



# TigernixVMS

Volunteer Management System

TIGERNIXVMS IS A PRE-APPROVED SOLUTION BY NCSS

SOLUTION OVERVIEW



## SOLUTION OVERVIEW

TigernixVMS is a robust, web-based Volunteer Management System designed for non-profits, charities, educational institutions, healthcare providers, and community organisations. This comprehensive platform empowers you to recruit, engage, schedule, and retain volunteers with ease—eliminating the chaos of manual tracking, scattered spreadsheets, and time-consuming coordination. TigernixVMS is purpose-built to meet the unique needs of mission-driven organisations seeking to maximise volunteer impact, streamline operations, and foster lasting relationships.

Customisable to your organisation's requirements, TigernixVMS enables teams to efficiently manage every aspect of volunteer engagement, scheduling, and reporting using advanced digital tools. Say goodbye to administrative headaches—TigernixVMS centralises and automates the entire volunteer lifecycle.

From online applications and automated onboarding to real-time scheduling, communication, and performance tracking, TigernixVMS is the all-in-one solution for effective volunteer management. Automate repetitive tasks, ensure compliance, and deliver a secure, volunteer-friendly experience—all within a single, unified platform.

# ADVANTAGES

## Effortless Volunteer Messaging Automation

TigernixVMS automates and personalises volunteer communications, ensuring timely updates and recognition. This strengthens engagement, reduces missed messages, and boosts satisfaction and retention.

## Comprehensive Volunteer Journey Automation

Automate your volunteer lifecycle with TigernixVMS. From onboarding to recognition, its features like background checks, smart scheduling, and time tracking ensure efficiency, accuracy, and an excellent volunteer experience.

## Anytime, Anywhere Platform Accessibility

TigernixVMS's cloud-based platform offers secure, flexible access from any device. Its robust design ensures uninterrupted management, supporting remote work and adaptability during disruptions.

## Insights & Performance Tracking

TigernixVMS offers real-time dashboards and automated reports for clear volunteer insights. Drive data-driven decisions, optimise recruitment, and demonstrate accountability to boost social impact.

## Exceptional Data Protection and Regulatory Assurance

TigernixVMS secures volunteer data with encryption, secure logins, and audit trails. Compliance tools, regular updates, and role-based access ensure privacy, supporting GDPR and HIPAA standards for safe, ethical data management.

## Superior Volunteer Engagement Experience

Volunteers access an intuitive portal to manage shifts, track hours, and receive updates. Self-service tools, personalised dashboards, and milestone tracking foster community, making participation rewarding and boosting engagement and loyalty.

## Versatility for All Volunteer Programs

TigernixVMS is a scalable, effective volunteer management solution that adapts to any program size or type. With customisable modules and integrations, it supports diverse organisational needs.

## Team Collaboration Environment

Unite your teams with TigernixVMS's central platform. Role-based permissions and real-time updates streamline coordination, foster teamwork, and enhance productivity, delivering a superior experience for all.

# BASIC FUNCTIONALITIES

## Centralised Volunteer Database

Maintain a secure, unified database containing comprehensive volunteer profiles, including contact information, skills, certifications, and participation history. Easily search, filter, and update records to streamline volunteer management. This centralised system ensures data accuracy, improves accessibility for coordinators, and supports efficient communication and reporting across your organisation.

- Certification Uploader
- Participation Log
- Skills Inventory
- Volunteer Directory
- Volunteer Profile Manager

## Online Volunteer Recruitment

Simplify recruitment with digital application forms, automated candidate screening, and real-time status updates. Attract and vet new volunteers quickly while reducing administrative workload. This streamlined process enables organisations to onboard volunteers efficiently for any program or event, ensuring the right people are matched to suitable roles with minimal delay.

- Application Form Builder
- Application Status Tracker
- Digital Onboarding Module
- Reference Checker
- Screening Checklist



## Shift Scheduling and Management

Create, assign, and manage volunteer shifts effortlessly using intuitive visual calendars and automated notifications. Ensure optimal coverage by balancing volunteer availability and program needs. Automated reminders reduce no-shows, while flexible scheduling accommodates volunteers' preferences, improving satisfaction and operational efficiency for both coordinators and participants.

- Auto-Scheduler
- Availability Matcher
- Schedule Reminder System
- Shift Calendar
- Shift Swap Portal

## Automated Volunteer Communication

Send personalised, automated emails, SMS messages, and reminders to keep volunteers informed and engaged throughout their journey. Schedule updates, shift notifications, and appreciation messages effortlessly to maintain consistent communication. This automation saves time, enhances volunteer experience, and fosters stronger relationships by ensuring timely, relevant outreach.

