



How Veevart Transformed Museum Operations and Member Engagement

Overview

The Children's Discovery Museum of the Golden Crescent is a nonprofit organization dedicated to providing enriching, hands-on educational experiences for children and families in its community. The museum offers memberships and interactive programming designed to make learning accessible and engaging for visitors of all backgrounds.

The Challenge

As a small but growing nonprofit, the museum needed a solution that could handle the full complexity of its operations from HR and payroll compliance to front-desk membership management and community communications. Jennifer Boatwright, Operations Director, was responsible for overseeing discovery guides on the museum floor, maintenance coordination, and the day-to-day operational workflows that keep the museum running smoothly.

The organization required a platform flexible enough to support both administrative back-office needs and customer-facing interactions, all while remaining practical for a lean nonprofit team.

The Solution: Veevart

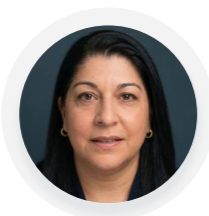
The Children's Discovery Museum implemented Veevart to unify its operational and customer service functions. The platform enabled the team to:

- Manage HR, payroll, and compliance workflows in one centralized system
- Offer and administer community memberships efficiently from the front desk
- Improve communication between staff and visitors
- Streamline the connection between back-office operations and guest-facing service

The Results & Impact

The impact of Veevart has been significant enough that the museum has become an advocate for the platform within its broader nonprofit network. According to Jennifer, other nonprofits and even organizations outside the nonprofit sector regularly reach out to learn what tools the museum uses.

"I get great customer service. I brag on y'all all the time."



Jennifer Boatwright
Operations Director, Children's Discovery Museum of the Golden Crescent

Key Outcomes

Area	Outcome
Operations	Unified HR, payroll, and compliance into a single platform, reducing administrative overhead for the operations director.
Membership	Enabled seamless community membership offerings managed directly from the front desk.
Communication	Improved communication workflows between staff and museum visitors.
Peer Advocacy	The museum became a trusted resource for other nonprofits seeking operational software recommendations.
Customer Service	Exceptional vendor customer service was cited as a key differentiator and ongoing reason for continued use.

Why It Works

Jennifer attributes the museum's success with Veevart to one core principle: knowing what you need before you implement. **"I think for any company out there, if you know what you need from it, it would work for you too,"** she notes. Her background in HR and payroll compliance gave her clarity on what operational gaps needed to be filled, and Veevart delivered on all of them.

The combination of functional depth (HR, payroll, membership, communications) with outstanding vendor support has made Veevart not just a tool, but a genuine operational backbone for the museum.



*veevart