

CASE STUDY

# North American Association of Central Cancer Registries (NAACCR)



Intuitive and user-friendly reports and lists empower staff to become data-driven and self-sufficient



Personalized, one-stop member portal that reduces support cases and empowers members to own their own journey



Continuous, seamless upgrades for constant innovation, driving a superior staff and member experience

## Leaving a legacy system: How Nimble AMS supports organizational scalability

Since 1987, the North American Association of Central Cancer Registries (NAACCR) has worked to improve the quality and use of cancer registry data in the United States and Canada. The professional organization maintains data standards for cancer registration while promoting the use of cancer surveillance data for epidemiologic research. NAACCR also offers members extensive education and training opportunities during its annual conference, online webinars, NAACCR Talks, and lectures. NAACCR's legacy association management system didn't receive routine updates, making it a challenge for both staff and members to use, and requiring developers to be consulted to complete simple tasks. The organization needed an AMS that could easily scale with the organization—NAACCR turned to Nimble AMS.

“We had a great implementation, with no issues at all. No question was ever off the table. We ended up with a great system and with exactly what we wanted”

– Tyler Scott, Web and Technology Developer at North American Association of Central Cancer Registries

## Challenges

NAACCR needed a system with strong integration abilities for complex third-party systems, including eight cancer surveillance tools. However, the organization's legacy system offered limited innovative solutions, a restricted research and development investment, and an inconsistent release schedule. Ultimately, NAACCR's legacy system lack of continuous upgrades offered a negative staff and member experience. Members couldn't navigate their own journey in the member portal and completing simple tasks like password updates or resets became a huge time investment for staff. Additionally, reports were difficult to pull, requiring staff to request developers to run basic and custom reports.

## Process

When it was time to switch software, NAACCR knew it needed a solution that could scale and was easy to use for both staff and members. The organization wanted a system that would routinely update with new and emerging technologies. NAACCR attended AMS fest and engaged with a consultant to help it find the perfect AMS—a system that could simplify everyday tasks and help it grow. The organization chose Nimble AMS, as it exceeded all necessary software requirements. During NAACCR's implementation of Nimble AMS, no question was ever off the table. The AMS implementation was seamless with no issues at all.

## Results

After switching to Nimble AMS, NAACCR has greatly improved the staff and member experience. The organization can now leverage a member portal that is intuitive and user-friendly, driving more members to resolve their own issues without staff guidance. Because of Nimble AMS' ease of use, member support requests have decreased significantly, leading staff to spend more time on member value activities. Staff can now leverage automated reports and notifications, increasing time to respond to members, especially volunteer requests.



"Nimble AMS just fit with what NAACCR needed in terms of scalability. There was room to grow, but it was also right for an organization of our size. Nimble AMS can also help us grow in the future,"

**Tyler Scott**, Web and Technology Developer at  
North American Association of Central Cancer Registries

The North American Association of Central Cancer Registries (NAACCR) established in 1987, as a collaborative umbrella organization for North American cancer registries, governmental agencies, professional associations, and private groups interested in enhancing the quality and use of cancer registry data. NAACCR is a professional organization that develops and promotes uniform data standards for cancer registration; provides education and training; certifies population-based registries; and promotes the use of cancer surveillance data and systems for cancer control and epidemiologic research, public health programs, and patient care to reduce the burden of cancer in North America.

More than 100 sponsoring, sustaining, and full members representing population-based central cancer registries and other cancer surveillance organizations

Membership represents all U.S. states and Canadian provinces

Number of staff members: 14

Learn more about how Nimble AMS can help your organization challenge the status quo and exceed strategic growth goals

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