



Tri-District P.E.T.S.
Districts 6220, 6250, 6270

Date: June 6, 2005

Subject: Recommendation for Up and Running's Software & Services

Dear Fellow Rotarian,

As a Past District Governor and PETS Council Chair, I've had the pleasure of working with many fine Rotarians; during this time a truth has been confirmed for me: Rotary has within it the talents to accomplish great things. I'd like to introduce one of our newer members of the Houghton Rotary club who has and I believe will continue to accomplish those great things both for his club and for Rotary as whole. Ian McKilligan, and his company Up and Running, offer the technology and systems thinking that can help you.

I approached Ian for a tool that we could use to manage online registrations for the 2005 Tri-District PETS event, and the results were impressive: a system that was professional, timely, and simple to use. Managing an event requires a firm handle on the details, and though it can be done with paper, it's a time-consuming effort. I asked Ian in late November if he could help with this, and his company developed an online system to manage attendee data, preregister attendees, process online payments, send out reminder emails, and more. The work exceeded my expectations, and everything was done in less than two months time.

The product was great, but I think it's the dependable service, flexibility, and cooperativeness that really sets Ian and Up and Running apart. My emails were answered usually within hours, I had their cell phone numbers in case of emergencies, and requests for prompt service were always met. I requested that they handle all support emails, and they did. I requested changes to the project halfway through, and they were done. They provided a project plan, and tracked tasks throughout the process. Also, they helped key contacts at each of the PETS Districts learn the system, and also assisted them with any of their questions. When I asked if they could provide onsite support for PETS, they did. All of Up and Running's actions prove that they understand how to make their customers happy and successful.

Rotary has benefited from Up and Running's software and ideas, and the earned efficiencies are enduring. Up and Running has donated several thousands of dollars of development time to the Houghton Rotary club, and Ian has been an active participant in fund-raising and club events. What impresses me is his ability to learn a process, and then present several options on how it can be improved using technology. As a result, our club's events and the Tri-District PETS are now better organized and managed. These systems save time, administrative costs, and increase membership participation in events. By freeing up funds and building interest in Rotary, these tools directly contribute to Rotary's continued success.

If you want quality service and a quality product at a fair price, I recommend Up and Running for your event, club, and district management needs. They have the energy, knowledge, innovativeness, and service mindset to make your events and district or club management easier. I highly recommend Up and Running to serve you in your Rotary Club.

If you have any questions, please contact me directly.

Yours in Rotary,

A handwritten signature in blue ink, appearing to read "Scott Webb".

Scott Webb
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