PSP | Membership and Awarding Bodies



STRATEGIC TECHNOLOGY PARTNERSHIP

More than your supplier.

Delivering innovative software solutions and expert consultancy services that offer membership and awarding bodies success through digital transformation.

Digital Transformation Experts

YOUR GUIDE

Find the help you need.

A clear guide to the decisions, delivery challenges and digital services that matter to membership and awarding organisations.

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Experienced specialists across the technology lifecycle

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Know what to move and how to reduce risk

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Experience, evidence and a conversation

WHO IS THIS FOR?

Different priorities. One joined-up partner.

From strategy to delivery, PSP IT combines sector understanding, technical expertise and practical accountability.

01 **CEO / leadership**
Prioritise investment and governance; protect service delivery. 08

02 **Operations**
Simplify processes, improve visibility and support users. 14

03 **Technology**
Modernise platforms, secure data and connect the estate. 10

04 **Finance**
Control delivery risk and link technology spend to value. 12

05 **Marketing / membership**
Improve self-service, communications and member journeys. 18

ABOUT PSP IT

A specialist partner. Close to the work.

Since 2008, PSP IT has supported membership and awarding bodies with software development, business analysis, consultancy, integration, testing and project delivery.



PEOPLE + SYSTEMS + PROCESS

Senior specialists who understand how technology choices affect operational teams, members and learners - backed by direct accountability from discovery through support.

PROVEN SECTOR EXPERIENCE

Partnerships built around delivery.

Technology expertise matters most when it translates into dependable services and practical progress.



SELECTED CLIENT AND PARTNER RELATIONSHIPS

CIPS
Partner since 2009

AAT
Partner since 2021

CICM
Partner since 2011

NEBOSH
Partner since 2011

THE ROYAL KENNEL CLUB
Partner since 2024

CONNECTED DELIVERY, STRONG SECTOR KNOWLEDGE

PSP IT supports organisations with bespoke platforms, cloud and integration, Dynamics 365, technical assurance, testing, and project recovery - bringing specialists together around complex business needs.

OUR SKILLS

Senior specialists. One coordinated team.

PSP IT brings the right capability around the challenge - across product engineering, business processes, enterprise applications and delivery assurance.

01 Digital platforms

React, Angular, Blazor, .NET, C#, PHP, Node.js, JavaScript, TypeScript, Umbraco and Optimizely.

02 Cloud & integration

Azure Integration Services, AWS, API Gateway, Microsoft BizTalk, hosting and infrastructure automation.

03 Microsoft Dynamics

Dynamics 365 Customer Engagement and Finance & Operations, reporting, data and Power BI.

04 Project delivery

Senior project management, business analysis, technical consultants and delivery governance.

05 Quality engineering

Manual, regression and automated testing; ISTQB-trained testers, Cypress and Cucumber.

06 Tools & continuity

Azure DevOps, Jira, Bitbucket, Terraform, legacy systems and ongoing third-line support.

OUR APPROACH

Delivering successful digital transformation.

Our approach combines subject matter expertise with straightforward governance, risk control and measurable delivery outcomes.

01 Discover

Understand organisational outcomes, processes, data and constraints.

02 Define

Agree scope, ownership, delivery principles and success measures.

03 Deliver

Build, integrate and assure services through coordinated workstreams.

04 Embed

Support adoption, continuity and lasting improvement.



LEADERSHIP PRIORITIES

Technology decisions. Business confidence.

Membership and awarding leaders must balance regulatory obligations, growth, cost and member experience without losing control of day-to-day service.



DECISIONS & RISKS — 06 KEY CONSIDERATIONS

01 Legacy technology

High maintenance effort and fragile integrations restrict the pace of change.

02 Fragmented information

Member, learner and assessment data is spread across systems, weakening insight.

03 Security and trust

Sensitive records and financial data require clear controls and accountable ownership.

04 Member experience

People expect accessible, personalised services at each stage of their journey.

