

SCG Consulting Impact Report

This report was provided by 180 Degrees Consulting, the largest consultancy for non-profits and social enterprises in the world.

Goal of the Review

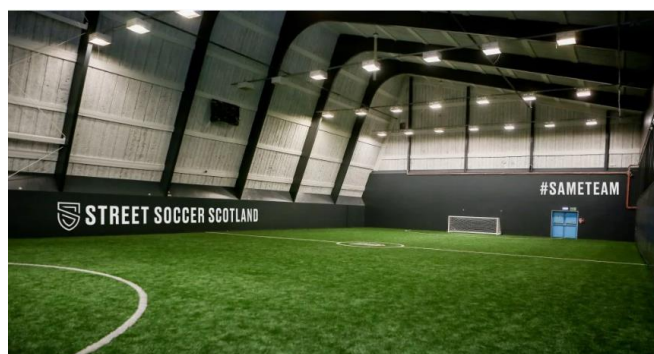
SCG takes pride in the **positive social impact** of their work. The internet connectivity and telecom solutions provided by SCG have resulted in cost savings of over £2 million for charities and other organisations that support worthwhile causes.

While costs are still a critical factor for charities nowadays, increasingly SCG's clients express their need for reliable internet connectivity and phone solutions that help them stay in contact with the people they support.

The positive impact of these service improvements can be more difficult to quantify (than simple cost-savings), so this report attempts to do this. The following points outline the positive impact of SCG's work with Street Soccer Scotland, their staff, and the people this charity supports.

1. Reliable Internet Connectivity

The Change Centre in Dundee is a tech-enabled community hub purpose-built for Street Soccer Scotland. It was dubbed "Scotland's largest living room" by David Dukes and has had 25,000 visits since opening in October 2021. In it, free warm drinks and WiFi are provided for those in need. SCG's fibre connection allows for a reliable internet experience, so that players can apply for housing/benefits and submit job applications.

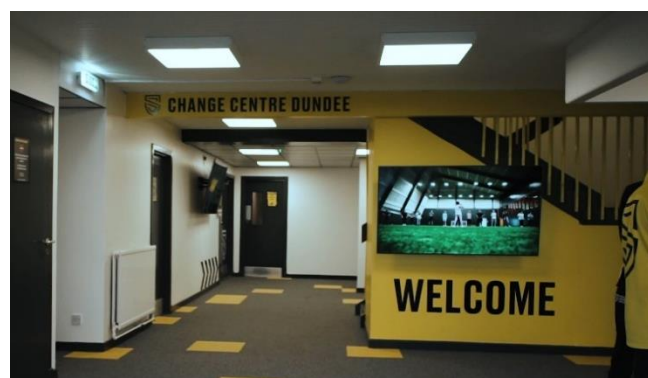


Employee satisfaction ratings have increased thanks to improved internet connectivity. Street Soccer Scotland rely heavily on a tailored CRM solution from Salesforce (worth £10k) to operate effectively. This £10k-worth CRM is cloud-based so it is imperative that Street Soccer staff have a reliable internet connection.

2. Cisco Meraki Firewall

This allows for **safeguarding** of staff and perhaps more importantly the football players that Street Soccer support (e.g., many have a history of gambling or alcohol/substance misuse, so the Meraki firewall helps protect them from websites that could be a negative influence).

The Meraki online portal empowers Street Soccer's IT manager Cameron, because he can monitor the internet usage across Street Soccer's locations. Proactive alerts notify Cameron in the event of an internet drop, allowing for quicker resolution.



3. Phone System App

SCG's phone system app allows staff to **work remotely** and still be part of the phone system, for inbound and outbound calls, even on their mobiles.



4. Time saved with Customer Support and Billing

Street Soccer Scotland have a **named account manager** (Trish) for all support queries and can reach the SCG support team within a few rings. Charities that SCG have worked with have reported 1-2 days saved per month, in terms of management of their telecom services.

Up to
2 days saved
per month

5. Free-of-Charge Consulting

Street Soccer Scotland have a free resource in SCG's consultant, Ali Marshall. For example, if they were opening a new location or decided to provide a new service, Ali would provide them with **consultancy and solutions**.

In the case of the new shop/office/hub at Ocean Terminal in Edinburgh, this saved Street Soccer a lot of time in researching possible solutions, then ensured that Street Soccer had a reliable internet connection live in time for opening.



6. Financial Benefits

SCG have generally provided brand new services to locations that did not have a previous telecoms spend, therefore there isn't a simple cost-saving to be considered in this case. However, on the basis that charities save on average +30% with SCG compared to their previous set-up, it can be estimated that Street Soccer save over £3000/year with SCG.

Street Soccer have been assessed by their funders to have a return of £10 to every £1 that is invested in Street Soccer's work (in terms of savings to the taxpayer, as a result of reduced reliance on the NHS, judiciary system etc.), therefore in terms of **true social impact**, we could turn the £3000/year into £30,000/year of actual social impact.

10x
increase in
social impact

charities save
~30%
when they work with SCG

7. Sustainable Outcomes

Full fibre internet connectivity has been assessed to be more **environmentally friendly** due to lower energy consumption and reduced maintenance demands. SCG's mobile app has resulted in reduced purchase of office handsets and therefore reduced plastic consumption.