



“ Smartsheet has been transformational for our programme and project management process. In terms of organisational effectiveness, we have achieved clarity and control on a global scale – all through the visibility Smartsheet gives us.

Dirk Grobler, Senior Project Manager at the Scouts Association

## Smartsheet helps The Scout Association deliver inspiring programmes in the UK

Each week Scouts equip half a million young people with a sense of optimism, strong values, as well as leadership and teamwork skills. The movement needed a way to organise a long list of active programmes and support dispersed volunteers leading life-changing adventures across the UK. With Smartsheet, it found a solution that helped deliver its mission and extend its reach.

### Situation:

#### Supporting the delivery of personal development

Every week, The Scout Association helps young people build “skills for life,” developing their personal lives through friendship and outdoor activities. Its 462,000 Beavers, Cubs, Scouts and Explorers – aged 6-18 years – go camping, hiking, swimming, abseiling, cycling and canoeing, working in teams to take on new challenges.

The association organised all this programming using spreadsheets but found the process to be labour intensive and slow while reporting offered little visibility into what teams were achieving each month. Meanwhile, mobilising remote volunteer leaders spread throughout the UK’s communities proved challenging.

When Senior Project Manager Dirk Grobler joined the association’s headquarters in the ancient woodlands of Epping Forest, he wanted a platform that would empower his team to collaborate with volunteers at the frontlines of the movement. And to gain a conclusive understanding of how much the Scouts are accomplishing each month, Grobler needed the solution to act as a central source of truth for a diverse portfolio of projects and as a tool to establish consistent, accurate reporting.

### Solution:

From past experience of project management, Grobler had used Microsoft Project but feared that the platform would be too “heavy-duty” for time-

### Company

The Scouts Association

### Industry

Non-Profit

### Company Size

Medium (300+ full-time employees)

### Customer Profile

The Scouts is the UK’s largest youth organisation. Its mission to bring skills for life to young people and adults at the heart of communities across England, Scotland, Wales, and Northern Ireland, is supported by its Joint Presidents HRH the Duke of Kent and HRH the Duchess of Cambridge.

### Website

[scouts.org.uk](https://scouts.org.uk)

### Business Situation

The Scouts organisation needed a standardised solution to provide accurate, consistent monthly reports, and create a central source of truth across diverse projects to enable its volunteers to collaborate remotely.

### Solution

Scouts chose Smartsheet as a management solution that is easy to use for project managers and time-poor volunteers alike, providing seamless collaboration and real time project visibility.

### Benefits

- Scouts gained a macro and micro level view of each project, enabling them to anticipate any challenges and provide actionable insights
- They streamlined monthly reports through automation and standardised templates



poor volunteers and too expensive for the non-profit to scale. The need for a platform that would be easy to roll out, require very little training and provide cost savings pushed him to pilot Smartsheet within his team.

After three months of testing, Smartsheet was the chosen project management solution for The Scout Association. "It was a process of continuous improvement but Smartsheet added so much value that I had no pushback to adopting it into all our processes," Grobler said.

Smartsheet has helped The Scouts Association efficiently deliver its life-changing adventures and increase its impact in the UK.

## Benefits:

### Improving the volunteering

**Journey:** The Scout Association uses Smartsheet to support volunteer leaders with the essential programmes they coordinate. This data helps the non-profit evaluate its impact within each region and age group by assessing its growth and reach.

Using the Smartsheet Sheet Summary feature, Grobler and his team gain a macro-level view of every active project and are able to determine early signs of delays. This solution also supports frontline volunteers by helping them drill down into micro-level information that offers actionable insights to keep the momentum going on their tasks.

Another example of how the volunteering experience has

been improved with Smartsheet is through the use of formalised templates. For instance, project managers collaborate with volunteer leaders to create a streamlined project initiation document that hosts relevant data with an updated schedule that forecasts timescales.

"Using templates means that volunteers don't start with a blank slate. They know how to start. And that the results reported are recorded and standardised in a way that they have never been before," Grobler said.

### Extending the movement's reach:

Smartsheet is used to bolster Scouts' exciting digital progress in recruiting and retaining new members. Grobler created a suite of new tools and forms through Smartsheet that now collect and process new applications, which has been vital during the pandemic.

This functionality is essential to increasing the number of adults in the organisation who are inspired to start new sections – a shortage of which has caused lengthy waitlists of potential members in recent years. Now, volunteers can request to join the movement by simply filling out a form online that is collected and processed in one central repository, with the job poster promptly notified of its entry.

### Innovate reporting with

**Smartsheet:** In addition to refocusing its operational management and HR functions, Smartsheet has helped the project management team improve reporting. Monthly reports are now easier to collect, thanks to automation, and display consistent

data, thanks to standardised templates. Teams are able to make timely corrections to their performance or hone in on successful strategies by receiving updates made at project level and then carried into portfolio level. This ensures that accurate real-time information is available to everyone.

"Reporting and maintaining our portfolio has become much smarter. Everyone from our chief executive to our portfolio management team sees exactly the same information and in the same format, making accountability easier," Grobler said. He added that monthly reporting used to take a whole week and now takes just a few hours.

Witnessing the capabilities of Smartsheet, other Scouts departments have started exploring its potential in their own projects. And with an attractive cost of ownership, the Scouts' use has grown from 25 to 130 licenses – demonstrating how broadly Smartsheet is valued across the organisation.

Smartsheet has empowered The Scout Association to deploy new processes at scale, and give project management teams more project visibility and easier reporting. It has helped volunteers deliver engaging events, enabled dispersed teams to collaborate and brought digital progress to one of its key processes. With a dynamic platform at its side, the movement is ready to reach its goals and continue making a difference in the lives of young people.

## About Smartsheet

Smartsheet (NYSE:SMAR) is a leading cloud-based platform for work execution, enabling teams and organizations to plan, capture, manage, automate, and report on work at scale, resulting in more efficient processes and better business outcomes. Today over 95,000 customers, including more than 77,000 domain-based customers and over 70 percent of the companies in the Fortune 500, rely on Smartsheet to implement, manage, and automate processes across a broad array of departments and use cases.

To learn more about Smartsheet, visit [www.smartsheet.com](http://www.smartsheet.com).