05 Delivery risk

Multi-supplier projects can drift without governance, realistic plans and reporting.

06 Cost and value

Investment must balance business benefit, affordability and sustainable support.

Start with the organisation's outcomes, not a particular platform.

HOW PSP IT RESPONDS

A clearer route from challenge to action.

A credible technology strategy connects business decisions to delivery disciplines.

01 Assess the estate

Review systems, data flows, security, journeys and project constraints.

02 Agree priorities

Distinguish operational risks from higher-value transformation opportunities.

03 Deliver in stages

Use accountable workstreams, technical assurance and progressive release.

04 Evidence the value

Measure service quality, adoption, risk reduction and operating efficiency.



THE EXPERT VIEW

Start with the organisation's outcomes, not a particular platform.

CLOUD READINESS

Cloud change. Without the guesswork.



Cloud can support resilience, flexibility and operating efficiency - but only when applications, data, costs and people are ready.

READINESS PRIORITIES

06 KEY CONSIDERATIONS

01 Migration dependencies

Identify interfaces, legacy constraints and data quality before choosing a target architecture.

02 Data protection

Review personal data, responsibilities, sovereignty, access and UK GDPR requirements.

03 Security posture

Assess identity, monitoring, configuration, backup and recovery arrangements.

04 Peak performance

Size services for renewals, applications, assessments and other busy periods.

05 Cost exposure

Model consumption, licensing, migration effort and steady-state operating costs.

06 Change and adoption

Plan staff readiness, communications, user impact and ownership from the outset.

Cloud readiness is a business decision, not simply a hosting decision.

HOW PSP IT RESPONDS

A roadmap based on evidence.

A practical assessment helps determine what to move, what to retain, and when.

01 Audit and map

Document applications, infrastructure, data flows and technical debt.

02 Define the target

Align security, scalability and cost requirements to organisational goals.

03 Test assumptions

Use pilots and performance checks to validate key decisions.

04 Plan transition

Sequence migration waves, responsibilities, cutover and contingency.



THE EXPERT VIEW

Cloud readiness is a business decision, not simply a hosting decision.

PROJECT GOVERNANCE & RECOVERY

Restore control. Make progress visible.

Critical programmes need clear leadership, coordinated suppliers and early visibility of risks - particularly where member services or qualifications depend on delivery.



DELIVERY CHALLENGES

06 KEY CONSIDERATIONS

01 Unclear accountability

Decision rights and responsibilities are not consistently understood.

02 Fragmented workstreams

Teams and suppliers work in silos, duplicating effort and missing dependencies.

03 Inconsistent reporting

Progress, issues and risks are surfaced too late for leaders to respond.

04 Cost and scope drift

Change requests, budget movement and resource use lack effective control.

05 Missed milestones

Weak sequencing and unmanaged constraints threaten delivery dates.

06 Stakeholder misalignment

Disconnected priorities reduce confidence and slow decisions.

Strong controls should speed up decisions, not create more administration.

HOW PSP IT RESPONDS

Recovery starts with clarity.

We combine practical delivery controls with senior accountability to restore confidence.



01 Senior oversight

Director-level governance focused on outcomes, risks and decisions.

02 Workstream control

Define accountable owners, dependencies, milestones and delivery outputs.

03 Weekly reporting

Give leaders a dependable view of status, issues and upcoming decisions.

04 Joint project boards

Bring clients and suppliers together with structured escalation routes.

THE EXPERT VIEW

Strong controls should speed up decisions, not create more administration.

BUSINESS ANALYSIS / BAaaS

Better processes. Clearer requirements.

Business Analysis as a Service gives teams flexible, experienced analysis capacity to improve workflows and support project delivery without increasing permanent headcount.



PROCESS CHALLENGES — 06 KEY CONSIDERATIONS

01 Unclear current state

Undocumented workflows hide manual work, duplication and service risks.

02 Competing expectations

Departments and suppliers have different definitions of success.

