ACTIVE network.

REGISTRATION THAT **PRACTICALLY RUNS ITSELF**

" In the past, parents and customers would have to line up for registrations at the front desk. Now, it only takes a few minutes for parents to register, and it can be done from the couch at home. "

Kelly Carlson, Recreation and Special Events Manager

When the Village of Hawthorn Woods, Illinois set a key initative to provide recreational activities that would keep residents in town, rather than traveling to nearby communities, a change in technology quickly became a high priority.

They wanted a system that was user-friendly for participants, staff and seasonal workers, and that eliminated time-consuming manual processes.

READY, SET, GO!

Outdated registration required residents of the Village of Hawthorn Woods to fill out, then fax, mail or hand-deliver hard-copy forms, which then had to be manually processed and filed. The interface of the software they used was inflexible, and staff received little-to-no tech support from their former vendor.

Once the Village of Hawthorn Woods decided on the highly recommended ACTIVE Net software, Village officials wanted to be able to start using it as soon as possible. Implementation and training moved quickly, and the software was up and running within 60 days.

60
days to go-live

VIRTUALLY INDISPENSIBLE

Staff finds ACTIVE Net to be a huge time-saver. Once classes are posted online, registration virtually runs itself. And the time savings, especially in the summer, is significant.

Other operational wins include:

+ The Village has cut costs on hardware and outsourced IT support

+ Online registration makes programs more accessible for residents and has helped to increase participation and revenue

+ With the time savings, the Village staff can focus on customer service rather than paperwork

STAFF FAVORITES

+ ACTIVE Net is user-friendly for year-round and seasonal staff that work at the Aquatic Center

+ The calendar feature shows all programs, facilities, equipment, and instructors in one place. The technology doesn't allow programs to be double-booked and provides a complete view of offerings

+ Having a fully hosted solution diffuses worry about upkeep or a slow response time

"Being able to access the system from anywhere is a great advantage for mobile planning," says Kelly Carlson. "It's wonderful to be out of the office or on my phone and quickly send an email to summer camp families."

LEARN HOW
ACTIVE Net can help you improve operations and delight members.

📱 800.661.1196

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🌐 ACTIVENetwork.com/ACTIVE-net

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