- Communication Templates
- Email Automation Engine
- Shift Reminder Scheduler
- SMS Notification System
- Thank-You Message Generator



## Real-Time Analytics and Reporting

Access live dashboards and generate detailed reports on volunteer hours, participation trends, and program outcomes. Use these actionable insights to optimise volunteer engagement, allocate resources wisely, and demonstrate your organisation's impact to stakeholders. Real-time data empowers informed decision-making and continuous program improvement.

- Custom Report Builder
- Exportable Data Archive
- Impact Analytics
- Program Participation Reports
- Volunteer Hours Dashboard

## Secure Access and Compliance

Protect sensitive volunteer data with robust encryption, role-based user permissions, and comprehensive audit trails. Ensure your organisation complies with privacy laws and safeguarding regulations, building trust among volunteers and staff. TigernixVMS safeguards data integrity while enabling secure, authorised access for efficient volunteer management.

- Audit Trail Logger
- Compliance Checker
- Data Encryption Suite
- Role-Based Access Control
- Secure Backup System



## Volunteer Recognition and Rewards

Automate recognition programs using badges, certificates, and milestone tracking to celebrate volunteer achievements. Timely, personalised acknowledgements boost morale, encourage continued participation, and reinforce a culture of appreciation. Recognising contributions helps retain volunteers and fosters a positive, motivated community within your organisation.

- Badge Generator
- Certificate Issuer
- Milestone Tracker
- Reward Notification
- Volunteer Leaderboard

## Skills and Training Management

Track volunteer skills, certifications, and training requirements in one place. Schedule courses and monitor completion to ensure every volunteer is qualified and confident in their role. This management system supports compliance, improves safety, and enhances volunteer effectiveness through continuous learning and development.

- Certification Tracker
- Course Registration
- Skills Inventory
- Training Completion Alerts
- Training Scheduler



## Event and Program Management

Plan, launch, and oversee multiple volunteer programs and events from a centralised dashboard. Allocate resources efficiently, monitor volunteer participation, and optimise event outcomes with real-time data. This comprehensive management tool simplifies complex coordination, ensuring smooth execution and maximised impact.

- Event Analytics
- Event Registration Manager
- Participation Tracker
- Program Builder
- Resource Allocator

## Mobile Volunteer Tools

Enable volunteers and coordinators to access schedules, log hours, and receive updates from any device, anytime, anywhere. Mobile accessibility supports on-the-go management, increases engagement, and ensures communication remains seamless regardless of location, making volunteering more convenient and responsive to participants' needs.

- Mobile Admin Dashboard
- Push Notification System
- QR Code Check-In
- Responsive Design Interface
- Volunteer Mobile Portal



## Application Screening and Assessment

Automate application processes, including settings configuration, document collection, and background checks, to streamline recruitment and maintain a safe volunteer environment. Efficient screening ensures compliance and reduces manual workload, allowing your organisation to confidently onboard qualified volunteers while minimising risks.

- Application Alert System
- Application Support Services
- App-based Document Uploader
- Easy Reference Verification
- Compliance Archives

## Volunteer Self-Service Portal

Empower volunteers with a secure, user-friendly portal where they can manage profiles, sign up for shifts, and access resources independently. This self-service approach increases engagement, reduces administrative tasks, and provides volunteers with greater control over their participation, enhancing their overall experience.

- Availability Updater
- Communication Inbox
- Profile Editor
- Information Archives
- Self-Scheduling Tool



## Multi-Program Management

Manage multiple volunteer programs simultaneously with centralised oversight and comprehensive reporting. Easily switch between initiatives, allocate resources, and monitor performance across diverse projects. This flexibility supports organisations with varied volunteer needs, ensuring efficient coordination and maximised program effectiveness.

- Calendar Integration
- Cross-Program Reporting
- Multi-Program Dashboard
- Program Switcher
- Resource Allocator

## Feedback and Survey Tools

Collect and analyse volunteer feedback through automated surveys and response tracking. Use insights to identify strengths and areas for improvement, enhancing volunteer satisfaction and program quality. Continuous feedback loops foster open communication and help tailor experiences to volunteer preferences and organisational goals.

- Automated Distribution
- Feedback Analysis Tool
- Improvement Report Generator
- Response Tracker
- Survey Builder



## Integration with External Systems

Seamlessly connect TigernixVMS with your CRM, HR, and communication platforms to automate workflows and maintain consistent data across your organisation's technology ecosystem. Integration reduces duplication, improves data accuracy, and enhances operational efficiency by enabling smooth information exchange between systems.

- CRM Integration Suite
- Data Import/Export Engine
- Email Platform Sync
- HR System Connector
- Workflow Automation Hub

## Volunteer Attendance and Time Tracking

Monitor volunteer attendance and accurately track hours worked for reporting, recognition, and compliance purposes. Automated time tracking simplifies record-keeping, supports transparent reporting, and ensures volunteers receive appropriate credit for their contributions, strengthening accountability and program integrity.

- Absence Notifier
- Attendance Log
- Check-In/Out Module
- Hour Verification System
- Time Tracker



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