03 Limited capacity

Projects need experienced analysts without long-term resource commitments.

04 Resistance to change

Teams must understand why changes matter and how their work will change.

05 Weak requirements

Ambiguity creates scope changes, rework and avoidable testing effort.

06 Disconnected programmes

Operational improvement loses value when not linked to governance and delivery.

Good analysis connects people, process and systems before change is built.

HOW PSP IT RESPONDS

Analysis that turns into action.

Flexible BAaaS brings structure to discovery, requirements and implementation.

01 Discover

Map as-is journeys, interview stakeholders and identify root causes.

02 Define

Agree to-be processes, priorities, business rules and acceptance criteria.

03 Deliver

Work with technical teams, PMOs and testers to translate needs into change.

04 Embed

Support adoption, handover and continuous improvement.

THE EXPERT VIEW

Good analysis connects people, process and systems before change is built.



MICROSOFT DYNAMICS 365

Dynamics 365 that works for the organisation.

From Customer Engagement to Finance & Operations, delivery succeeds when scope, data, integrations and adoption are treated as one programme.



COMMON DYNAMICS TRAPS

06 KEY CONSIDERATIONS

01 Requirements and scope

Complex processes and multiple stakeholders can lead to scope creep.

02 Legacy data quality

Migration requires profiling, cleansing, mapping and repeated reconciliation.

03 Enterprise integration

Dynamics needs dependable connections to finance, portals and third parties.

04 Excess customisation

Unnecessary configuration and bespoke development increase support cost.

05 User adoption

Teams need role-based training, tested journeys and clear ownership.

06 Delivery assurance

Budgets, dependencies, quality gates and recovery actions must remain visible.

AAT engaged PSP IT to help stabilise and realign its Dynamics 365 F&O programme.

HOW PSP IT RESPONDS

A disciplined delivery lifecycle.

PSP IT combines Dynamics expertise with project controls, integration, testing and support.

01 Discover and scope

Run structured requirements and process workshops; agree success measures.

02 Design and migrate

Plan architecture, mappings, data ownership and secure interfaces.

03 Build and assure

Apply configuration discipline, development standards and repeatable testing.

04 Adopt and support

Prepare cutover, build user confidence and improve after go-live.



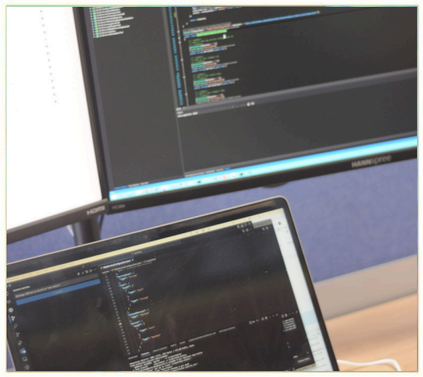
IN PRACTICE

AAT engaged PSP IT to help stabilise and realign its Dynamics 365 F&O programme.

WEB PORTALS & INTEGRATIONS

Simple experiences. Dependable connections.

A membership portal is only as effective as the data, finance, CRM and assessment systems behind it. Design the journey and integrations together.



CONNECTED SERVICE CHALLENGES

06 KEY CONSIDERATIONS

01 Data synchronisation

Member records, payments and certification data must remain accurate across platforms.

02 Accessible UX

Portals should support varied audiences, devices and accessibility needs.

03 Security and privacy

Secure APIs, access controls and appropriate data safeguards protect users.

04 Scalability

Systems must handle renewal, event and examination peaks.

05 Integration complexity

Legacy applications, CRM and cloud services need reliable integration patterns.

06 Sector workflows

Renewals, assessments, results and credentials require tailored processes.

PSP IT has developed integrated membership portals and supported awarding certification workflows.

HOW PSP IT RESPONDS

Engineered from end to end.

We combine web development, integration engineering, quality assurance and ongoing support.

01 Design the journey

Map member, learner and administrator goals and experience.

