

## A name that needs no introduction

Chelsea F.C. is one of the World's leading football clubs playing in the Premier League in the UK, ranking 8th globally in the 2019 Deloitte Football Money League.

It is based in a busy part of London and manages its own bank of more than 700 stewards and staff for match days as well as drawing on preferred suppliers when necessary.

Efficiently communicating to and managing this number of people across many events would present a challenge to any organisation never mind a Premier League club with its incredibly busy domestic and European leagues and competitions.

### Results

**Greater certainty and control over staff numbers** attending matchdays.

**No chance of a missed shift** as the system highlights unfilled shifts.

**Staff know exactly what Games they are scheduled for**, when and where they are happening well in advance

**Staff receive handy reminders** on the run up to the actual event

**Staff can set themselves available or unavailable via the App** so no more having to chase to input either

Allowed us to take **a huge step to paperless steward and match day staff management**

Apps make it easy for the **staff to see their schedule, apply for shifts, view their hours and their gross pay whenever they need to.**

Partner success story

**Chelsea F.C.**

[www.chelseafc.com](http://www.chelseafc.com)

"We love the ability to pick key staff such as Fire Stewards and let the remaining staff apply for the shifts on the App from wherever they are – it allows us to staff our events more easily, quicker and further in advance".

**Wills Payne Senior Operations Officer for Matchday Safety**

**Prior to signing up with PARiM Chelsea's Operating team were using a basic text messaging system which meant there was more scope for errors, misunderstandings and miscommunication not to mention the hours required to chase by phone the large number of stewards and security staff required for a full match day rota. On top of this there was then the uncertainty until the actual matchday of the exact numbers turning up.**

The Matchday Safety Team decided they should actively look for a system and when their preferred supplier recommended PARiM they looked at the system as a possible solution

With its unique Events Module allowing notifications, communication and costings by event or match day team in this case – the copying of events and event position profiles in seconds for future events allows the club to set up an entire season's worth of scheduled events within minutes.

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