

Case Study



Photo courtesy of Rowing Australia

Client: Rowing Australia

Project: Competition management and Membership management feasibility analysis and implementation

CLIENT QUOTE

"Andrew from KJR has been key to the process of understanding what the sport of rowing requires from its' core systems across Australia. Andrew has a holistic view on the project and helps steer the direction of discussion, as well as providing insights to inform decisions. His calm and respectful demeanour are critical to the project success."

ABOUT US

Our services are purposefully designed to provide a cohesive experience for organisations embarking on digital transformation. Our business aptitude is your advisory, our technical skills are your project delivery and our training roots enables your team to build upon success

+61 1300 854 063

BACKGROUND

Rowing Australia (RA) is the national governing body for the sport of rowing. Rowing in Australia is operationalised via a federated model, which links member associations across seven (7) States and Territories in Australia. RA like many, if not all, of Australian sport's governing bodies is undergoing a digital shift, as they aim to capitalise on advances in technology to ensure their customer experience and operational efficiency can be maintained for the 25,000 registered rowing members across the country who between them compete every weekend. A core element of this is future proofing their competition management system and managing relevant system interaction which KJR is supporting.

CHALLENGE

KJR's engagement with RA began in 2018 after attending the ACTSports technology start-up day. This is where RA highlighted their biggest technology challenge, which was consolidating several disparate systems (databases); a project that had been on-going for some 8 years. KJR is partnering with RA, to help the sport to optimise their operations bringing 24 years of experience working with systems transformation, upgrades and replacements for our clients around Australia.

DELIVERABLES

- Project scoping.
- Project road map.
- Problem statement.
- Detailed requirements document.
- Feasibility study*.
- System recommendations report*.
- System trial (similar to a test plan)*.
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*In progress

KEY OUTCOMES

Technical review and assist with the selection of a replacement CRM based on the evidence collected.

Ensure a smooth transition into the new system.

Ensure linkage between various systems used by RA.