02 Connect the estate

Use APIs and middleware to link portals, CRM, finance and learning systems.

03 Prove quality

Test accessibility, security, data integrity and performance.

04 Support improvement

Monitor services and iterate as organisational needs change.



IN PRACTICE

PSP IT has developed integrated membership portals and supported awarding certification workflows.

TECHNOLOGY ASSESSMENT

Know what you have. Choose what comes next.

An independent assessment gives leadership an evidence-based view of platforms, people, security, data and delivery before committing investment.



ASSESSMENT PRIORITIES — 06 KEY CONSIDERATIONS

01 Infrastructure and cloud

Review resilience, capacity, hosting, technical debt and operating cost.

02 Security and compliance

Assess exposure, access, controls and relevant regulatory obligations.

03 Data and integrations

Evaluate ownership, quality, interfaces and reporting usefulness.

04 CRM and digital experience

Assess service journeys, automation opportunities and platform fitness.

05 People and suppliers

Clarify capabilities, team structure, responsibilities and third-party dependency.

06 Delivery governance

Examine portfolio priorities, ownership, assurance and project risk.

The outcome is a prioritised investment roadmap, not another long technical report.

HOW PSP IT RESPONDS

Evidence for confident investment.

A structured assessment creates a shared basis for action, sequencing and accountability.

01 Define outcomes

Agree goals, boundaries, decision owners and key questions.

02 Review current state

Assess the technology estate, processes, risks and dependencies.

03 Engage stakeholders

Understand the lived experience of staff, members and suppliers.

04 Prioritise a roadmap

Rank opportunities by benefit, cost, risk, timing and resource needs.

THE EXPERT VIEW

The outcome is a prioritised investment roadmap, not another long technical report.



CLIENT VOICES

What our delivery partners say.

We are proud to support membership and awarding organisations through meaningful, lasting change. Here is what our partners value about working with PSP IT.

> “These resources have been essential in providing additional capacity to ensure delivery of our tight implementation timeline.”

CIPS
R Francis

> “Working with PSP has been a genuinely collaborative and supportive experience.”

CICM
R Norman

> “Their deep knowledge of Dynamics 365, commitment to quality, and pragmatic problem-solving approach were crucial in stabilising the platform and accelerating delivery.”

AAT
John Brown

PROVEN IMPACT

Our clients rely on PSP IT for practical advice, dependable delivery and specialist expertise that stays close to operational reality.

SECTOR
Membership and awarding bodies are a core focus for our team.

DELIVERY
Governance, recovery, engineering, testing and ongoing support.

VALUE
Expert guidance that turns complex change into controlled progress.

NEXT STEPS

Ready to move with confidence?

PSP IT helps membership and awarding bodies plan the right next step, with sector expertise, practical insight and a delivery approach you can trust.

01 Discover
We discuss your goals, current challenges and strategic priorities.

02 Assess
We review your platforms, data, delivery approach and available options.

03 Plan
We define a clear roadmap with scope, ownership and measurable outcomes.

04 Deliver
We work in partnership to implement, assure and realise lasting value.



PSP

Digital Transformation Experts

OUR EXPERTISE

Seven services.
One strategic partner.

From strategy and modernisation to recovery and ongoing delivery, we help membership and awarding bodies achieve measurable results.

01 **Digital Transformation**

Technology assessment, strategic roadmaps and delivery focused on business value.

02 **Bespoke Software**

Secure applications built around your processes and people.

03 **Legacy Modernisation**

Maintain and improve critical systems while reducing technical debt.

04 **IT Project Recovery**

Restore governance, confidence and momentum when delivery stalls.

05 **Managed IT & Security**

Resilient operations, security controls and dependable support.

06 **Agile IT Outsourcing**

Flexible access to technology leadership and specialist teams.

07 **Testing as a Service**

Independent manual, automated and regression quality assurance.

Get in touch

Let's start a conversation about how PSP IT can support your organisation.

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