

CASE STUDY

Communications Workers of America



**Fast membership
software
implementation**



**Better quality data
and fewer system
issues**



**Now stays current with
complex dues
processing**

With Aptify, large and complex union stays current with dues processing and says goodbye to system issues

Communications Workers of America (CWA) is a union that represents workers in multiple fields in the U.S. and Canada. Halfway into building a new membership system to replace their outdated one (which often had technical issues), CWA realized that the new software would not be able to handle their complex membership structures and dues processes. So, they stopped the project.

After working with a consulting firm through a software selection process, the CWA team chose Aptify membership management software instead. With Aptify, the CWA staff no longer loses time due to system issues. They now have a modern system that supports higher quality data and easily handles the union's complicated invoicing and dues processes.



Solutions

Aptify® for unions

"We found only a few software options that could handle the complexity and scale we needed in a membership management system. There are many times that I've thought how glad I am that we chose Aptify."

Sara Steffens

Secretary-Treasurer, CWA



Challenges

After striking out with a new membership system to replace their outdated software, CWA turned to Aptify for modern membership software that could handle their complex membership and dues structures while supporting their evolving needs.



Solutions

CWA was up and running quickly with Aptify. The union's member data is now all in one system, giving CWA and local unions the ability to process dues, enter and manage member data, and view detailed reports from one easy-to-use system.



Results

With all data in one modern and reliable system, CWA works much more efficiently. After regularly being months behind in dues processing, the CWA team is now consistently current. The CWA team is also better able to support local CWA unions.



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We needed a membership software company that could move fast, was smart enough to handle our complex needs, and was nimble enough to support our needs as they evolve. I would absolutely recommend Aptify to other unions, especially if they need to do a lot of different kinds of things with their membership and dues system.

Sara Steffens

Secretary-Treasurer, CWA

About Communications Workers of America

CWA

Members of the Communications Workers of America (CWA) are part of one of America's largest and most diverse unions. CWA works not only in the communications and information industries, but also in the news media, airlines, broadcast and cable television, public service, higher education, health care, manufacturing, high tech, and more.

700k

MEMBERS AND
POTENTIAL MEMBERS

1,200

CHARTERED LOCAL
UNIONS

80+

YEARS



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