



# Streamline your membership services



The Royal Society of Biology (RSB) provides a cost-effective, professional membership administration service. We look after day-to-day membership administration, freeing up your staff and/or elected officials to focus on strategic development for your organisation.

The RSB can assist with such areas as:

- Automation and processing of membership renewals
- Processing membership applications
- Day-to-day member queries (via phone and email)
- Marketing to lapsed members
- Event booking
- Maintenance of publication lists
- Grant administration
- A range of additional services including committee management, treasury services, and website hosting

RSB clients (which include the Genetics Society, the British Society for Neuroendocrinology and the British Lichen Society) are provided with:

- A dedicated account manager
- A secure, externally audited membership database
- A dedicated members' phone line
- An individually branded portal for your members, allowing them to manage their membership



*'RSB have been instrumental in allowing us to focus on strategy. They manage our day-to-day membership administration through a dedicated account manager and have helped enormously with our BSN annual meeting. Their database is futureproof and seamless and RSB are straightforward to work with.'*

Professor Kevin T. O'Byrne  
Committee member (and past president)  
British Society for Neuroendocrinology

Contact us for further information, a demonstration or a quotation:

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Head of Membership & Marketing

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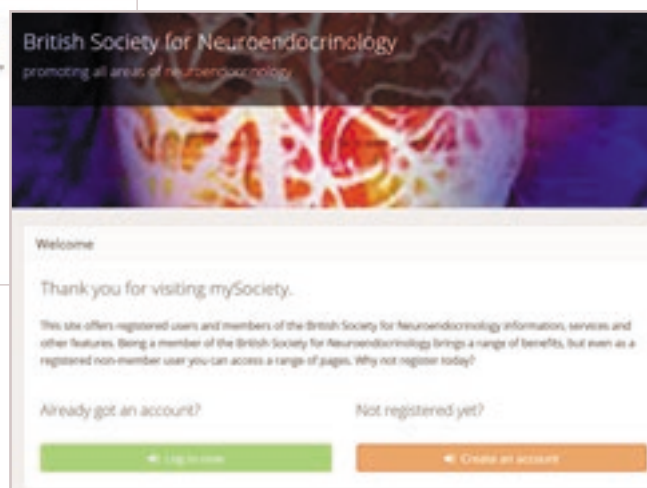
RSB membership support is complemented by a members' portal – mySociety. This is a user-friendly website, branded to your organisation which allows your members to manage their individual record – from applying for membership, renewing, changing their journal and newsletter subscriptions, updating their address details, booking events – and other areas.

Any changes that a member makes to his/her profile are immediately reflected in their database membership record.



A sample page from our member database

The members' portal login page



## Frequently asked questions

### ***'Why should we outsource our administration to the RSB?'***

The RSB has a dedicated team fully capable of taking on administration for a variety of different membership organisations, which ultimately frees up valuable time for your organisation while ensuring that your members receive excellent customer service.

### ***'How long does the process take to transfer services to RSB?'***

This will depend largely on the scale of the work, but also other factors such as how data is currently being held. We will proactively work with you to agree a 'go live' date.

### ***'Who will we deal with day-to-day?'***

You will be allocated an individual account manager, who you will be able to liaise with for any day-to-day queries. You will also be able to contact any member of the team.

### ***'How will our membership data be used and stored?'***

Your organisation's membership data will be securely stored, and used within your own database, accessible by key staff at RSB.

Contact us for further information, a demonstration or a quotation:

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