

CASE STUDY

# New England Joint Board and JayStar: A Growing Partnership

## The Challenge:

The New England Joint Board, UNITE HERE represents workers in a wide range of industries in New England and New York including textiles, laundry, manufacturing, warehousing, and hospitality, to name a few.

NEJB had seen a great deal of success helping workers in traditionally low-wage industries move into well-paid middle-class jobs. To support their work, they had relied on a “service bureau” model, but that was soon to be retired. In their search for an alternative prod-

uct, one important goal was to gain more autonomy and control of their membership data.

Their full list of goals and challenges included:

- Demand for more control and access to their own data
- Desire to bring all processing in-house, under the control of the Joint Board
- Need for modern software and excellent support
- Existing legacy mainframe/“service bureau” system was being discontinued



**NEJB**  
UNITE HERE!

**New England Joint Board,  
Unite HERE!**

### Industry

Needle Trades,  
Manufacturing, Warehousing

### Number of Members

8,200+ members

### JayStar Solutions

EZ LM-2, PRIZM modules:  
Members, Employers, Con-  
tracts, Grievance, Account-  
ing, Utilities, Maintenance,  
Reports, PRIZM Query

## Choosing PRIZM

NEJB had actually been partnering successfully with JayStar since 2006, but that work had been focused exclusively around preparing LM-2 reports with JayStar’s EZ-LM2 Full Service solution.



For over 18 years we have entrusted JayStar Group for our complete membership solution. We know that we can depend on JayStar as if they were valued members of our staff.

– ETHAN SNOW  
Secretary-Treasurer



Although the NEJB considered other vendors, JayStar’s track record was hard to beat. Not only did JayStar perform an incredibly detailed project discovery and offer robust project design documentation, NEJB knew first-

hand that they'd be working with highly-competent and cooperative technologists who understood Labor and getting the same world-class support they'd been receiving for years as JayStar clients. Based on this high level of customer satisfaction and trust in JayStar's data conversion abilities, NEJB turned to JayStar to begin transitioning off of their legacy membership system.

### At a Glance: Why NEJB Unite Here Chose JayStar

- Experience working with JayStar since 2006
- JayStar offered detailed project discovery and project design documentation
- Desire for partner who valued a strong cooperative effort
- High level of comfort working with the JayStar team
- JayStar's demonstrated experience with data conversion, based on their LM-2 work
- JayStar's ability to create a system based on NEJB's requirements
- JayStar's knowledge of Organized Labor

### A Partner Through It All

JayStar's first move was to help bring all of the organization's membership data to their Orion system, a predecessor of the modular *PRIZM* solution. This brought all of NEJB's key data in-house, under their own control, a long-awaited goal of the organization.

From there, JayStar continued to act as a true partner, allowing NEJB to finally take charge of

all daily activities as well as exercise full agency over membership reporting to the Joint Board. JayStar also ushered the organization through a second migration – from JayStar's Orion system to their present-day flagship, *PRIZM*. JayStar was also there in the most challenging times, including the unique challenges presented during COVID.

### Key Results

- Successful migration from original legacy system to JayStar's original Microsoft Access system, "Orion" prior to deadline
- Seamless upgrade to *PRIZM* from the "Orion" system
- Staff able to manage day-to-day transactions for all members and employers.
- Standard automated reporting of per-capita
- Support of special requirements during the COVID shutdown
- Effective, efficient support when needed.
- Self-sufficiency in gathering, managing, and reporting Joint Board information.

### About New England Joint Board, UNITE HERE

NEJB UNITE HERE carries the tradition of organizing workers in traditionally low-wage industries, bringing them and their families into well-paying middle-class jobs. Members work in cafeterias, factories, retail stores, distribution centers, industrial laundries, offices, group homes, casinos, and mills. NEJB is proud of its heritage and of its current status as an evolving union fighting for the rights of ALL workers.



Learn what we can do for you.

Visit [www.jaystargroup.com](http://www.jaystargroup.com) or call

to schedule a personalized demo 203-831-8655.