

# Decision Time

See. Know. Do.

## IAM RoadSmart - A Customer Story

IAM RoadSmart make better drivers and riders. As the UK's largest independent road safety charity, formed in 1956, they have spent more than 60 years making roads safer by improving driver and rider skills through coaching and education.

With qualified experts, IAM RoadSmart's network of 82,000 members and around 180 local groups are their lifeblood. This network champions their cause and helps drive their vision – to be the best, most recognised provider of coaching and advice for all post-licence drivers and riders, and to help make roads safer for all.

IAM RoadSmart's Board of Trustees is the governing body of the charity, led by their Chair, Stuart Donald QPM.

## Challenges

IAM RoadSmart had a meeting management system prior to Decision Time, which had many issues and problems for the Board. These challenges identified by the Charity around board meetings included:

- Software was clunky and time consuming with board members not having enough time on their hands to learn and use it.
- Some of the board didn't like the previous software and would go rogue, creating their own meeting packs.
- Communicating any software issues to the previous meeting supplier was difficult with turnaround time and estimates being time consuming.



## At a Glance

### VALUES

To be a force for good with motoring skills advancement at the centre

### SECTOR

Charity

### LOCATION

Hertfordshire, England

### SIZE

82,000 Members

62 Employees

### DECISION TIME USERS

19 Meeting Licences

Nicola Smith, Head of HR & Compliance at IAM RoadSmart, explains: "The trustees tasked me to source another board management system. So, I was the person that went out and did the initial: what's around, what's available, how much, what does it look like? After presenting the research to the board for discussion, they picked two or three they thought would work best based on my recommendations. A couple of our board members then met with the shortlisted suppliers, and we went from there. The board members wanted something that was simple, user-friendly, wouldn't take hours to go through and would do the basics. They also wanted something that could be extended throughout the organisation if needed. Our previous software was very costly, so reducing the cost was also important."

## Something Had To Change

With a software that was clunky, time-consuming to manage and costly, IAM RoadSmart needed to change their management system to allow for their board and committee meetings to run smoothly, having more time to make important decisions.

Nicola explained, "I started by checking the website and booked a demo. I got a call from a member of the Decision Time sales team, and they took me through the system. I particularly liked that they weren't at all pushy, showing me what was there and what was possible. With some other companies I spoke to, the cost was an issue. Other systems cost more if you want particular features or additions, whereas Decision Time doesn't. There is a very simple pricing structure, clear and straightforward. I just like that Decision Time is very simple, and it was something that I could go back and explain to the board very easily."

## The Solution

Once the board agreed on implementing Decision Time, the management team were initially worried about transferring from the old software to the new one.

Nicola shared her experience on the easy and quick implementation process, "It was really easy, just a case of finding out how many users we had, their role on the board, setting them up and then going through a training process for the software. Again, this was short and very easy to follow. We've since had some new trustees join the board, but there are videos and documents which have been great in helping them set everything up. The whole process has been very straightforward."

## Decision Time in a Nutshell

- Easy to use, highly intuitive software
- Greater engagement from meeting attendees
- Well informed attendees so more productive meetings
- More focus due to the smooth running of meetings
- Last minute changes are easy to incorporate
- Decreased admin tasks for the meeting organisers
- Exceptional training and support allowed for a seamless transition

## The Outcome

Getting the IAM RoadSmart board members to learn the new software was straightforward and easy. The process allows even those with few IT skills to grasp the software and follow up with meetings' actions and tasks. Nicola explained, "For me, it's simple to use. It's quick; it's consistent. Some of our board didn't like the previous software, often going rogue to create their own packs. With Decision Time, the attendees are now using the comments, scribbling on things and can ask questions. We know this is just the tip of the iceberg, and there's more we can do with it, but it means everything's in one place. Everyone on the board says the same about the software - it's consistent, easy and more efficient."

One of the main advantages of adopting Decision Time's software for IAM RoadSmart was the ability for the board to be present in one place, following along the meeting together with no technical issues. "I think the key word for me is that it's just simple and efficient, and that's what we need. We wanted something that was really consistent and where everybody could view the board pack all in one place. Everybody can read the agenda at the same time. We previously had the problem of cutting out after a certain amount of time, and attendees would lose their access. Whereas if we're in a three-hour meeting, everyone can look at their own screen, their own material, and it's there for the whole meeting."

## The Support

Nicola also summed up her experience of the support Decision Time has given to the board. "We can contact Decision Time with any issues we have, anytime we need, and they are turned around very quickly. We don't have many problems, but on the off chance we do, we've gone to the Customer Success team and said, 'Oh, something wasn't loading properly' or 'Can we do this?' or 'Can we do that?' Issues like these have been resolved quickly, and that's what we need."

Susan Abery, Executive Assistant & Office Manager at IAM RoadSmart, shared her experience. "When somebody comes to me and asks for a document, they normally mention they've checked the Decision Time software first but couldn't see it. So the trustees are using it as a go-to point. Nobody ever really struggles using the software on the board, and they like to share positive feedback."

### Want to know more about Decision Time?

Request a Demo by emailing [info@decisiontime.co.uk](mailto:info@decisiontime.co.uk) and we'll guide you through all the helpful ways our software can transform your organisation for good or visit our website at [www.decisiontime.co.uk](http://www.decisiontime.co.uk)