



80% Fewer Missed Submissions At INUMC

Industry:
Nonprofit

Customer Since:
2024

Products:
Enterprise Suite

Features:
Portals, Forms, Automation

COMPANY BACKGROUND

The [Indiana United Methodist Conference](#) (INUMC) provides leadership and operational support to a network of 650 churches, serving more than 9,000 individuals and a large volunteer community. The organization supports congregations at every stage, from new church plants to closures.

INUMC'S CHALLENGE

INUMC relied on legacy systems and paper-based processes that slowed execution and introduced errors. After moving to Salesforce, the organization still needed a way to extend complex workflows like its annual Charge Conference review to a large, distributed audience without adding development overhead.

The solution also needed to support non-technical staff while replacing PDFs, manual processes, and a hard-coded .NET site.



TITAN'S SOLUTION

INUMC implemented Titan Enterprise Suite, connecting users through a portal, forms, and structured workflows inside Salesforce. The portal supports over 7,000 users and serves as INUMC's hub for processes. Titan's SmartV enforces secure access and ties uploads to records.

INUMC's largest transformation focused on its annual Charge Conference review. With Titan, they built a dynamic form featuring Save and Return functionality for multi-stage submissions. Once submitted, automation generates documents for reviews, approvals, and deliveries that run within Salesforce, with all activity tracked.

KEY RESULTS

- ✓ **76% of Assessments Completed:** Connecting a Titan portal embedded with a library of forms to Salesforce has increased clergy assessment completion rates from 45% to 76%.
- ✓ **80% Fewer Missed Submissions:** 11 churches did not submit a Charge Conference form via the portal, a significant reduction from 56 non-submissions in the previous year.
- ✓ **84% Stronger On-Time Compliance:** In 2026, only 11 churches missed the Charge Conference deadline, down from 70 last year. Titan reduced end-of-year chasing and improved compliance with timelines.
- ✓ **Hundreds of Hours Saved:** Automated workflows replaced manual reviews, email follow-ups, printing, and rework.
- ✓ **Improved Self-Service:** INUMC launched 20 forms and a centralized portal, reducing support tickets and standardizing navigation.
- ✓ **No More Duplicates:** Previously, the same person could exist under multiple Salesforce contacts, such as “Mike” and “Michael”. With Titan, Salesforce, and Duplicate rules, these errors are gone.
- ✓ **Cleaner Data:** Structured validation, picklists, and duplicate controls improved Salesforce data quality.

“If you’re looking for something that can achieve what a suite of other tools can, look for Titan.” Ryan Melvin, Business Analyst and Salesforce Admin at INUMC.