

SLSNZ Patrols and Membership Database Overview

The Patrols and Membership Database (PAM) is a central database for all Surf Life Saving clubs in New Zealand. It is used to log details of members (contact details, awards, memberships etc) and patrols and incidents. PAM holds this information securely, and the data gives us an understanding of trends across the whole organisation. All clubs must log their members, patrols and incidents onto PAM.

In July 2015 Surf Life Saving New Zealand's new PAM database went live, replacing the old system which had been in service for approx. 15 years.

The new database consists of 2 systems – a CRM and a Portal.

CRM stands for Customer Relationship Management. These systems are often used as a business tool for managing customers, products, and sales. Our CRM is an out of the box system that has been tailored to suit Surf Life Saving New Zealand's requirements, i.e. our memberships, awards and patrolling. The CRM has different levels of access – club, regional and national just as the old PAM system did. It is a comprehensive databank that takes a bit of getting used to which is why we developed the Portal to use alongside it. Each club has one log in to the CRM.

The Portal is essentially the 'lid' on top of the CRM – it displays all of the same information as the CRM but was designed to be easier and simpler. Its layout is very similar to our previous PAM database and we have found that it is very intuitive and easy to use. The Portal is also home to the Member Lounge – a mobile-friendly portal where every member of SLSNZ can log in and view their upcoming patrols, see their current and about to expire awards, as well as update their contact information.

SLSNZ also operates several other club systems:

Old PAM has been switched to a read-only setting. All club admins who had access to the system will still be able to log in using their old details however they cannot edit, create or change any information. The old PAM will stay in this state for at least two years until we have fully transitioned to the new system. All changes now need to be made in the new system.

The Club Shop is a separate system where clubs go to order all SLSNZ product (i.e. uniform, patrol items). Each club has one log in and can only be used by club admins. A link to the Shop is available on the Portal home page and on the website.

EnterNOW is the sports entry system. This is used by your clubs designated sports admin or coach for carnival entries. Each club has one generic log in to this system **or** a box can be ticked in the database indicating that this person is an admin. Once this is ticked, they can access EnterNOW directly from their Portal.

Course Booking System – is the platform to book your active members onto upcoming courses and events (not sport). It recognises the qualifications require by attendees and prevents those who don't hold the correct awards from being able to be enrolled.

Online Learning – scheduled for release 2018. More information will be available shortly.