

CELEBRATING CLIENT SUCCESS



Great Things Award Submission Criteria, Best Practices, and Examples

About the **Great Things Award**

The Great Things Award Program celebrates the achievements of ASI clients and the meaningful impact they're making within their organization using any combination of ASI products: iMIS®, TopClass, OpenWater, and Clowder™. We're looking for stories that highlight innovation, growth, collaboration, improved experiences, or operational success through their partnership with us.

Previous **winners** include



Winners receive

- ✓ Complimentary tickets to their regional conference.
- ✓ Recognition through ASI blog features, social media spotlights, and case studies
- ✓ And more!



Submission Reminders

- Each client submission must be completed using a separate form
- Eligible submissions should feature clients who:
 - Have been actively using the product for at least 6 months, and/or
 - Can demonstrate a clear positive impact on their organization's operations, functions, or outcomes
- We encourage submissions that showcase:
 - Innovation and creative problem-solving
 - Efficiency gains and time savings
 - Improved workflows or processes
 - Stronger engagement and collaboration
 - Measurable ROI or business impact
 - Other meaningful results achieved through implementation

Examples of submissions from previous winners

✓ Example #1

[Client] underwent an upgrade from iMIS 2017 to EMS in August 2024. One month before we went live, we lost our key contact for this project. [Client] staff stepped up, learned everything about EMS, and constantly found ways to make our members' experience better during a difficult time; from providing members with copies of their invoices in our member portal (which wasn't available previously), adding details of events the member is registered for on the member portal. All our continuing education for our members (2,300 members) is provided through TopClass. We're able to input their yearly education within the platform and track who has/hasn't completed the course(s) by the due date. We can then pass this information on to the regulator.



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✓ Example #2

[Client] underwent a significant modernization of its registration database which led to customized resources and more streamlined, efficient processes for its staff and Registrants. [client] staff, in collaboration with the iMIS project team, were able to create, migrate, and launch new applicant, Registrant, and staff portals within a 9-month time span. This project included many customized features including a Professional Portfolio system used by over 7000 [client] Registrants, a unique registration renewal process which required data entry and payment based on specific user types or selections, and two distinct application streams with various forms, data, and processes for applying to the [client].

This database modernization also involved an upgrade to the [client] Public Register – a tool that the [client] is legally required to maintain as a means of making certain information about [members] in Ontario broadly available to the public. The updated platform features a more intuitive interface which simplifies the process of searching for and accessing information about [members]. The newly updated Public Register included merging existing Registrant records along with Voluntary Roster records so the public can access all information pertaining to their healthcare providers in one place.

- Users experienced 95% fewer payment issues during the initial Registrant renewal period, from 21 issues in 2024 to 2 in 2025 (so far).
- Enhanced communications & engagement for users including an automatic application receipt notice & payment confirmation.
- Modernized Public Register platform that amalgamated two prior systems into one, enabling public access to information pertaining to their healthcare providers in one place.
- A daily renewal acknowledgement and survey automatically sent out to over 6800 Registrant users, which led to over 450 survey responses.
- Over 25 customized Professional Portfolio forms with over 300+ rules that were tailored to meet [client] needs.
- Improved efficiencies in staff processing of applications including triggering registration payments and changing registration statuses or types.
- The development of a single, streamlined system use for data gathering, storage, and analysis.