allows member portals to allow all such interactions to happen with state-of-the-art communication tools and other user-specific features.

Pinpoint Fraud and Data Hazards

It can spot potential fraud and data vulnerabilities, enabling prompt action and security precautions to safeguard private member data. It assists in reducing the risk of identity theft, data breaches, illegal access, and other security issues. TigernixClub is one of the very few membership management system solutions in Singapore to inherit cutting-edge data privatisation and security protocols to safeguard confidential organisational and member information.

Straightforward Analytical Tools

Organisations can learn more about the behaviour, engagement levels, KPIs, trends, and preferences of their members by examining the data gathered within the membership management system. TigernixClub allows your analytical team to get the best out of the wealth of member data that are roaming in your platform and make decisions to optimise revenue, bolster retention and continuously improve your organisation at large.

BASIC FUNCTIONALITIES

API Integrations

Discover the game-changing features of TigernixClub software, which is created to simplify and streamline the complex aspects of your membership lifecycles. With the help of our innovative solution, which harnesses the power of a strong API connection, you can easily connect with your related services efficiently.

- CRM Platform Integration
- Multiple Payment Gateways
- Social Media Platforms
- Third-party Service Subscriptions
- Web Content Management

Billing and Payment Management

Utilise the power of TigernixClub by employing powerful billing and payment tools to automate billing procedures, easily create invoices using user-friendly templates, accept a variety of payment methods, track payments with ease, and enhance recurring transactions.

- Automated Billing and Invoicing
- Automated Dunning Management
- Multiple payment Methods
- Self-service Payment Portals
- Streamline Recurring Payment
- Transaction Tracking

Automated Financial Record-Keeping

TigernixClub will take over the arduous manual data administration activities. It makes use of sophisticated models and algorithm training to give automatic data updates, intelligent classification, and perceptive automated analysis by using the power of digital capabilities.

- Automated Data Updates
- Categorisation and Workflow Automation
- Compliance and Audit Trail
- Data Security and Privatisation
- Real-time Finance Monitoring
- Data management

Building and Facility Management

Accept innovative member authentication paradigms, interactive facility and event booking systems, cutting-edge building maintenance systems, and perceptive facility analytics models.

- Booking and Reservation System
- Collaboration Platforms
- Compliance and Regulations
- Interactive Maps and Calendars
- Member Access Authenticators



Bulk Email Management

As you traverse the digital terrain, unlock the possibilities for marketing choices that are guaranteed to be successful. Design, send, and track bespoke email campaigns with ease, successfully communicating and engaging with your priceless subscribers.

- Automated Email Scheduling
- CRM Integration
- Email Campaign manager
- Multichannel Integration
- Reporting and Analysis

Member Attendance Management

The user-friendly member attendance management element of TigernixClub software will streamline your attendance management procedure. Enjoy the ease of a user-friendly design that makes attendance tracking simple, saving you time and minimising errors.

- Absence Management
- Attendance Insights
- Automated Attendance Tracking
- Notification Generation
- Optimised Check-In/Check-Out System

Member Feedback Management

Through event registration, smart planning, targeted promotions, effective ticketing, seamless session and agenda management, and informative post-event surveys, this dynamic module improves all aspects of event management.

- CRM Integration
- Customisable Feedback Forms
- Feedback Collection
- Sentiment Analysis Tools
- Survey Response Management

Membership Analytics Module

Discover priceless insights from your membership data to help you make wise decisions and advance the expansion of your membership organisation. Using a scalable and user-friendly platform, you may learn more about member retention, churn rates, engagement patterns, and developing trends.

- Ad Hoc Query and Data Exploration
- Campaign Performance Analysis
- Cohort Analysis
- Data Visualisation
- Member Demographics
- Member Engagement Analytics

Member Relationship Management

Use TigernixClub and utilise a centralised database's power to efficiently segment members, target potential new members, maximise possibilities for renewals and up-selling, and streamline communication for greater effectiveness.

- Centralised Member Database
- Customised Member Experience
- Member Communication History
- Member Loyalty Programs
- Member Profile Management
- Membership Upselling/Renew

Membership Registration/Renewal Management

Improve the efficiency of membership applications and renewals with TigernixClub, a cutting-edge solution that will benefit both administrators and members.

- Customisable Registration Forms
- Member Self-Service Portal
- Membership Approval Workflow
- Membership Card Generation
- Online Payment Integration

Multiple Event Management

This module streamlines all facets of event planning, promotion, execution, and follow-up while empowering event managers. Manage event registration, effective planning, persuasive marketing, simple ticketing, session and agenda management, and insightful post-event surveys without any hassle.

- Event Collaboration and Team Management
- Event Creation and Registration
- Event Financial Management
- Onsite Check-in and Badge Printing
- Session and Agenda Integration
- Ticketing and Pricing

Secured Access

TigernixClub provides smooth access control for authorised users and cutting-edge security measures to safeguard sensitive information. It can be expanded to include a keyless entry for members, access control, audit trails, visitor management, the ability for biometric authentications, and more.

- Account Lockouts and Suspensions
- Data Encryption
- Encrypted Data Transmission
- Security Patches and Updates
- SQL Injection Prevention
- User Authentication

Online Membership Portal

TigernixClub will enable your members to customise their profiles, access and manage their benefits and tier privileges, sign up for events and conversations, and connect easily with CRM staff using this module's user-friendly interface.

- Discussion Forums and Communities
- Document Library
- Member Notifications
- Membership Benefits and Tiers
- Membership Payment and Invoicing
- Personal Profile Management

System Configuration Management

This module gives you the ability to manage configuration settings centrally, providing smooth operations and improved security. TigernixClub ensures all of your members have equitable access and a seamless experience by placing a strong emphasis on security and compliance.

- Centralised Configuration Repository
- Configuration Backup and Restore
- Configuration Drift Detection
- Configuration Synchronisation
- Configuration Versioning and Templating



Booking Management

Efficiently manage event scheduling, streamline ticket sales, and deliver outstanding member experiences. With this simple solution, you can easily create digital guest tickets, set booking limitations, and centrally manage event capacities.

- Booking Confirmation and Notifications
- Booking Restriction Management
- Centralised Ticket Management
- Digital Ticket Inventory Tracking
- Real-time Reporting and Analytics

Voucher and Redemption Management

Create, distribute, track, and use vouchers with ease to improve the experience for your members. With targeted voucher-based marketing and clever redemption techniques, you may increase member engagement, loyalty, and satisfaction.

- Integration with Loyalty Programs
- Redemption Options and Validation
- Voucher Campaign Management
- Voucher Creation, Distribution and Tracking
- Voucher Refunds and Returns Management



CONTACT TIGERNIX

Singapore (Headquarters)

21, Woodlands Close,
#05-47 Primz Bizhub
Singapore 737854

Tel: +(65) 6760 6647
+(65) 6760 6012
+(65) 6762 9293
+(65) 6760 6022

Indonesia

Komp. Tanah Mas Blok E No.
13-14,
Sei Panas,
Batam.
(Samping Bank Riau Kepri)
Indonesia

Tel: +(62) 7784 60373

Australia

Level 14, 167 Eagle
Street, Brisbane,
Queensland 4000,
Australia

Tel: +(61) 7 3012 6312



www.tigernix.com



+(65) 6760 6647



info@tigernix.com