Empowering Simon Community Scotland to deliver efficient, data-driven support to those in need

Source: Iain McLean Photography. [Photograph].

Aiming to streamline operations and enhance decision-making, Simon Community Scotland partnered with CGI to explore its digital landscape and identify opportunities for operating model transformation. Through an in-depth discovery and data analysis process, we recommended ways to improve service delivery and operational efficiency, empowering the charity to better serve those in need of its help.

The challenge: disparate systems and improving service delivery

Simon Community Scotland – a charity providing essential support to individuals and families experiencing homelessness across Glasgow, Edinburgh, North Lanarkshire, and Perth – had growing challenges in managing its services.

The organisation's different CRM systems were impacting its ability to quickly access information needed for informed decision-making and service delivery, creating inefficiencies that could divert teams away from front-line service delivery. Senior management also highlighted that accessing information for reporting purposes was a timely process.

Looking to improve data management and implement more evidence-based decision-making, Simon Community Scotland partnered with CGI to help explore these challenges and identify opportunities for organisational change.

Our approach: identifying value-driven transformation opportunities

In collaboration with Simon Community Scotland (SCS), we applied service design methodologies to understand the problem space, developing an actionable roadmap to enhance ways of working and achieve value-driven outcomes.

This was achieved through:

1 Initial discovery

We spent time with senior stakeholders to gain a clear understanding of SCS's challenges and vision. This uncovered key insights into the inefficiencies in its current systems, and highlighted opportunities for change.

2 Desk research and analysis

We conducted extensive research to establish a baseline understanding of relevant trends and best practices within the third sector. This analysis provided a foundation for identifying potential areas of improvement and informed our recommendations for SCS.

3 Cross-workforce workshop

We facilitated collaborative problem-solving by creating a platform for staff across the organisation to share ideas. Using service design techniques, we encouraged open dialogue about the challenges faced within the organisation.

4 Data analysis

We collected, analysed and synthesised the information gained in the above steps to identify the key challenges and opportunities SCS had to create outcomes-focused change. This approach meant our findings were rooted in data, providing the foundation for evidence-based decision-making within SCS.

5 Reporting findings and recommendations

The final step was to present our findings and recommendations to SCS's senior stakeholders. This included a baseline report with a detailed analysis of the issues identified, and the next steps and opportunities for change.

Our recommendations outlined how SCS could prioritise key areas for improvement and provided potential implementation strategies to guide its next steps. These recommendations were designed to help SCS build a business case for change, ensuring it could secure internal sponsorship and drive the development of a more streamlined, effective operating model.

Source: Iain McLean Photography. [Photograph].

The outcome: data-driven organisational change

Committed to supporting the third sector, we understand the unique challenges faced by organisations like SCS in balancing the need for change with the mission of providing essential services.

Our teams identified and helped define key problem areas within SCS's digital ecosystem, and provided actionable, prioritised opportunities for change with clear implementation strategies.

This data-driven approach will help SCS build a business case that justifies the need to transform its operating model, with the aim of creating more efficient operations and empowering its teams to deliver better services to those in need.

The benefits

Our expertise in business change and service design empowered SCS to explore opportunities for:

Enhanced decision-making

Better access to data and clearer insights into service delivery, enabling informed decisions and streamlined operations.

Collaborative problem-solving

Platform for focused discussions and idea sharing among staff, fostering cross-locality working and decision-making to solve challenges.

Improved efficiency

Optimised digital landscape and streamlined CRM processes, freeing up staff to focus on delivering direct support to people.

Implementing an actionable change roadmap

Prioritised recommendations for improvements to its operating model and digital landscape, providing clear direction for outcomes-focused transformation.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

Visit: cgi.com/uk/business-consulting
Email us at: enquiry.uk@cgi.com