appian

Customer At-A-Glance: Ligue Nationale de Rugby (LNR)

"Appian's low-code application platform was chosen due to its capacity to respond to our specific challenges around game days. With the great help of our Appian partner Solypse, we built an agile 360° platform application, in a reduced time period, that helps us run and maintain our core business of organizing rugby matches."

Olivier Hommey, IT Project Manager, LNR

Organization Overview

Founded in 1998, the LNR organizes, controls, develops, manages, and promotes professional rugby in France and provides assistance and advice to clubs. Its responsibilities include:

- Managing and regulating professional national rugby competitions at the sporting and financial levels, including the Top 14, Pro D2, and InExtenso Supersevens championships.

- Ensuring the promotion and development of the professional sector of the French rugby clubs.

- Negotiating and marketing broadcast, commercial, and partnership rights.

- Defending professional rugby's material and moral interests.

LNR holds itself to the highest standards: providing the best product, the highest quality of service, and high-quality entertainment to all of its stakeholders and rugby fans worldwide.

The Challenge

LNR needed to modernize and simplify its IT system and make it more robust. It lacked an intuitive user experience and had high supervision costs — all of which LNR aimed to improve.

But many challenges stood in the way. An IT department of just three people supports the system, often during non-working hours, and delivers technical support to a wide range of users, many of whom are external to LNR and have little IT experience.

In 2021, LNR and technology partner Solypse and Appian implemented a new platform, the Zeta application, for managing the InExtenso Supersevens.

Headquarters:
Paris, France

Industry:
Sports

Products and services:
Organization, control, and management of the French professional rugby leagues.

Website:
www.lnr.fr

Appian solutions:
Appian Platform

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Designed in just a month, the Zeta application brought seasonal matches, team management, match lifecycles, and team sheets together in one place. It included a user interface for inputting game data in real time, calculating scores and rankings, and sharing match sheets.

Following the success of this first project, LNR plans to move management of its two biggest French rugby competitions, Top 14 and Pro D2, to the same platform and rebuild some organizational processes for the three professional leagues.

The overall goal: provide LNR's many stakeholders with a high quality of service through a robust cloud solution, strong data security and certification, and tools a small-sized organization could easily control.

The Approach

LNR chose Appian for its:

- Fast development capacities

- High-availability platform with on-the-fly monitoring capabilities

- Native process documentation and knowledge facilitation and management capabilities for system maintenance

- Easy integration with third-party systems

- Flexible licensing model which accommodates different use cases, such as large numbers of infrequent users needing application access

- Mobile-and tablet-compatible design

What were you looking to accomplish/change/improve with Appian technology?

Appian offered LNR an opportunity to start from scratch with a simple, fluid, scalable, and intuitive application for clubs, match officials, and competitor teams, including their legal departments. Appian would enable LNR to create applications that are easy to maintain and control and compatible with evolving competition regulations. The Appian environment would also enable seamless tracking of user and administrator activities.

Technology partner Solypse would play a critical role in all phases of the project, from specification to integration to change management, supplementing LNR's three-person IT department with specialized knowledge.

"The new LNR ELLIS application contributes to better management of match events. Faster and more fluid, it is much more efficient than before.

The time savings is significant because the match events are easier to write, and it brings me better productivity. I am very satisfied to be able to use it now on professional matches."

– Christophe Pleutin,
  Match official

The Solution

LNR, Appian, and Solypse worked together to develop ELLIS, named after William Webb Ellis. Ellis invented rugby during a football game in 1823 when—according to legend—he picked up the ball and ran with it.

For LNR, ELLIS manages the many aspects of professional French rugby competition: calendars, teams, game equipment, contacts, sanctions, tasks, rankings, statistics, task monitoring, and re-notification.

For rugby clubs, ELLIS offers contact management, team composition information, match signing, and data consultation.

ELLIS enables match officials to check team composition, fill in game-day checkpoints, enter game facts, and supervise score signing/validation.

The application also:

- Facilitates specific input-only tasks for users including the main referee, ticketing manager, and those entering temporary scores.

- Automatically sends PDFs of official reports.

- Synchronizes and integrates with sports and third-party vendor data systems.

ELLIS uses the following key Appian capabilities:

- **Interfaces,** including an interface for entering game facts, a match dashboard, grids of the matches, a calendar, and rankings.

- **Monitoring,** for maintaining visibility of processes like on-call duty on the fly.

- **Low-code platform,** enabling intuitive settings, decision tables, constant management, and the fast creation and building of applications to facilitate change.

Today ELLIS supports approximately 160 users including club team managers, match officials, and LNR's competition, legal, and IT departments, as well as ticketing managers, referees, and provisional score managers.

ELLIS manages:

- 450 matches per year, during which 40 game facts per game add up to 18,000 game facts per year. Each fact is synced with third-party integration.

- 60 competition stages per year, with rankings.

- 4000+ daily contact synchronizations.

With Appian, LNR realized the following improvements:

- **Greater** user adherence through the ability to customize interfaces.

- **Agility**, through a mobile- and tablet-compatible application that enables users to enter forms on the go.

- **Time savings** via workflow and task management for key processes.

- **Data** integration capabilities.

- **Automatic** PDF generation with a modern and dynamic display.

The Implementation

The project spanned five months, including one month of specifications and four months of design and development.

The project's success can be attributed to three key factors:

- Thorough understanding of the business needs, which allowed for the freedom and proactivity necessary for low-code development.

- Close and agile collaboration between Solypse and key LNR users throughout the development process.

- Frequent quality reviews of the application's interfaces and performance.

The project implementation involved the following components: a web API with Salesforce connected to Appian, a web API with the French Rugby Federation (FFR), a PDF generated from XSL with the Dynamic Document Generator plugin, and Excel imports and exports.

The Results

As ELLIS is a compliance, not a business, application, the main measure of ROI is not financial but quality of service for the user, as well as robustness, high availability, agility, and reliability.

To date, ELLIS's optimized and simplified layouts have reduced work complexity. For example, the LNR legal department now spends less than 20 minutes on Mondays checking sin-bin* status, observation reports, and the match officials checklist. With the old system, this task took two hours to complete. ELLIS has saved 24% of time per week in this task alone.

In 2023, LNR plans to use Appian to:

- Expand the application's functionality to handle playoff games, give LNR users more administrative autonomy, and control stadium administration

- Build a mobile version for the clubs' team managers

- Build a tablet version of the application for match officials, with a goal of increasing live match entries

*Sin bin: yellow card given by the referee to a player following an infringement of the rules of the game, resulting in a 10 minutes suspension from play.

Solypse provides businesses with expert process mining, custom app design, and data science services, delivering tangible results and value through its team's 10+ years of experience and a highly adaptive & agile approach. For more information, visit **Solypse.com.**

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