

CSSC Sports and Leisure

The Civil Service Sports Council (CSSC Sports & Leisure) plays an important role in improving the health and welfare of Civil Servants through encouraging teamwork and commitment within our working and leisure lives. It draws membership from Civil Service Departments or Agencies, Royal Mail, BT, and other public bodies such as Museums, Research Councils or companies carrying out ex-civil service work.

CSSC Sports & Leisure was founded in 1921 to co-ordinate sporting activities throughout the Civil Service and organise teams to represent the Service. It was intended to provide a corporate sense of the Civil Service, improve fellowship and teamwork, attract better quality recruits, increase the standing of the Civil Service with the public at large and benefit the health of the Civil Service both individually and collectively.

the original system

CSSC Sports & Leisure used a bespoke contact management system created by data-ease before it selected thankQ.

CSSC Sports & Leisure decided to invest in a new system in 2001, as it found the previous system to be unreliable and not very user-friendly. Additionally, CSSC Sports & Leisure wanted to store more data about its members.

the new system

CSSC's implementation of thankQ incorporated some modifications and additional functionality. Additionally, the format and layout have been modified to suit the way CSSC works. CSSC's thankQ implementation includes the following modules:

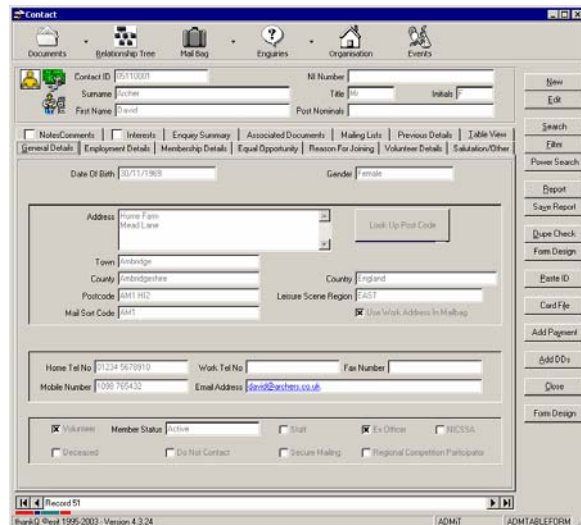
Contact Management, Pay-Centre Transaction Processing, Membership Management, Membership fee batch processing and Administration Options.

The Membership module manages membership subscriptions and the distribution of grants to different Area Associations.

The Pay Centre Processing functions manage the import of files from multiple pay centres in a variety of different file formats.

FAST FACTS

case study: **CSSC Sports & Leisure**
 location: **High Wycombe, Bucks**
 users: **10**
 database: **SQL Server**
 integration: **Quick Address Pro, Microsoft Office, Membership card creator, Payment file processing**



the contact form from CSSC's system

Bespoke reports have also been incorporated for CSSC Sports & Leisure to enable it to better understand grant giving activities.

the benefits

CSSC Sports & Leisure gained many benefits when it received thankQ including:

- ◆ thankQ is a robust system
- ◆ thankQ is capable of storing more information
- ◆ The data and reports are accurate
- ◆ They find that thankQ is very user friendly
- ◆ Several of their databases have been consolidated into thankQ

case study: CSSC Sports & Leisure