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Client Case Studies

Aberdeen Sports Village



Transforming financial operations to give the organisation greater control

Aberdeen Sports Village is a leading sport and exercise facility in the north-east of Scotland. Its extensive indoor and outdoor facilities include an Olympic-standard aquatics centre, supporting athletes, sporting organisations and the wider community. As the organisation grew, it needed greater control over the financial processes underpinning its operation. Outsourcing these activities had created delays, restricted flexibility and left the internal team dependent on another organisation's procedures and timescales.

Bringing finance in-house represented a significant operational change. Aberdeen Sports Village needed more than new technology: it needed an experienced transformation partner that would listen to its requirements, understand its processes and guide its people through the transition.

With more than 34 years of experience and a multi-award-winning team, Pinnacle worked closely with Aberdeen Sports Village to create a robust, self-sufficient finance operation, giving the organisation greater autonomy, faster processes and more confidence in its ability to manage the future.

The challenge: outsourced processes were limiting control

Aberdeen Sports Village had previously outsourced its finance processes to an external organisation.

Although this provided access to financial administration, it also meant the internal team had to work around another organisation's systems, procedures and priorities.

As Aberdeen Sports Village expanded, the limitations of this arrangement became increasingly apparent.

Delays in everyday tasks

Even relatively straightforward requests could take considerable time to complete. Setting up a new supplier, for example, could take up to a week. The finance team had to submit requests and wait for them to be actioned, creating delays that affected its ability to operate efficiently.

Limited autonomy

Outsourcing meant Aberdeen Sports Village did not have direct control over important financial activities. The organisation wanted its own team to be able to manage processes, respond to requests and access information without depending on a third party.

Processes shaped around another organisation

Aberdeen Sports Village had to follow the external provider's established processes, even when they did not reflect the way its own organisation needed to work. Bringing finance in-house created an opportunity to design processes around Aberdeen Sports Village's specific requirements, including its approach to purchasing and authorisation.

A significant operational transition

Moving from an outsourced arrangement to a fully internal finance function was a substantial change. Aberdeen Sports Village needed the right financial management environment, but it also needed a trusted partner capable of managing the implementation, meeting a fixed deadline and supporting employees throughout the transition.



Choosing a partner that listened

Aberdeen Sports Village considered several potential implementation partners before selecting Pinnacle.

The difference was Pinnacle's approach. Rather than beginning with a predetermined solution or focusing on a sales pitch, its team listened carefully to what Aberdeen Sports Village wanted to achieve.

Pinnacle took the time to understand the organisation's current frustrations, its internal processes and its ambition to become more self-sufficient. This consultative approach gave Aberdeen Sports Village confidence that Pinnacle was interested in delivering the right outcome for the organisation, not simply implementing technology.

"It was a different experience talking to them, more about their listening to what we need than them giving us the hard sell."

Sue Stephenson, Finance Manager, Aberdeen Sports Village

The organisation also felt Pinnacle was well matched to its size and capabilities, providing the combination of expertise, responsiveness and personal support the project required.



Shaping the right financial environment

Pinnacle worked with Aberdeen Sports Village to ensure the proposed solution could support its particular financial processes without extensive customisation.

Purchase-order authorisation was an especially important requirement. The organisation needed assurance that its approval processes could be accommodated effectively while avoiding unnecessary complexity.

By mapping the technology to Aberdeen Sports Village's requirements before implementation, Pinnacle helped the team make an informed decision and reduced the risks associated with the transition.

The result was a robust financial management environment that could support the organisation's day-to-day operation while giving its internal team the control it had previously lacked.

Guiding the organisation through change

Working towards a fixed deadline

Aberdeen Sports Village needed its new finance operation to be ready for the beginning of its financial year in August. Pinnacle planned and managed the project around this deadline, coordinating the work required to configure the system, prepare the team and complete the transition on time.

Building a collaborative partnership

The implementation was shaped by commitments on both sides. Aberdeen Sports Village worked closely with Pinnacle, providing information and completing agreed actions, while Pinnacle maintained its own project commitments. This collaborative approach helped the transition proceed smoothly and without the level of disruption the organisation had initially anticipated.

Making a major change manageable

Moving an entire finance operation in-house could easily have created uncertainty and stress. Pinnacle provided the structure, expertise and support needed to make the change manageable. By understanding Aberdeen Sports Village's processes and maintaining clear communication, the team helped turn a significant operational transition into a straightforward project.

Remaining available after implementation

Pinnacle's involvement did not end when the new financial environment went live. The support team continued to respond promptly whenever Aberdeen Sports Village needed assistance, and provided advice on how the organisation could extend and develop its use of the technology over time. This gave Aberdeen Sports Village ongoing access to expertise without undermining the self-sufficiency it had worked to achieve.



Creating a faster, more responsive finance operation

Bringing control in-house

Aberdeen Sports Village can now manage its own financial processes directly. Tasks that previously had to be passed to a third party can be completed by the internal team, giving the organisation much greater control over how and when work is carried out.

Removing unnecessary delays

Bringing finance in-house eliminated the time lags associated with the previous outsourced arrangement. The team can respond more quickly to requests, complete routine activities efficiently and resolve issues without waiting for an external organisation to take action.

Supporting supplier relationships

Aberdeen Sports Village works with a range of suppliers, including many local businesses. The internal team can now create new supplier records quickly and ensure invoices are paid promptly. This removes the need to chase a third party and helps the organisation maintain positive relationships with its suppliers.

Increasing confidence

The new financial environment successfully supported Aberdeen Sports Village through its year-end processes and became a dependable part of its day-to-day operation. Greater familiarity with the system, combined with Pinnacle's continued support, gave the finance team confidence in its ability to manage the operation independently.

Creating opportunities for further improvement

Although the organisation achieved the self-sufficiency it wanted, Pinnacle remained available to help it explore further capabilities and development opportunities. This provides Aberdeen Sports Village with the flexibility to improve its processes as requirements change, supported by a partner that already understands its operation.



The organisational impact

Outcome

- Direct control over its financial processes
- Faster completion of everyday finance activities
- Removal of delays caused by external administration
- Quicker supplier setup and more prompt payments
- Processes aligned with its own operational requirements
- A smooth transition completed within the required timescale
- Greater confidence within the internal finance team
- Responsive access to Pinnacle's ongoing advice and support
- A flexible foundation for further operational improvement

The transformation gave Aberdeen Sports Village a robust, responsive and self-sufficient finance function. The organisation gained:

A trusted partnership built around listening

Aberdeen Sports Village's transformation was not simply about bringing finance in-house. It was about giving the organisation the autonomy, processes and confidence to manage an important part of its operation on its own terms.

Pinnacle's role began with listening. By understanding what Aberdeen Sports Village needed to achieve, the team was able to shape the right environment, map it to the organisation's processes and manage the transition successfully.

The collaborative implementation met a demanding deadline while causing minimal disruption. Pinnacle then continued to provide prompt support and practical advice, helping Aberdeen Sports Village build confidence without creating a new dependency.

The result is a finance operation that is faster, easier to manage and firmly under the organisation's control.

With Pinnacle as its trusted transformation partner, Aberdeen Sports Village has the self-sufficiency it wanted and the reassurance that experienced advice remains available whenever its needs evolve.

Ready to transform your organisation?

Pinnacle is a multi-award-winning business transformation partner with more than 34 years of experience helping organisations improve performance through better processes, connected technology and trusted advice.

Visit **www.pinnacle-online.com** to discover how Pinnacle can support your organisation's next stage of transformation.

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