

## Case Study – UK Sport

### Project Background

UK Sport was established by Royal Charter in January 1997, to focus directly on high performance sport at the UK level, with the aim of achieving sporting excellence on the world stage. The work of UK Sport is targeted towards developing and supporting a system capable of producing a constant flow of world class performers.

The Government had given its commitment to making UK Sport a Lottery distributor in order to:

- Streamline the application process for UK and GB level governing bodies for World Class Performance funding.
- Give UK Sport a stronger co-ordinating role in supporting governing bodies in their efforts to bid for and stage major events.
- Provide general support to the Governing Bodies of sports.

UK Sport required a customisable Grant Management System that would allow them to manage applications, means testing, awards and payment of funds. The system had to be signed-off by the National Audit Office and the Department for Culture, Media and Sport. Due to the regulations, every interaction had to be trackable through the system and audited by external auditors.

### Our Solution

Procession® was chosen by UK Sport due to its ability to meet the requirements, deliver very quickly and provide a flexible platform for ongoing continuous improvement. Due to the nature of Procession, the system could be built with direct engagement from the business, using an iterative approach.

Procession® was used to create over 75 custom-configured modules that met their grant management needs, which together created a system to completely manage end-to-end engagement with their customers and suppliers.



Procession plc  
1a Stone's Courtyard, Chesham  
Buckinghamshire HP5 1DE

**T:** +44 (0)1494 781 444

**F:** +44 (0)1494 781 445

**E:** [info@procession.com](mailto:info@procession.com)

**W:** [www.procession.com](http://www.procession.com)

Company Registration No. 04109215

The modules built included:

- Athlete Enquiry
- Athlete Application
- Partner Application
- Major Events Application
- Athlete Means Testing
- Finance Processes, including consolidated financial reporting, payment processing, monthly management reporting, etc.
- Data Maintenance

Procession® has been used to manage, monitor and expand these processes, as the organisation, the sports landscape and regulation has evolved.

“We chose Procession because of its flexibility, as we need to be able to introduce and modify processes very rapidly, and we liked the friendliness of the software”

Liz Nicholl OBE  
Chief Executive  
UK SPORT

## Key Success Factors of the Project

- The project was delivered on time and to budget, whilst also delivering a number of change controls which surfaced during the build phase, at no additional cost.
- The system was deployed rapidly and the unique capabilities of Procession, as shown below, have painlessly enabled continual change and growth in the organisation, without any negative impact on the users of the system:
  - a) The ability to see and re-configure the existing system in a visual environment, ensuring no interpretation gap.
  - b) Alter any aspect of the process without coding.
  - c) Deploy changes without adversely impacting any processes in progress.
- The system has allowed UK Sport to reduce its administration headcount. Only 4 administration staff are now required to handle 2,500 customers, whereas previously 20 administration staff had struggled to handle 350 customers.
- Prior to the implementation of the system, it was taking 120 man-days (six week’s work by four people) to create the end-of-year finance reports. This process is now possible by pressing one button.
- Reporting is now very easy and based on up-to-the-minute information. They are now able to respond to what used to be very challenging adhoc reporting requirements from key stakeholders, such as the Department of Culture, Media and Sport.



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- Many processes were previously handled manually and using an extensive collection of paperwork and spreadsheets. All processes are now fully computerised, closely integrated, easy to manage and fully auditable.
- All their information is now stored, accessed and managed centrally.
- The flow of work around the organisation is fully controlled, with automatic approval and escalation points, and it is easy to see exactly what is where in the funding cycle.
- They are able to reassign work ‘en masse’ when required. For example, if a member of staff is unable to come into the office.
- The number of calls to the call centre has been reduced by over 50% and those calls that do come through are handled more efficiently.
- The level of process automation is high. When a new opportunity for automation is identified, it is absorbed into the system very quickly. For example, inflation proofing of all payments was built into the processes in just 10 days, from the time the requirement was identified, to the time of the changes going live.

“Procession were the only company who gave us confidence that we could meet the timescales, because their product allowed us to be very flexible.

We made quite a lot of changes as we went along”

Neil Page  
Investment Co-ordinator  
UK SPORT

- The organisation and the system are able to painlessly adapt together as legislation and other internal or external forces require it.
- Customers, suppliers and partners are delighted with the efficiency, effectiveness and level of interaction provided by the system.
- Customer interaction is now more effective and efficient, and customer service levels have increased, but the number of staff required has been reduced.
- All applications are processed quickly, any questions can be answered speedily, and all queries are dealt with successfully.
- All parties know exactly where they are in the process, and communications to the customer have been completely revolutionised.



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